



Chris Taylor and Alan German
Ottawa PC Users' Group

Technical Solutions 2020

OPCUG is considering a series of Zoom video-conferences to answer your technical issues.

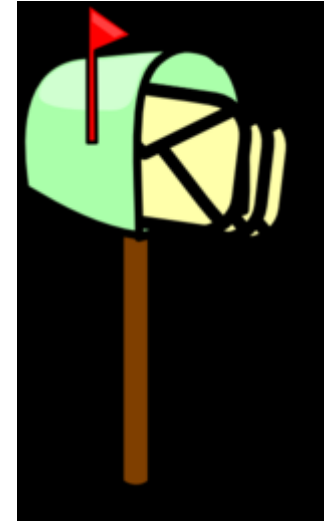
We would like to know what specific topics you would find useful. Check out our suggestions and give us yours!



<https://opcug.ca/technical-solutions/>

Follow-up

Email Cleanup



Situation: Mailbox full

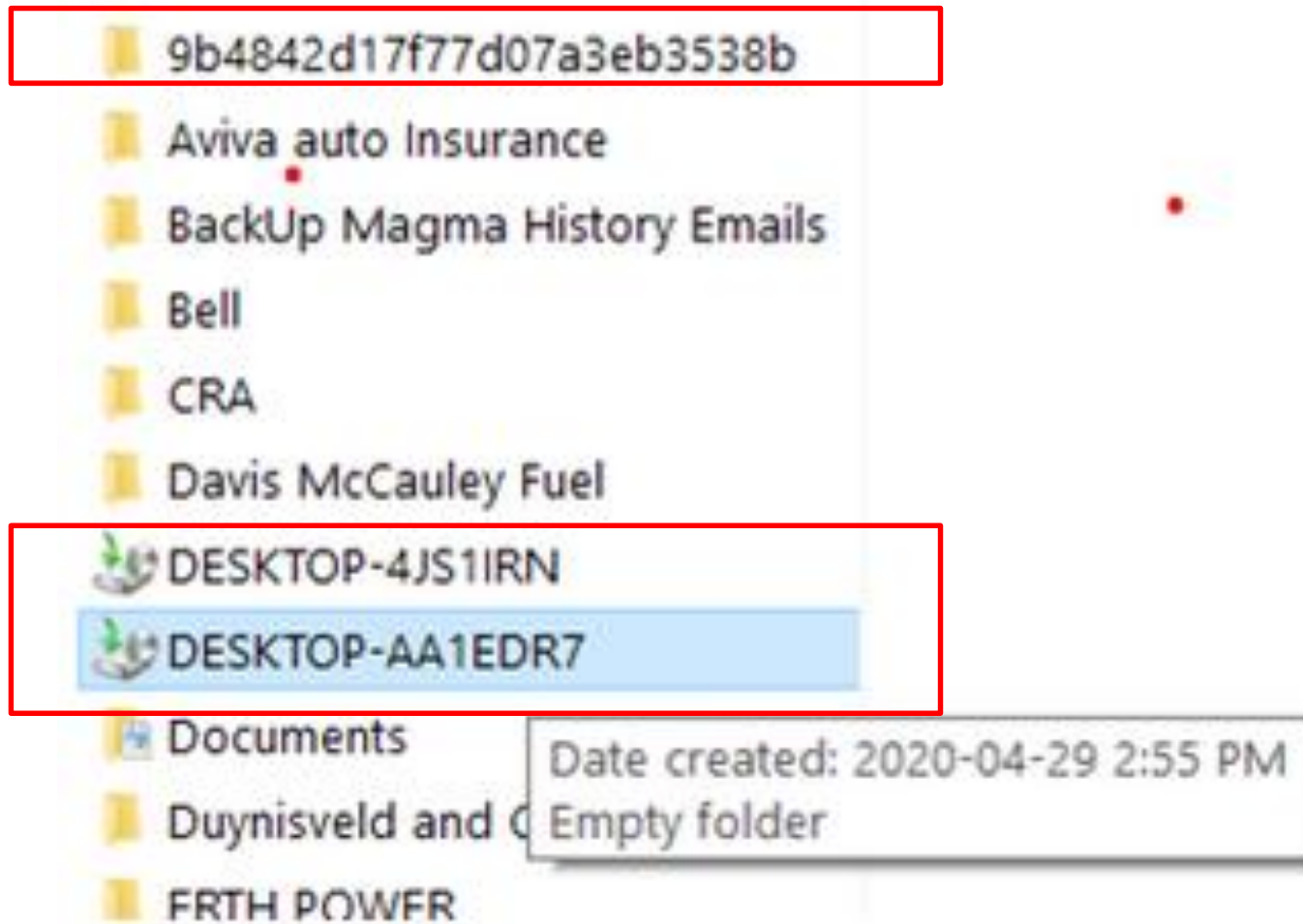
- Using (Hotmail) Outlook.com
 - 20,000 unread emails
- Sometimes problem getting into email
- Wants to preserve some (20 or 30) emails
 - Others too, but these are the really important ones

Action: Stabilize Internet connection

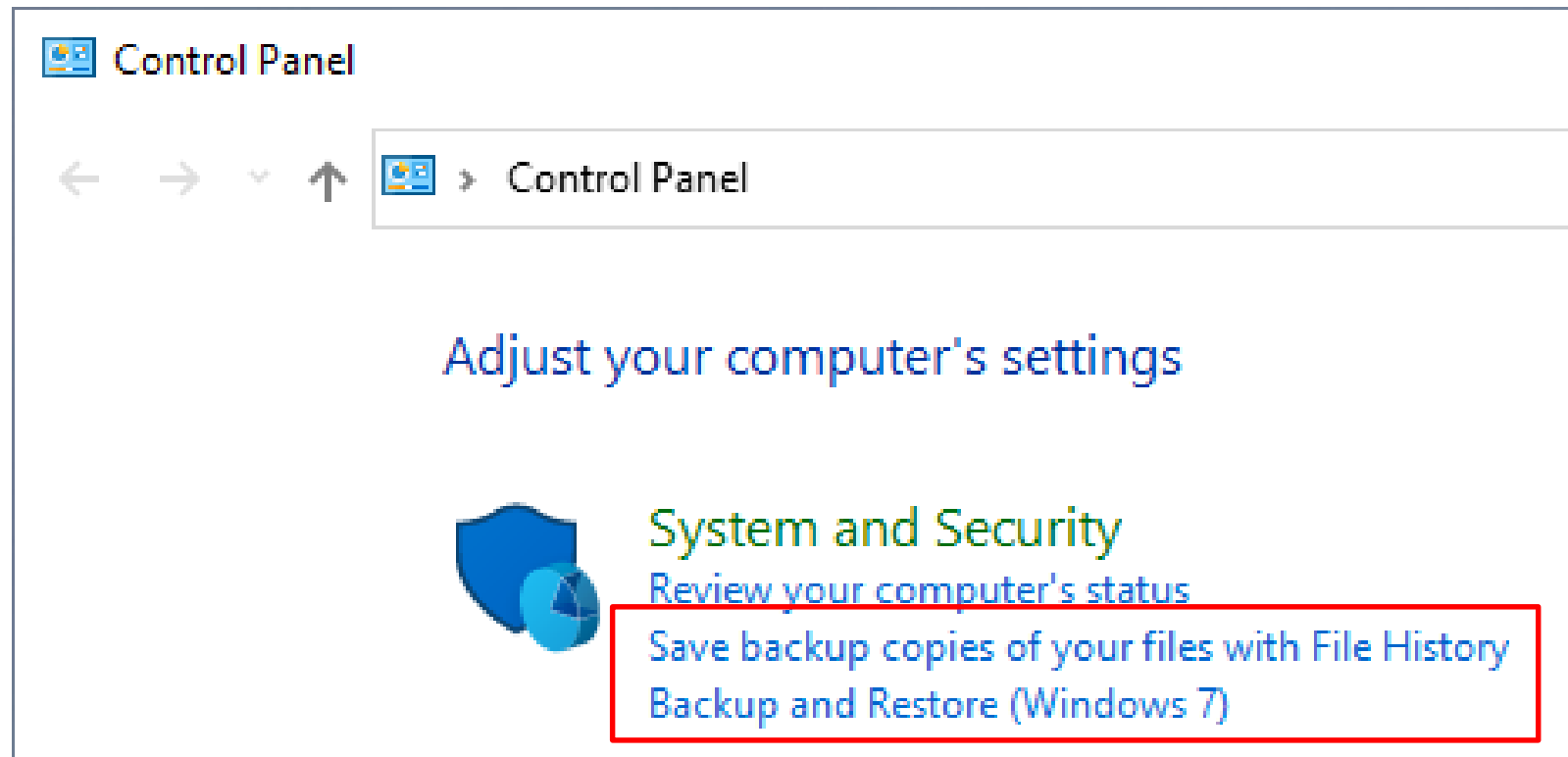
- Power cord on router not firm
 - Periodically losing connection
 - Firmly attached power cord
- Outlook.com does not allow (easy??) saving of entire emails, e.g. to a flash drive
- Grabbed the photos (attachments) as separate files and copied to a flash drive
- Continue cleanup of emails
 - Further session on hints
Sorting, Filtering, and Searching

Follow-up

Windows Backup



Windows has two backup systems...



Backup and Restore (Windows 7)



<< System... > Backup and Restore (Windo...



[Control Panel Home](#)



[Create a system image](#)



[Create a system repair disc](#)

Back up or restore your files

Backup

Windows Backup has not been set up.



[Set up backup](#)

Restore

Windows could not find a backup for this computer.



[Select another backup to restore files from](#)

See also

[Security and Maintenance](#)

[File History](#)

Backup and Restore (Windows 7)



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Create a system image



Where do you want to save the backup?

A system image is a copy of the drives required for Windows to run. It can also include additional drives. A system image can be used to restore your computer if your hard drive or computer ever stops working; however, you can't choose individual items to restore.

☒ On a hard disk

 My Book04 (E:) 531.95 GB free

Most recent backup on drive: 2020-09-17 7:59:18 AM

☐ On one or more DVDs

☐ On a network location

Select...

Next

Cancel

←  Create a system image

Which drives do you want to include in the backup?

The drives that are required for Windows to run will be included by default. You cannot include the drive that you are saving the backup to.

Your backups are being saved on My Book04 (E:).

Drive	Total size	Used space
☒  EFI System Partition	500.00 MB	37.73 MB
☒  Windows 10 (C:) (System)	139.38 GB	97.33 GB
☒  Windows Recovery Environment (System)	529.00 MB	453.39 MB
☐  DataDisk (D:)	16.66 GB	6.82 GB

[Next](#)

Cancel

» This PC » My Book04 (E:)



Name



Date modified

Type

Size



Dropbox

2016-07-08 6:47 PM

File folder



E-FILES

2016-06-22 7:22 PM

File folder



E-REPORTS

2020-04-10 3:05 PM

File folder



FileHistory

2020-09-17 12:57 ...

File folder



Garmin

2020-02-09 4:24 PM

File folder



MyBook_4TB

2014-02-08 4:58 PM

File folder



other_stuff

2020-02-21 2:48 PM

File folder



w software

2014-03-29 5:37 PM

File folder



WindowsImageBackup

2020-09-17 7:59 AM

File folder



x_nikon

2020-04-13 10:01 ...

File folder



y_backup

2020-04-13 10:03 ...

File folder



z_images

2020-09-09 1:44 PM

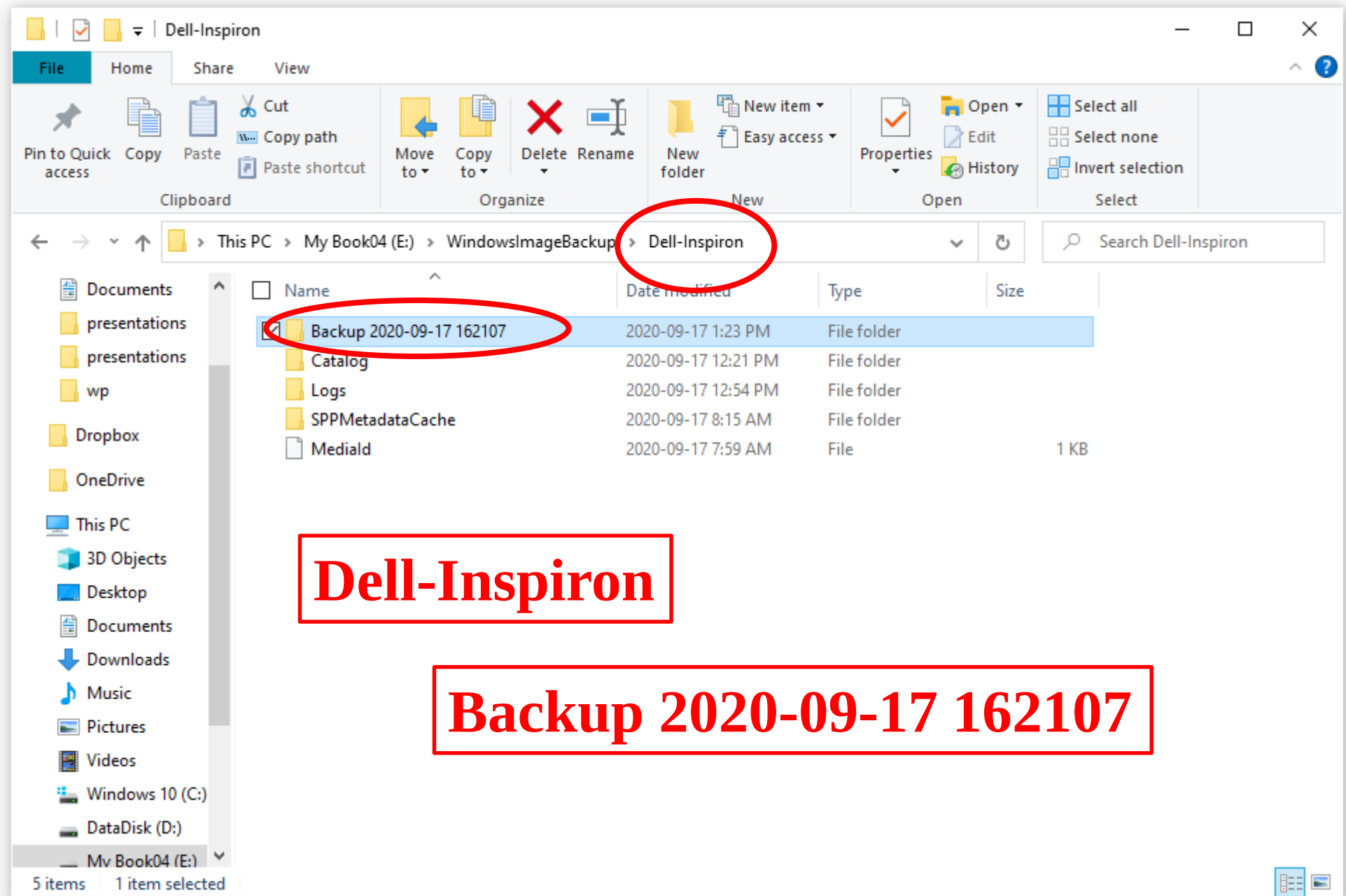
File folder

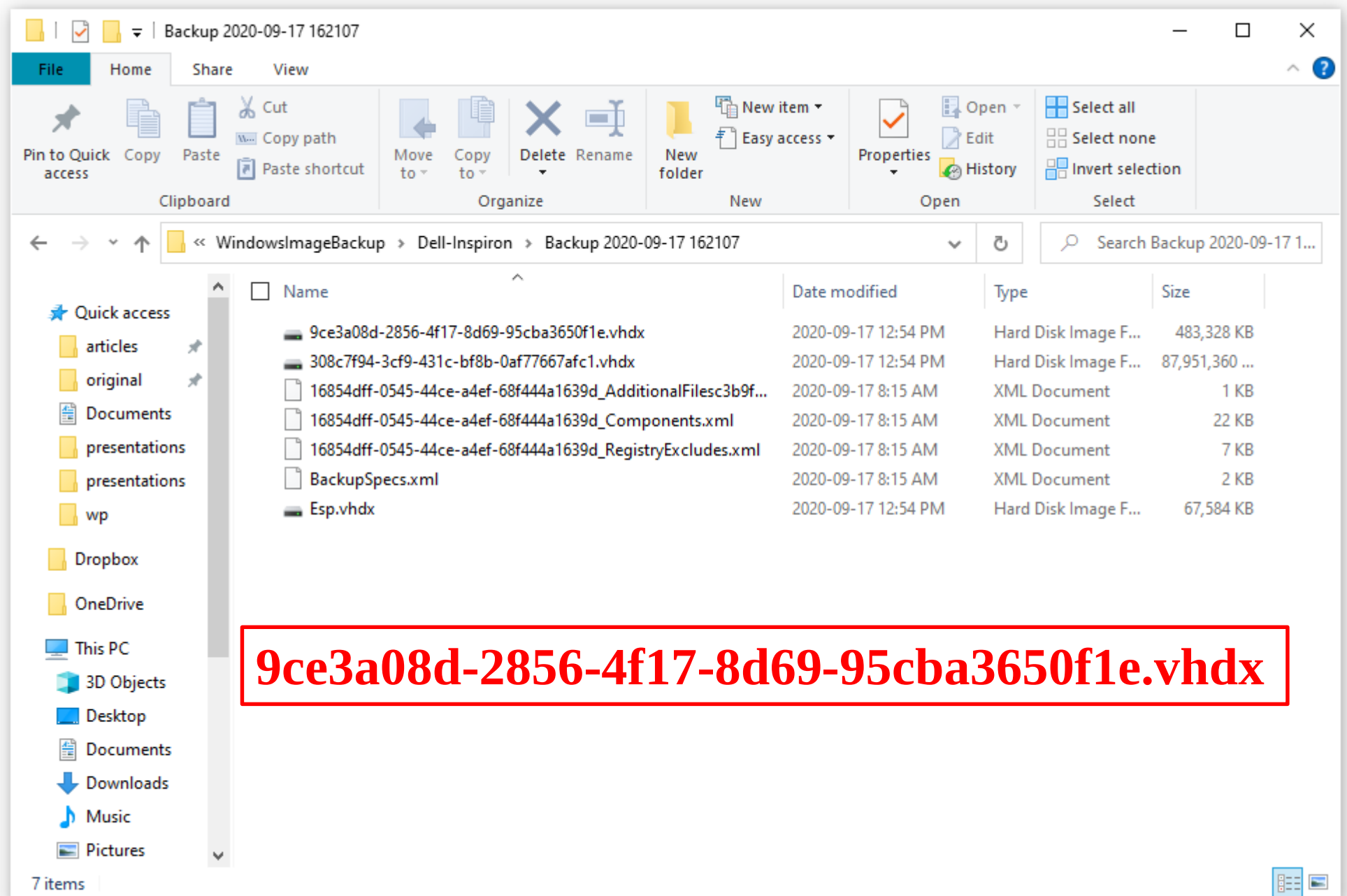


zz_discards

2020-04-11 11:34 ...

File folder









[Control Panel Home](#)

[Restore personal files](#)

[Select drive](#)

[Exclude folders](#)

[Advanced settings](#)

Keep a history of your files

File History saves copies of your files so you can get them back if they're lost or damaged.

File History is on

Copy files from: Libraries, Desktop, Contacts, and Favorites

Copy files to:



My Book04 (E:)
530 GB free of 3.63 TB

[Run now](#)

Turn off

See also

[Recovery](#)

[System Image Backup](#)

Control Panel Home

Restore personal files

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See also

Recovery

 System Image Backup

» This PC » My Book04 (E:)



Name



Date modified

Type

Size



Dropbox

2016-07-08 6:47 PM

File folder



E-FILES

2016-06-22 7:22 PM

File folder



E-REPORTS

2020-04-10 3:05 PM

File folder



FileHistory

2020-09-17 12:57 ...

File folder



Garmin

2020-02-09 4:24 PM

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2014-03-29 5:37 PM

File folder



WindowsImageBackup

2020-09-17 7:59 AM

File folder



x_nikon

2020-04-13 10:01 ...

File folder



y_backup

2020-04-13 10:03 ...

File folder



z_images

2020-09-09 1:44 PM

File folder



zz_discards

2020-04-11 11:34 ...

File folder

File History



Control Panel > System and Security > File History



Search Control Panel



[Control Panel Home](#)

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[Stop](#)

Turn off

See also

[Recovery](#)



[System Image Backup](#)

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Control Panel > System and Security > File History



Search Control Panel



[Control Panel Home](#)

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[Stop](#)

Turn off

See also

[Recovery](#)



[System Image Backup](#)

Backup options

Overview

Size of backup: 3.66 GB

Total space on My Book04 (E:): 3.63 TB

Last backup: 2020-09-17 4:30 PM

Back up now

Back up my files

Every hour (default)

Keep my backups

Forever (default)

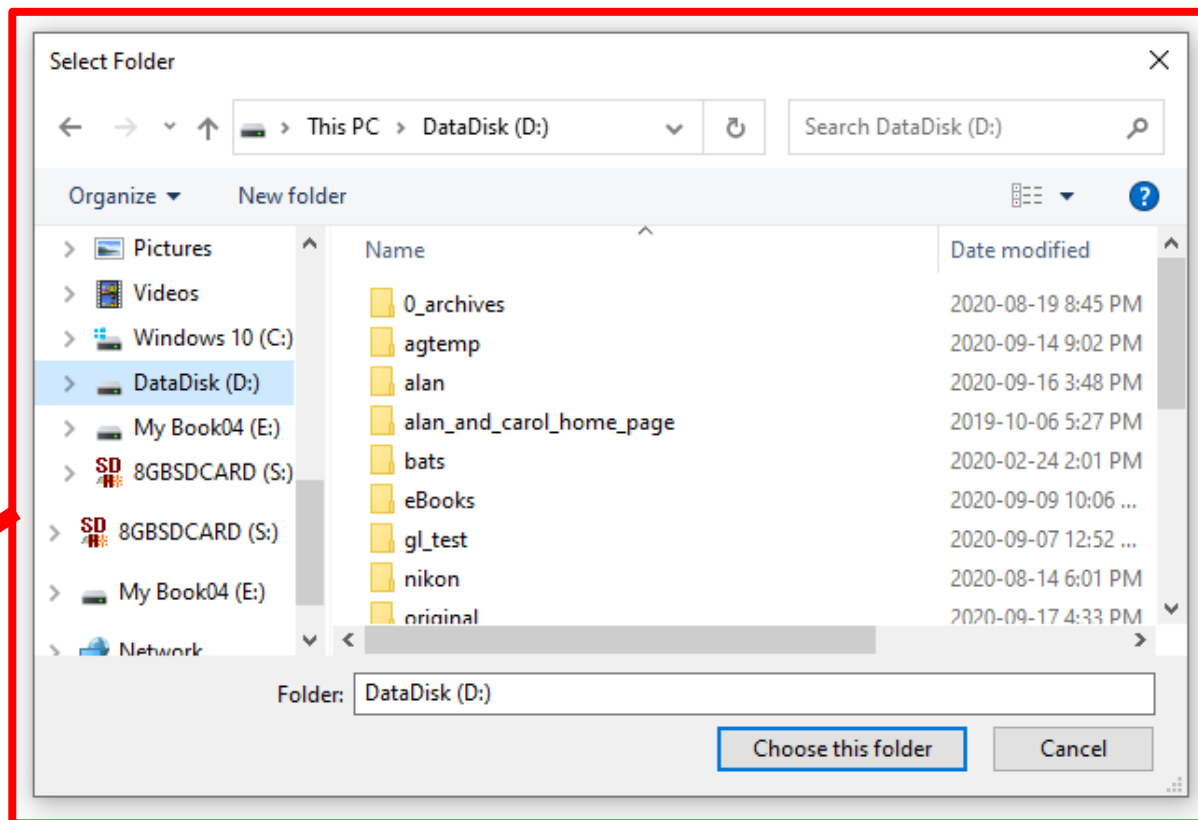
Back up these folders

+ Add a folder

Saved Games
C:\Users\toaster

Links
C:\Users\toaster

Downloads



File History



Control Panel > System and Security > File History



Search Control Panel



[Control Panel Home](#)

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See also

[Recovery](#)



[System Image Backup](#)

September 17, 2020 1:01 PM | 1 of 1

 .cache	 .config	 .gimp-2.8	 .Icecream Screen Recorder	 .openjfx	 .p2	 .thumbnail s	 .VirtualBox	 3D Objects
 Contacts	 Desktop	 Documents	 Downloads	 Favorites	 Links	 Music	 NCH Software Suite	 opera autoupdate
 Pictures	 Saved Games	 Searches	 Tracing	 Videos	 Camera Roll	 Documents	 Music	 Pictures
 Saved Pictures	 Videos							

29 items



September 17, 2020 1:01 PM | 1 of 1


Dell
Downloads


FlashIntegr
o


Gizmo


My Data
Sources


My Garmin

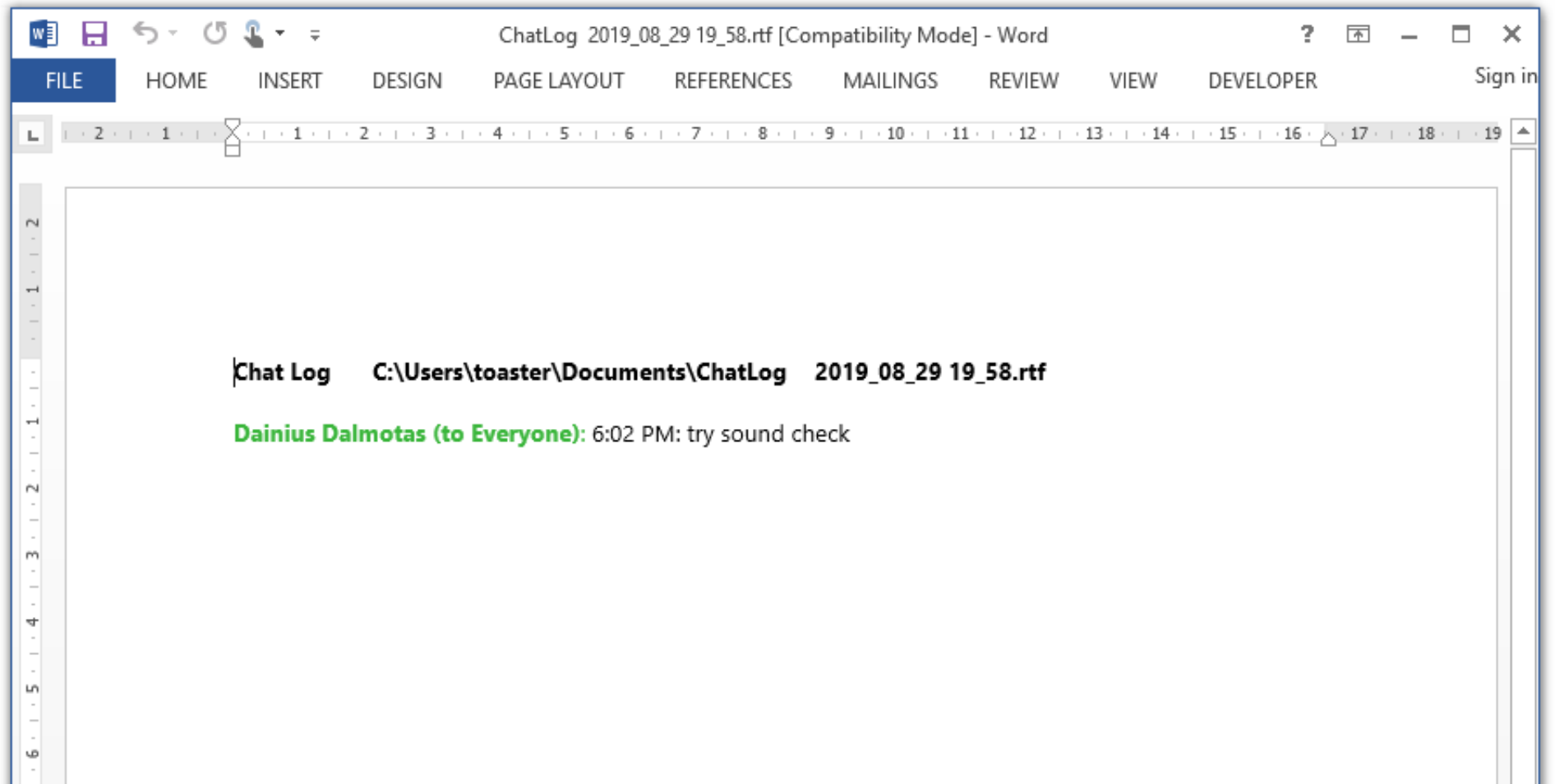

Zoom


ChatLog
2019_08_29
19_58.rtf


desktop.ini

8 items





September 17, 2020 1:01 PM | 1 of 1



Dell Downloads



FlashIntegr
o



Gizmo



My Data
Sources



My Garmin



Zoom

☒

ChatLog
2019_08_29
19_58.rtf



desktop.ini

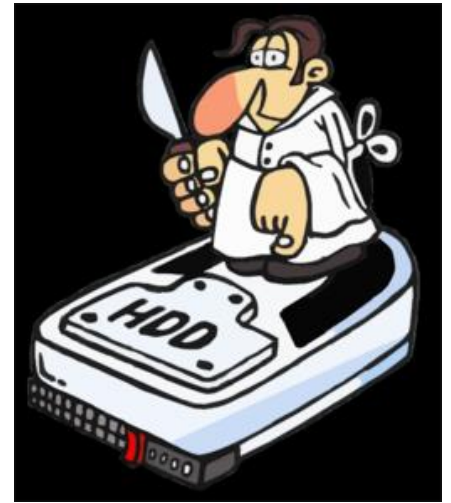
8 items | 1 item selected 377 bytes



Restore to original location.

Follow-up

Drive Space



Situation: Three external hard drives

- Two external 4 TB drives (full)
 - Could not find where all the space was being used and for what
 - Several strangely named folders at root that appeared to be empty
- One additional external drive used to hold photos
- Unsure of situation with backup
 - Tried using Windows Backup (Windows 7)
 - Tried using software that came with WD drive
 - Never tried recovery and unsure of process

Follow-up

Drive Space

Desired: Find where space being used & free up space

Action:

- TreeSize Free



www.jam-software.com/treesize_free

- Run as Administrator
 - Found what was in all folders
 - Deleted tons of old backups
(Windows Backup and
Western Digital's backup)
- Windows Backup running daily – stop that

Follow-up

Drive Space

Desired: Get a handle on backups

EaseUS

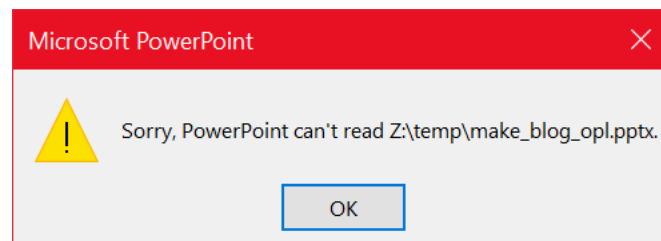
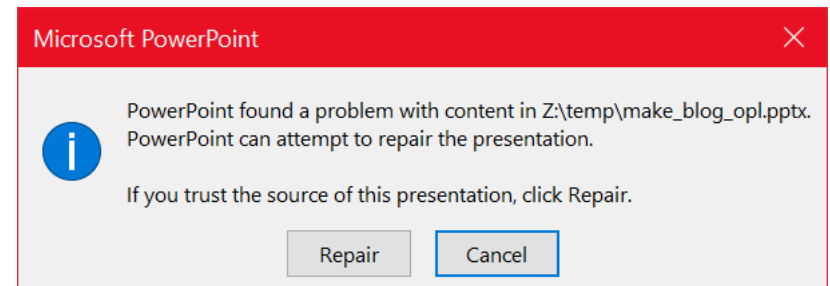
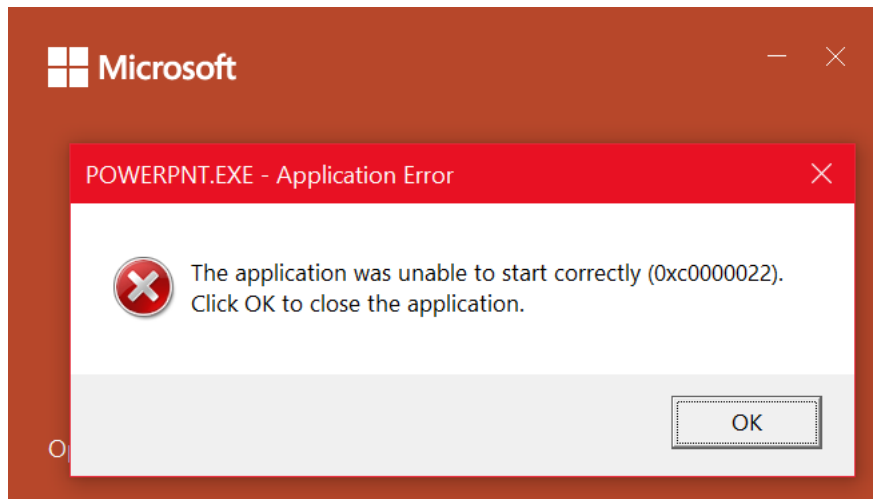
Action:

- Stop Windows Backup from running daily
- Install EaseUS Todo Backup Free
www.easeus.com/backup-software/tb-free.html
- Created three backup tasks
 - Scheduled daily backup of entire internal hard drive to the external desktop 4 TB hard drive
 - Manual backup of entire internal hard drive to the portable external 4 TB hard drive (for offsite storage)
 - Manual backup of entire external hard drive used for photos to same portable external 4 TB hard drive
- Create emergency boot disk and test file recovery

Share

Microsoft Office Problem Files

Problem: Double-click a Microsoft Office file

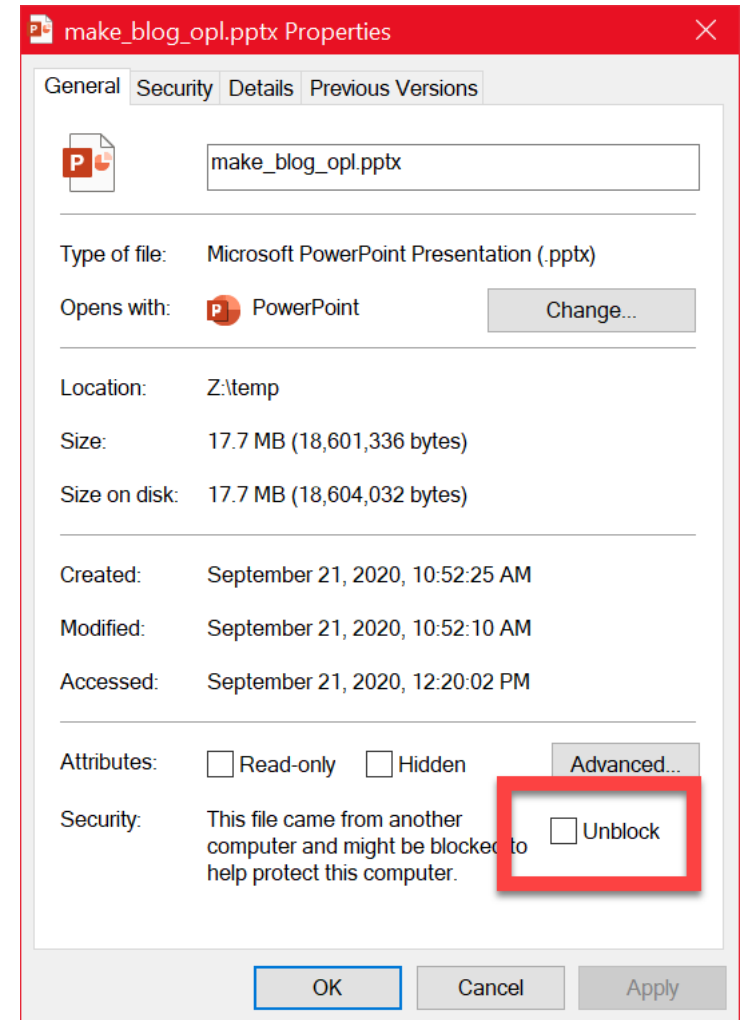


Share

Microsoft Office Problem Files

Solution:

- File Explorer – right-click
- Select Properties
- “Unblock”

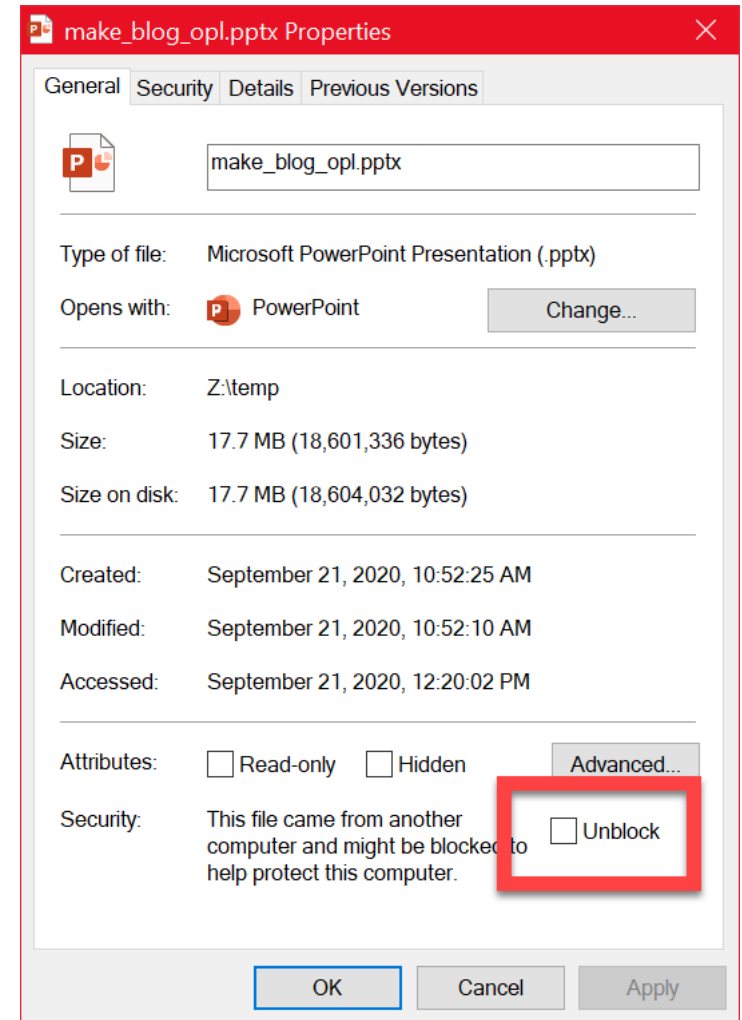


Share

Microsoft Office Problem Files

Solution:

- File Explorer – right-click
 - Select Properties
 - “Unblock”
- Patiently (or not) wait for Microsoft to read my report in Feedback Hub and fix the problem



Share

Blocked Files

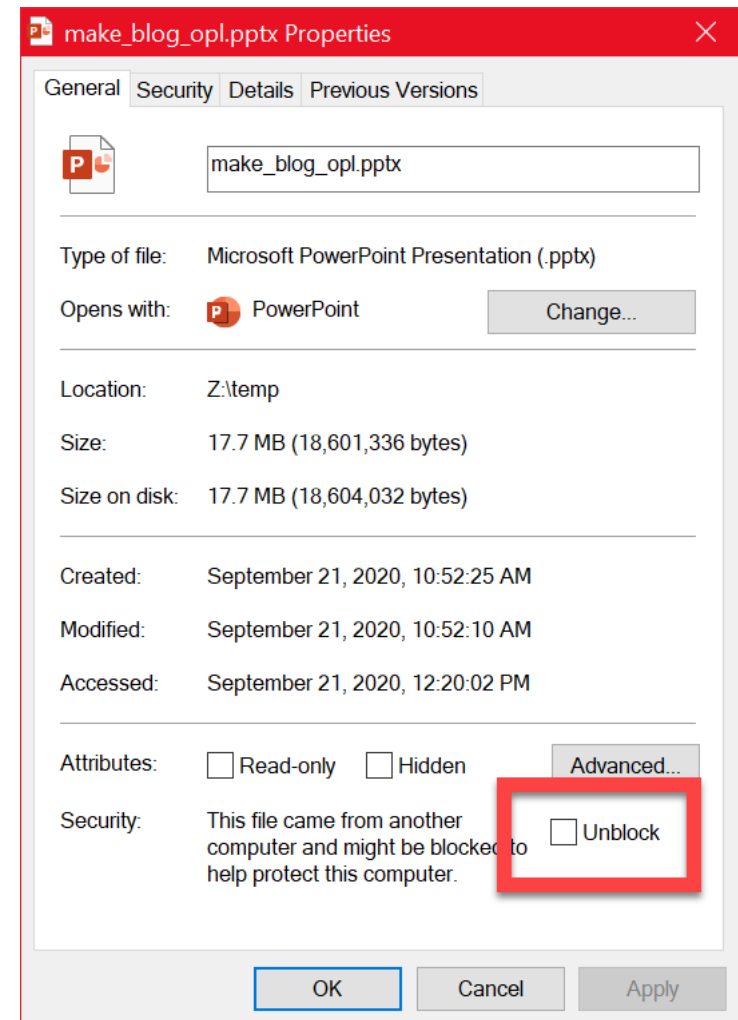
File downloaded from Internet flagged somehow

File modified?

- No
- Byte for byte the same

A file attribute

- “Read-only”?
- No



Alternate Data Streams

Files always contain a primary data stream

Can also contain other data streams

- A.k.a. “alternate data streams”
- Not normally seen

Some programs understand alternate data streams and can read/write to them

- Notepad
- PowerPoint

Streams: utility from Mark Russinovich

- Can list and delete alternate data streams
- <https://docs.microsoft.com/en-us/sysinternals/downloads/streams>

Share

Alternate Data Streams

```
Administrator: C:\Windows\System32\cmd.exe
z:\temp\Blocking> c:\Program Files\Utils\streams" make_blog_opl.pptx
streams v1.60 - Reveal NTFS alternate streams.
Copyright (C) 2005-2016 Mark Russinovich
Sysinternals - www.sysinternals.com
z:\temp\Blocking\make_blog_opl.pptx:
:Zone.Identifier:$DATA 395
z:\temp\Blocking>
```

Streams {filename}

File: make_blog_opl.pptx

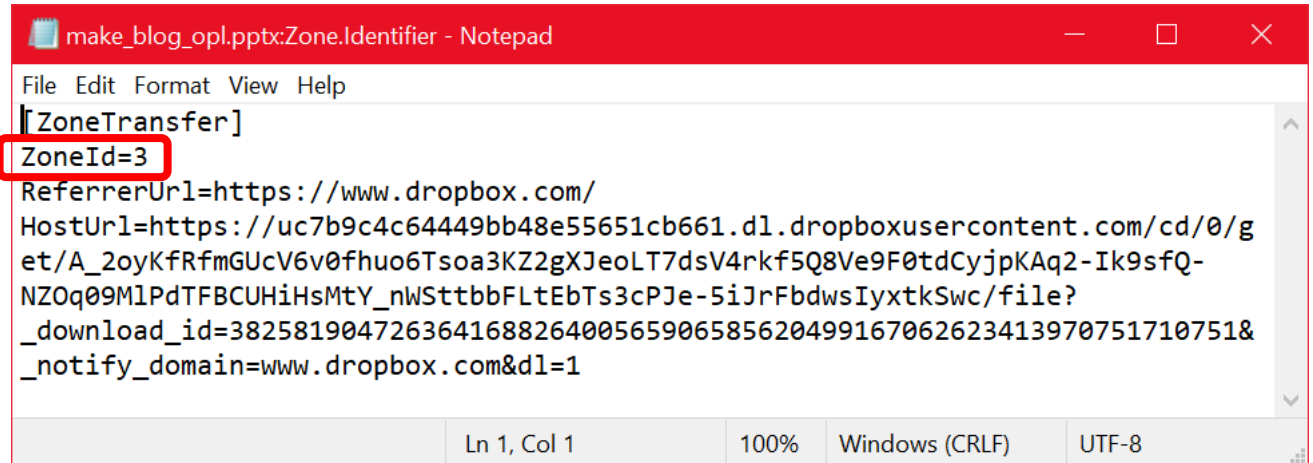
ADS: Zone.Identifier

Notepad make_blog_opl.pptx:Zone.Identifier

```
make_blog_opl.pptx:Zone.Identifier - Notepad
File Edit Format View Help
[ZoneTransfer]
ZoneId=3
ReferrerUrl=https://www.dropbox.com/
HostUrl=https://uc7b9c4c64449bb48e55651cb661.d1.dropboxusercontent.com/cd/0/g
et/A_2oyKfRfmGUcV6v0fhuo6Tsoa3KZ2gXJeoLT7dsV4rkf5Q8Ve9F0tdCyjpKAq2-Ik9sfQ-
NZOq09M1PdTFBCUHiHsMtY_nWSttbbFLtEbTs3cPJJe-5iJrFbdwsIyxtkSwc/file?
_download_id=382581904726364168826400565906585620499167062623413970751710751&
_notify_domain=www.dropbox.com&dl=1
Ln 1, Col 1 100% Windows (CRLF) UTF-8
```

Share

Alternate Data Streams



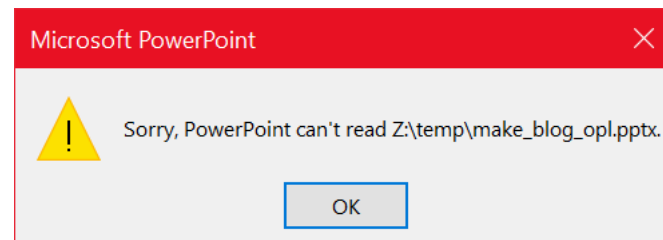
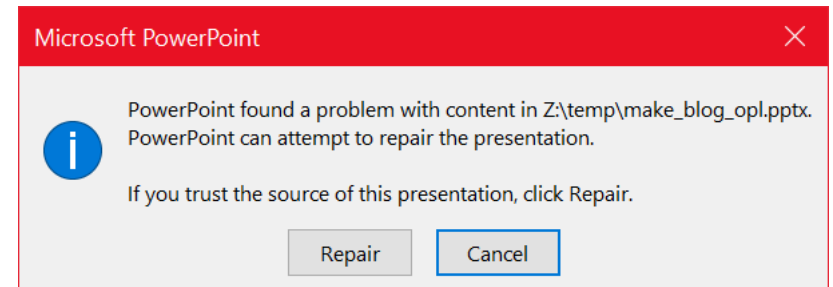
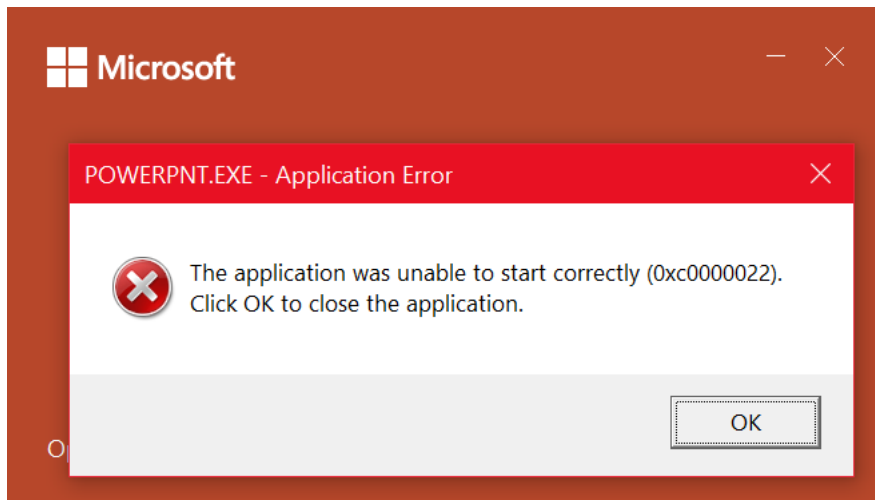
```
make_blog_opl.pptx:Zone.Identifier - Notepad
File Edit Format View Help
[ZoneTransfer]
ZoneId=3
ReferrerUrl=https://www.dropbox.com/
HostUrl=https://uc7b9c4c64449bb48e55651cb661.d1.dropboxusercontent.com/cd/0/get/A_2oyKfRfmGUcV6v0fhuo6Tsoa3KZ2gXJeoLT7dsV4rkf5Q8Ve9F0tdCyjpKAq2-Ik9sfQ-NZOq09MlPdTFBCUHiHsMtY_nWSttbbFLtEbTs3cPJe-5iJrFbdwsIyxtkSwc/file?_download_id=382581904726364168826400565906585620499167062623413970751710751&_notify_domain=www.dropbox.com&dl=1
Ln 1, Col 1 100% Windows (CRLF) UTF-8
```

- 0 My Computer
 - 1 Local Intranet Zone
 - 2 Trusted sites Zone
 - 3 Internet Zone**
 - 4 Restricted Sites
- Zone

make_blog_opl.pptx “flagged”
• **came from the Internet**

PowerPoint

- Read Alternate Data Stream “Zone.Identifier”
 - “ZoneId=3” file came from Internet
 - should open in read-only mode
 - add an info bar to the top of the file

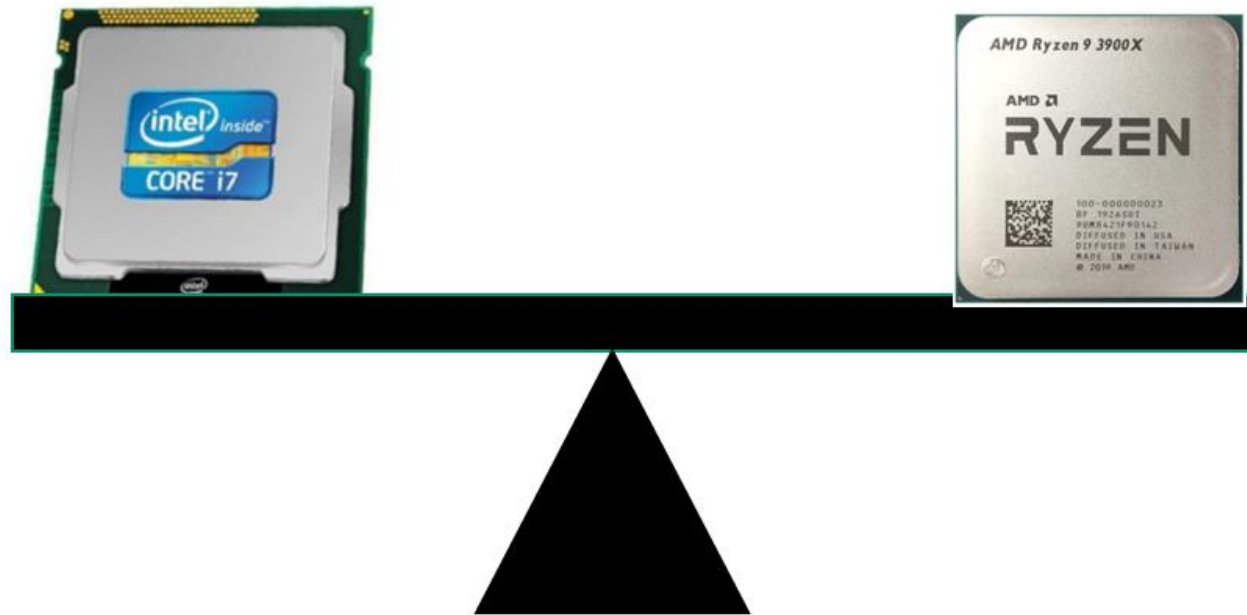


What to do?

- Feedback Hub: report problem
- Workarounds
 - Use File Explorer | Properties to “unblock”
 - Use Notepad to edit the ADS
 - Edit ZoneId=3 to 0, 1, or 2
 - Delete the ADS using STREAMS
- Wait for an update for Microsoft Office that fixes the problem properly

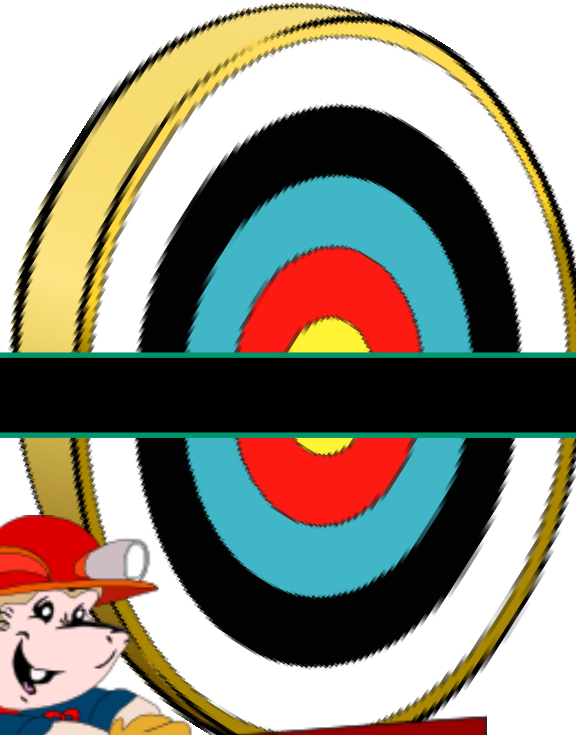


Is there any significant difference between AMD and Intel if you're not doing heavy-duty gaming or video editing?



A

It all depends...



Tiger Lake vs. Ryzen



4 cores, 8 threads
10 nm
SuperFin (FinFET)
Higher clock speed
Iris Xe-LP graphics



8 cores
7 nm
Runs cooler
Lower cost

Tiger Lake vs. Ryzen



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10 nm
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Iris Xe-LP graphics



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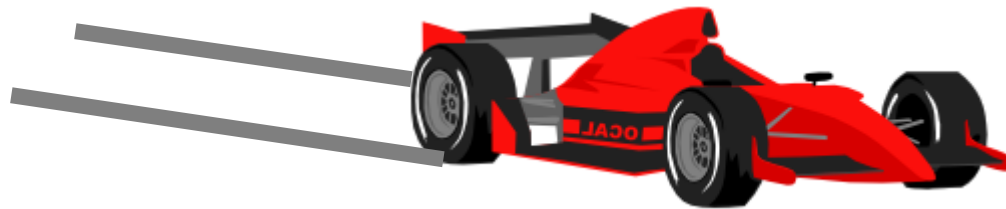
BUT, choice will be use-case dependent!

Comparing computers?

- Make a short list with the desired features
 - Screen size (laptop)
 - Storage size/technology
 - Memory
 - Ports
 - etc.
- Search on Google to compare the exact make/model or processor to see which processor is faster, by how much, and at what cost

High Performance?

- I don't think not needing to do "heavy-duty gaming or video editing" is necessarily a reason to avoid considering a higher-end processor. Certainly if you want to do those things, you definitely want a fast processor, but everything is faster on a computer with a fast CPU and that's not a bad thing.





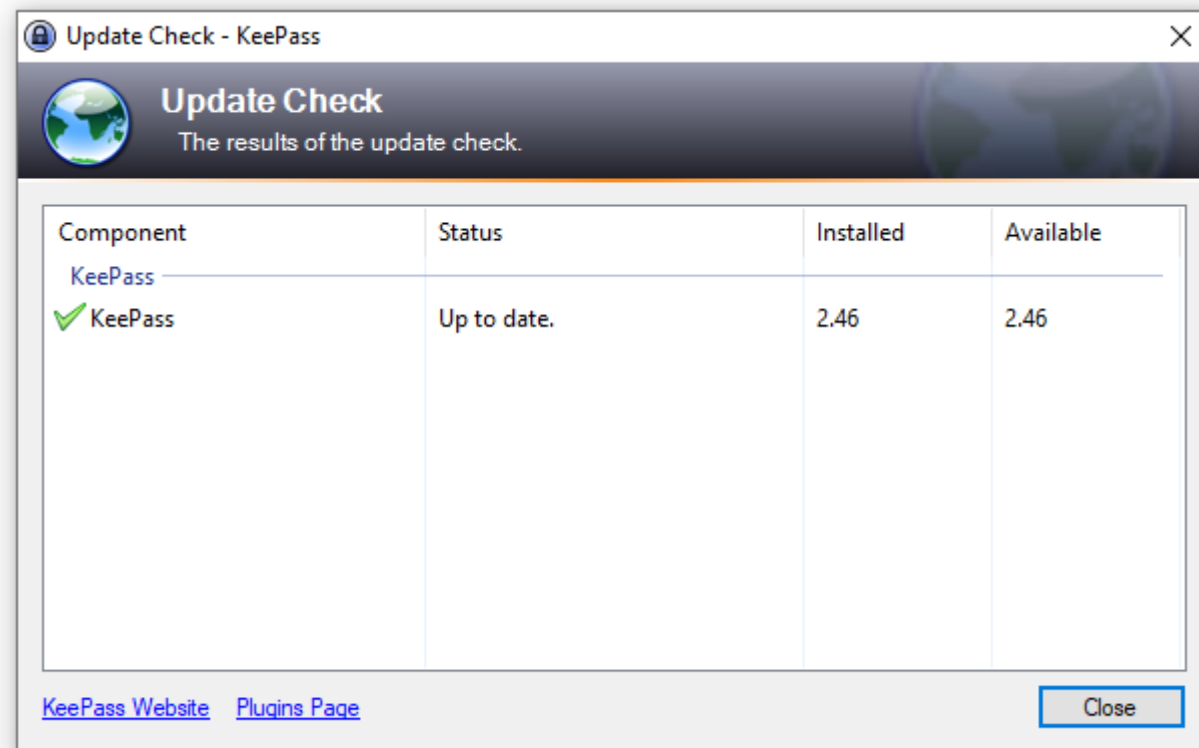
KeePass is showing a link to the latest version 2.46. It appears that you download the newest version rather than updating the present one.

Do you recommend downloading the new version? Will it be seamless in terms of the database already created?



A

I upgrade KeePass any time they say there is a new version. It will typically fix bugs and add features. Upgrades have always been seamless.





I want to set up an Ethernet connection to my router. There seem to be several types of cables, i.e. Cat5e, Cat6a, RJ45, flat or round. My Internet connection, through Rogers, is Ignite Internet 150u with an Ignite WiFi Gateway. What sort of cable do I need?



Ignite Wi-Fi™ Gateway

A

It is a standard RJ45 plug.



Almost all cables sold these days are CAT6, although if you have a CAT5 or CAT5e cable lying around, it should work fine. As you go up in the standard, there is better shielding and the signal tends to degrade less.



Share

Keynote Address at CIRA AGM

(Cyber-security Guru Bruce Schneier)

(See OPCUG-Member-Forum for more details)

- Software is poorly written
- The Internet was never designed with security in mind
- A defender has to protect the entire attack surface; the attacker only has to find one vulnerability
- We have to find a way to live on a dirty network



How do I protect my new smart fridge?

Perhaps, if you can, don't connect it. But, more and more, things can't be turned off or left disconnected from the network or they don't function. Is there a good solution? Maybe something at the router?





**Any Other:
Questions?
Comments?
Shares?**



If we have time...

Awesome Icons

Customize the icons on your Android smartphone



Alan German



OPCUG Monthly Meeting
October 14, 7:30 pm

**Managing Your
Android Phone**



Details at: opcug.ca/events/october-meeting/



Tech Café, OPL
November 23, 4:00 pm

**Scam Avoidance
and Trust**



Lawrence Patterson

Register at: [**opcug.ca/opl-presentations/**](https://opcug.ca/opl-presentations/)



Questions



Send your questions, answers, and topics you wish to share to:

SuggestionBox@opcug.ca

