



Alan German & Chris Taylor

Ottawa PC Users' Group

March 6, 2024



Windows Update Broken

- There's another possible fix you can try that few people use or probably even know exist
- **Call the Microsoft Support line at 800-642-7676**
- Explain to them what you did to try to fix it, grant them remote access, and allow them to fix it for you
- I have used it twice over the years when I could not come up with a solution
- There was never a charge and in both cases the issue was resolved



<https://support.microsoft.com/en-us>

Jeff Dubois



Checking the ram in your PC

- One of the best ways to check your PC ram is to use Crucial's online scanning tool
- The tool will tell you how much ram you have, and:
 - what sticks are in which slots
 - how many slots you have
 - what you can put in the machine
 - what type of ram you can buy

Find a 100% compatible
memory or storage upgrade

Two great options to choose from:

01

The fastest, easiest way to improve system performance.

Start your scan

<https://www.crucial.com>

Jeff Dubois

Share

Protecting your bank accounts, debit and credit cards



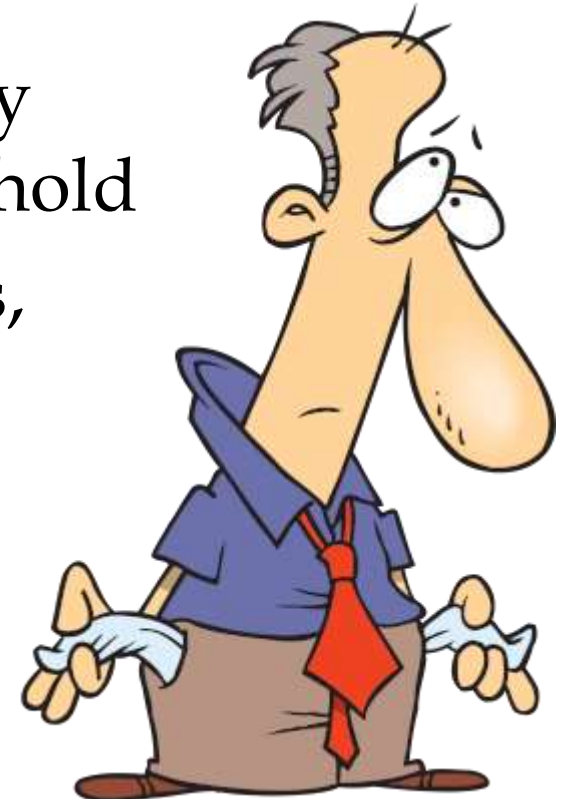
- Many bank and credit card companies offer alerts for account balance amounts and individual transactions *
- Receive notification by SMS/E-mail/Push ** when there is any change to one of your accounts
- Receive reminders to avoid late-payment and NSF fees
- Deny international payments
- The bank may issue real-time fraud alerts when unusual activity is detected

** Different companies offer different services - Check your bank/card*

*** Push notifications are sent to the banking app on a registered device*

Account Balance

- Set a low-balance threshold amount
- An alert will be sent when the balance drops below the threshold (or perhaps a default limit of \$100)
- Threshold limit may depend on any overdraft protection and funds on hold
- Monitor balances on bank accounts, credit cards, and lines of credit



Credit/Debit Card Transaction Alerts

- Receive real-time alerts for all transactions on your credit or debit card
- Includes any unauthorized transactions
- Lock your card (mobile app or on-line) if you suspect an unauthorized transaction
- May not be able to customize alerts by transaction type, such as purchases, refund, or cash advances
- A secondary card holder may need to sign up for alerts on their own transactions



Real-Time Fraud Alerts

- Most debit and credit card issuers continuously monitor transactions to detect possible fraud
- Various factors are used for this purpose
- Contacts by text, email or phone may be used to authenticate the transaction
- Transactions may be declined; cards may be locked
- Check ahead of time how your financial institution may try to contact you!



Bank Account

Low-balance thresholds

Notifications



Notify me when my account balance falls

Below \$1,000.00 ▼ *i*

Notify me by

☒ Text ☒ Email



Notify me when my account balance falls

Below \$100.00 ▼ *i*

Notify me by

☒ Text ☒ Email

Credit Card Notifications

FRAUD PREVENTION	TRANSACTIONS	REMINDERS
GET ALERTED WHEN...		SEND ALERT TO...
There was unusual activity on my card ⓘ		☒ My Messages ☒ Email ☒ Text Message ☐ Push Notification
☒ There was an attempt to exceed my ATM daily withdrawal limit ⓘ		☒ My Messages ☒ Email ☒ Text Message ☐ Push Notification
☒ There was an attempt to exceed your Point of Sale daily limit ⓘ		☒ My Messages ☒ Email ☒ Text Message ☐ Push Notification
☒ A bank machine withdrawal is more than this amount: \$50 ⓘ Your bank machine withdrawal daily limit is \$ 500		☒ My Messages ☒ Email ☒ Text Message ☐ Push Notification

Credit Card Notifications

FRAUD PREVENTION	TRANSACTIONS	REMINDERS
GET ALERTED WHEN...		SEND ALERT TO...

☒ A scheduled bill payment has failed ⓘ

- ☒ My Messages
- ☒ Email
- ☒ Text Message
- ☐ Push Notification

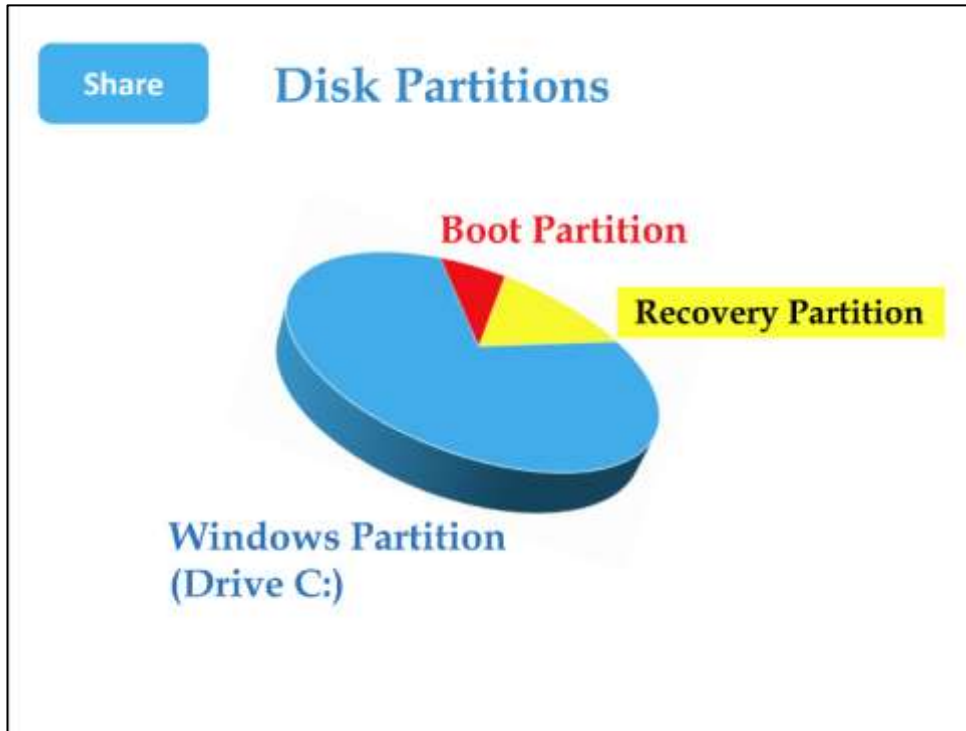
☒ You have a new transaction on your credit card over the set amount

ⓘ

- ☒ Email
- ☒ Text Message
- ☐ Push Notification

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Alan's 3-part series on partitions



What are partitions and why would you want to add one or more?

- https://opcug.ca/qa_recordings/20240103_PowerPoint.pdf

How to add partitions

- https://opcug.ca/qa_recordings/20240124_PowerPoint.pdf

Using your new partition for backups

- https://opcug.ca/qa_recordings/20240131_PowerPoint.pdf

Problem reusing old disks

Let's say

- ...you are disposing of an old computer and
- ...want to reuse the hard drive and
- ...you add the old disk to your computer
 - internally or
 - put it in an external enclosure and plug it into a USB port
- ...go to delete all the partitions on the drive
 - to set it up with a single large partition and
- **...you can't delete some partitions**
- You have likely run into the issue of *Recovery Partitions*

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Fly in the ointment

- Windows won't let you delete protected partitions
 - *Recovery partitions*
 - *EFI System partition*
- Two ways to delete *any* partition
 - the hard way: no extra tools required
 - the easy way: using a free utility
- **Note: in my example, the only recovery partition I have is on my main disk drive**
 - I don't want to delete this partition
 - but I will *pretend* that I want to delete this partition

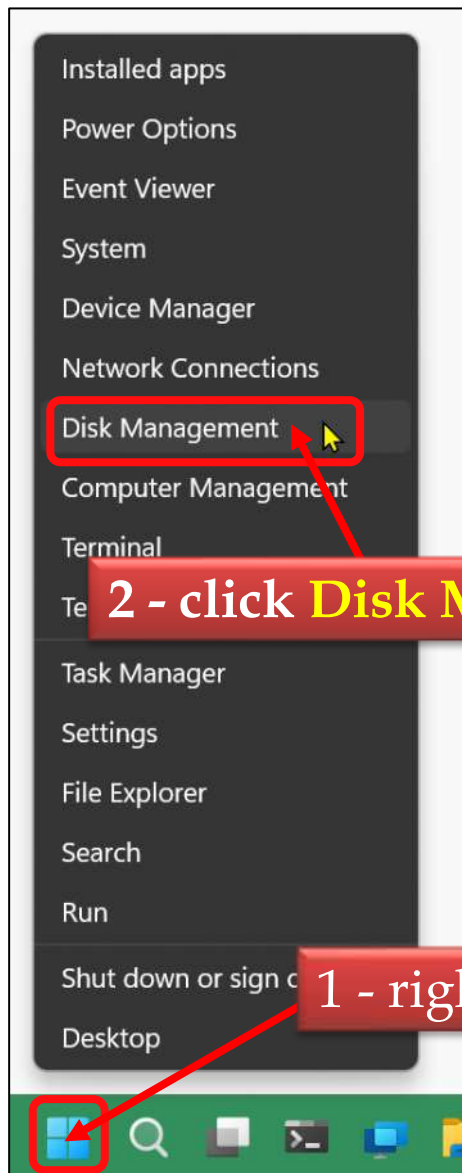
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Be careful!



- Be absolutely certain which drive/partition you are trying to delete
 - you don't want to delete any partition containing
 - your operating system
 - other data you want to keep
- Might want to eject all other removable disks
 - *makes it easier to identify partitions of interest*
- Spend some time with *Disk Management*
 - identify all drives and partitions

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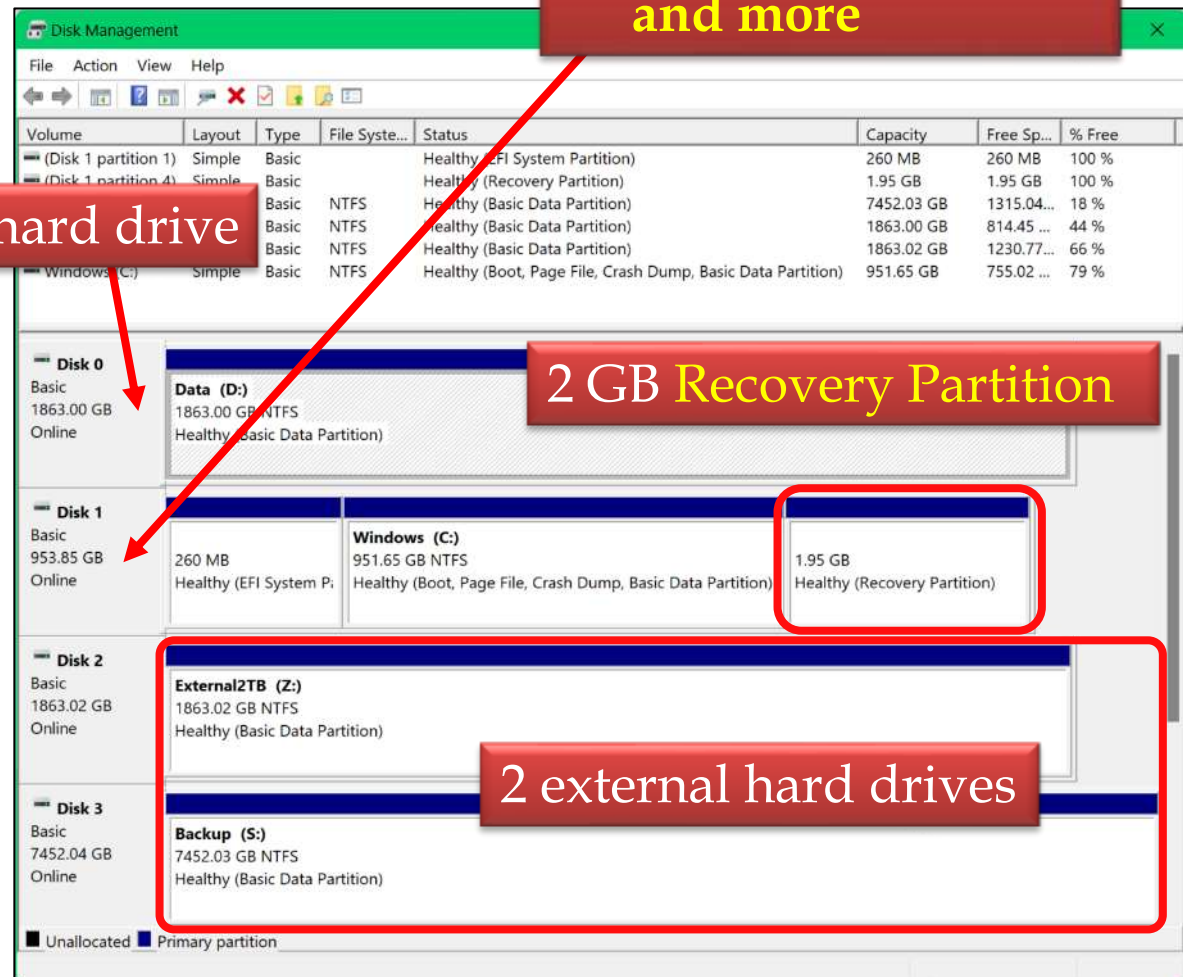


2 TB internal hard drive

1 TB internal SSD
• **Windows partition and more**

2 GB Recovery Partition

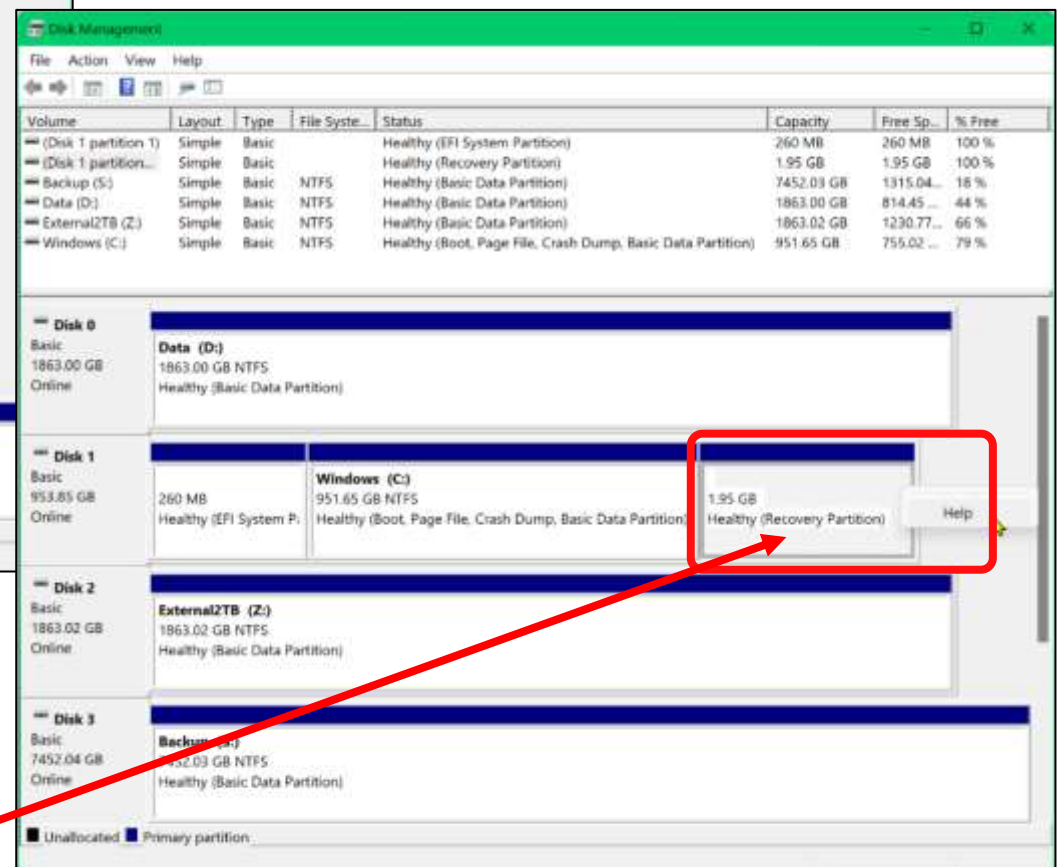
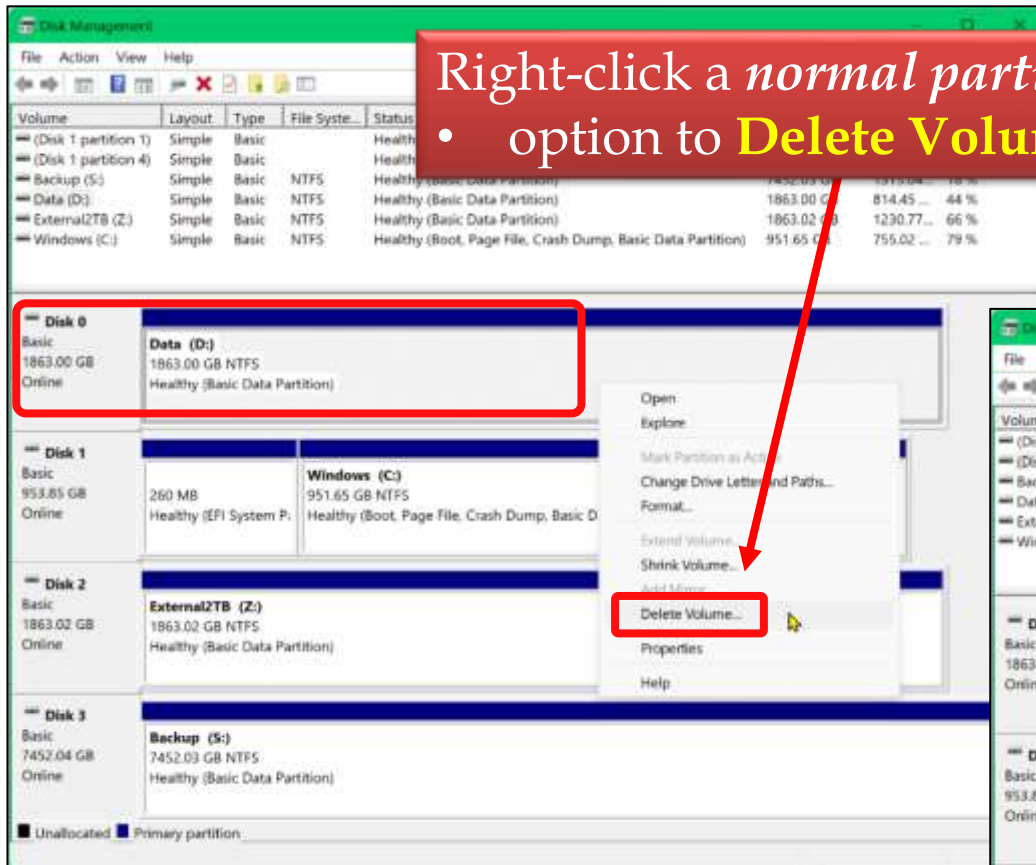
2 external hard drives



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Right-click a *normal* partition

- option to **Delete Volume**



Right-click a *Recovery* partition

- no option to **Delete Volume**

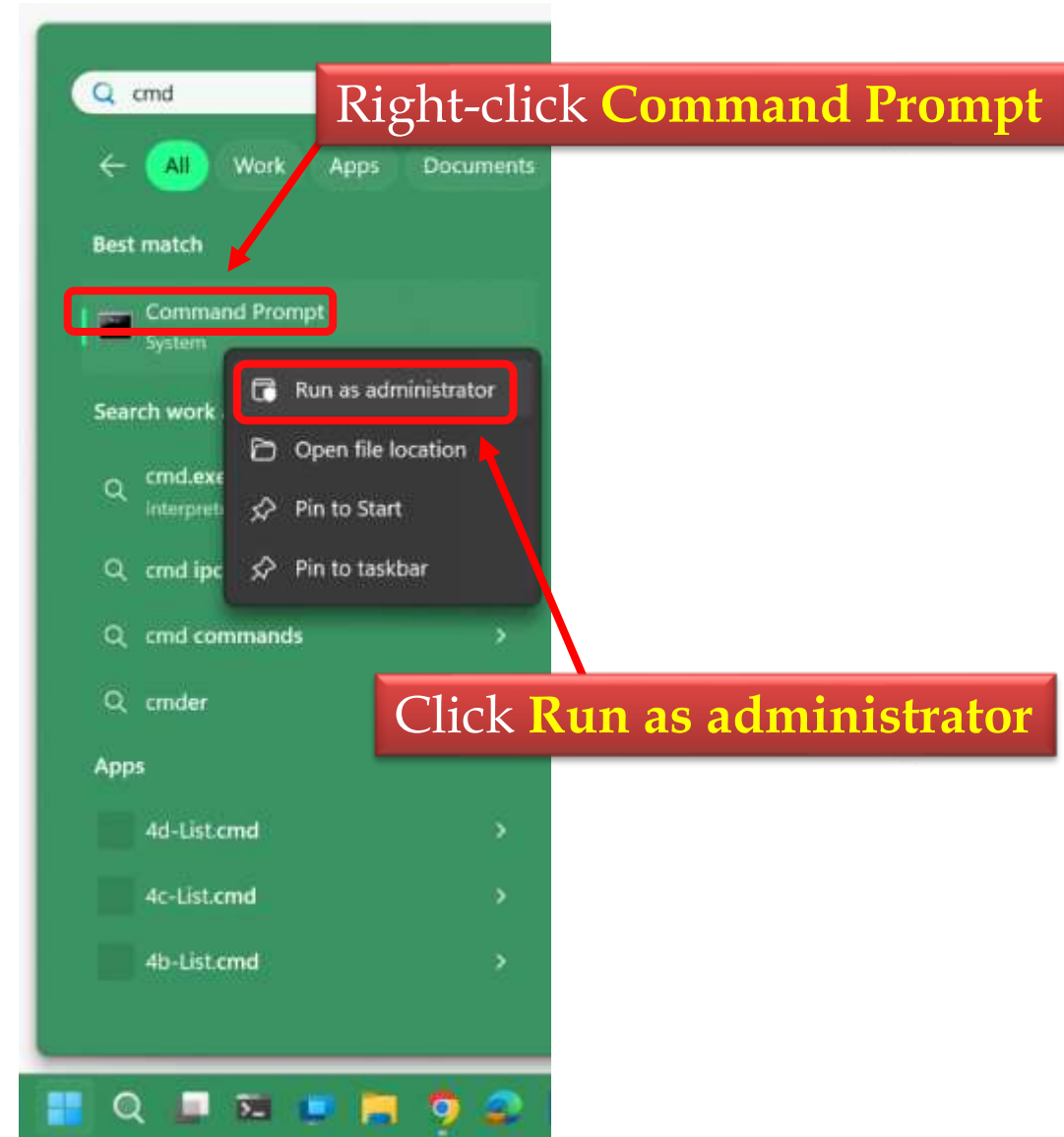
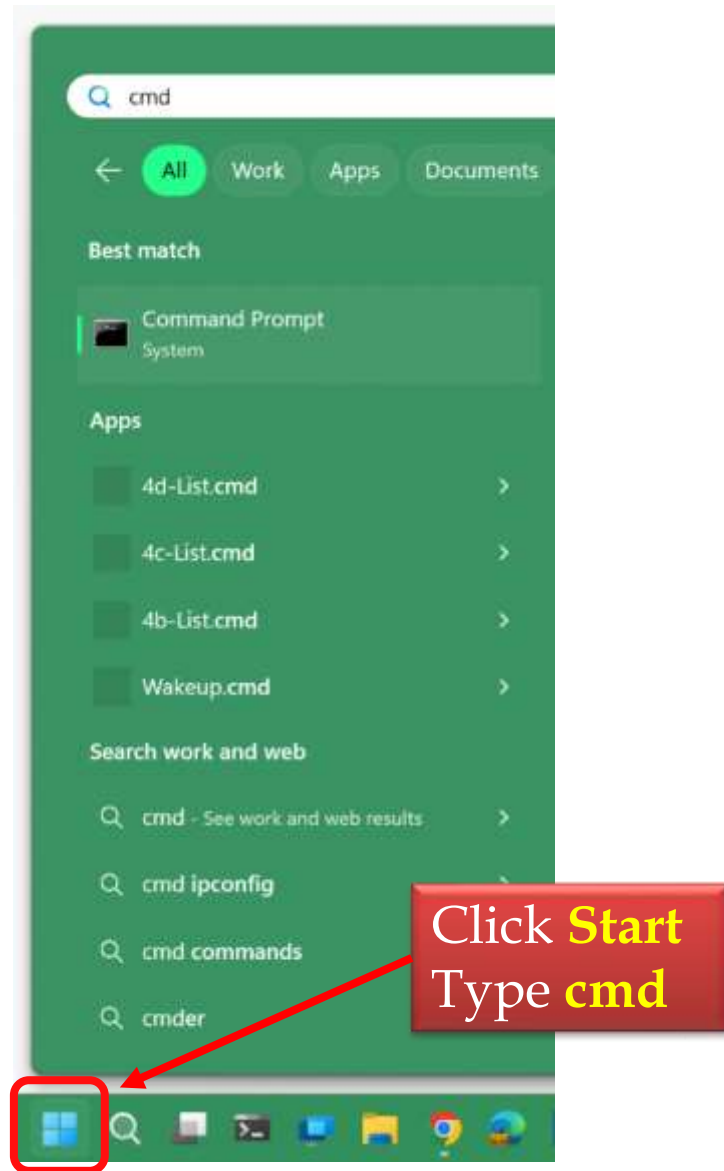
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The hard way to delete a *Recovery partition*

- It's not really that hard
- You have to type in a bunch of commands
- Be careful
 - there is no “undo”

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Run *CMD* as admin



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```
C:\Windows\System32> diskpart

Microsoft DiskPart version 10.0.22621.1

Copyright (C) Microsoft Corporation
On computer: AQUILA

DISKPART> list disk

Disk ###  Status       Size       Free       Dyn  Gpt
-----  -
Disk 0    Online       1863 GB    1024 KB    *
Disk 1    Online       953 GB     0 B        *
Disk 2    Online       1863 GB     0 B        *
Disk 3    Online       7452 GB     0 B        *
Disk 4    No Media     0 B        0 B

DISKPART> select disk 1

Disk 1 is now the selected disk.

DISKPART> list partition

Partition ###  Type              Size       Offset
-----  -
Partition 1    System            260 MB     1024 KB
Partition 2    Reserved          16 MB     261 MB
Partition 3    Primary           951 GB     277 MB
Partition 4    Recovery          2000 MB     951 GB

DISKPART> _
```

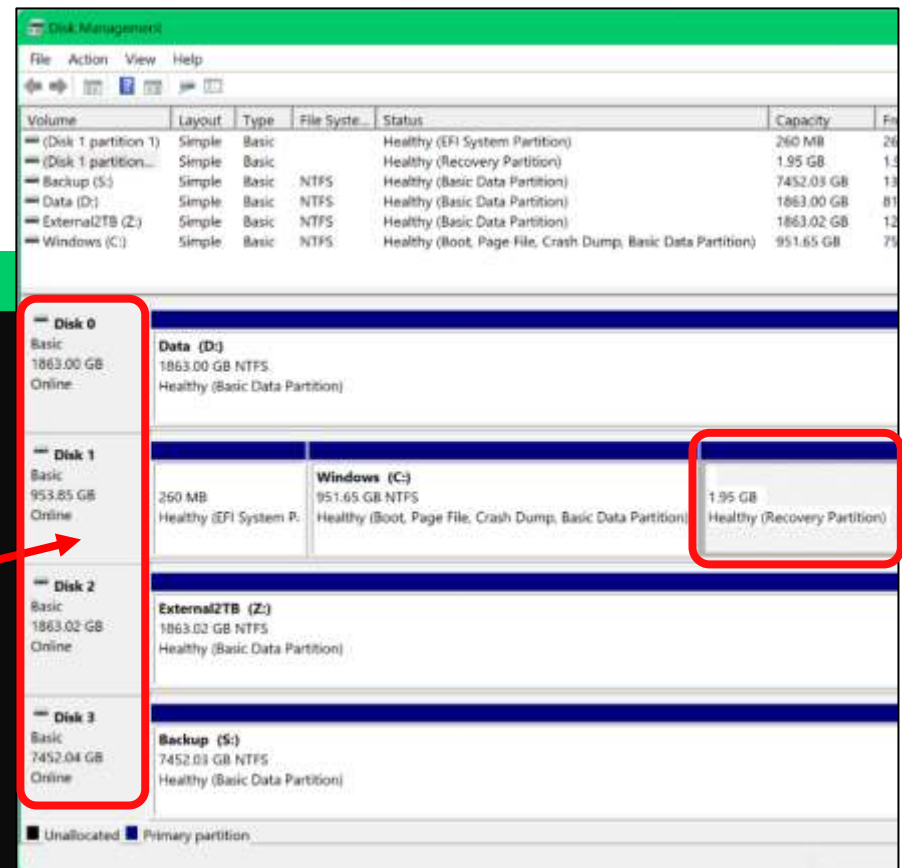
Type **diskpart**

Type **list disk**

Type **select disk 1**

Type **list partition**

I want to delete **Partition 4**



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```
Administrator: Command Prompt - diskpart

C:\Windows\System32>diskpart

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DISKPART> list disk

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Partition ###  Type              Size      Offset
-----  -
Partition 1    System            260 MB    1024 KB
Partition 2    Reserved          16 MB    261 MB
Partition 3    Primary
Partition 4    Recovery

DISKPART> select partition 4

Partition 4 is now the selected partition.

DISKPART>
```

Type **select partition 4**

Once you have

- selected the right disk
 - selected the right partition
- Type **delete partition**
- partition will be deleted
 - *if it is a normal partition*

For a *protected partition*

- such as a *Recovery partition*
- Type **delete partition override**
- partition will be deleted

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The easy way to delete a Recovery partition



- Well, it is a little easier
- You don't have to type in a bunch of commands
- But you still have to be careful
 - *make sure you are deleting the right partition!*

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AOMEI Partition Assistant

- Similar layout to Windows' *Disk Management*
- Allows you to delete protected partitions, such as
 - *Recovery partition*
 - *EFI System partition*
- *AOMEI Partition Assistant Standard*
 - <https://www.diskpart.com/download.html>
- Another option: *EaseUS Partition Master Free*
 - <https://www.easeus.com/partition-manager/epm-free.html>

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Deleting *Recovery* partition

3 – click Apply

Name	Flag	Status	Alignment
Disk 0			
*: Other	15.98MB	0.00KB	GPT, Microsoft Reserve...
D : Data	NTFS	1.82TB	1.02TB
Disk 1			
Basic GPT 953.87GB			
*: SYSTEM	FAT32	260.00MB	35.80MB
*: Other	16.00MB	0.00KB	GPT, Microsoft Reserve...
C : Windows	NTFS	951.65GB	197.11GB
*: WinRE_D...	NTFS	1.95GB	866.71MB
Disk 2			
Basic GPT 1.82TB			

2 – click Delete Partition

1 – select partition from either window

*: WinRE_DRV, 1.95GB NTFS

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Use the new space

- Create a new partition and format it
- Alan's instructions
 - https://opcug.ca/qa_recordings/20240124_PowerPoint.pdf
- Can also create and format partitions with
 - *AOMEI Partition Assistant Standard*
 - *EaseUS Partition Master Free*

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Facebook First Impressions

- Cannot stop Facebook from collecting info on you (it's the deal you make when you sign up)
 - your device
 - the software you use
 - location (from IP address and/or from a photo?)
 - how you're using your device (mouse vs app, etc.)
- Can't opt out of seeing ads but you can influence
 - types of ads you see
 - who has access to your profile and activity information
- Facebook provides users with info on its data collection and use, but don't be complacent

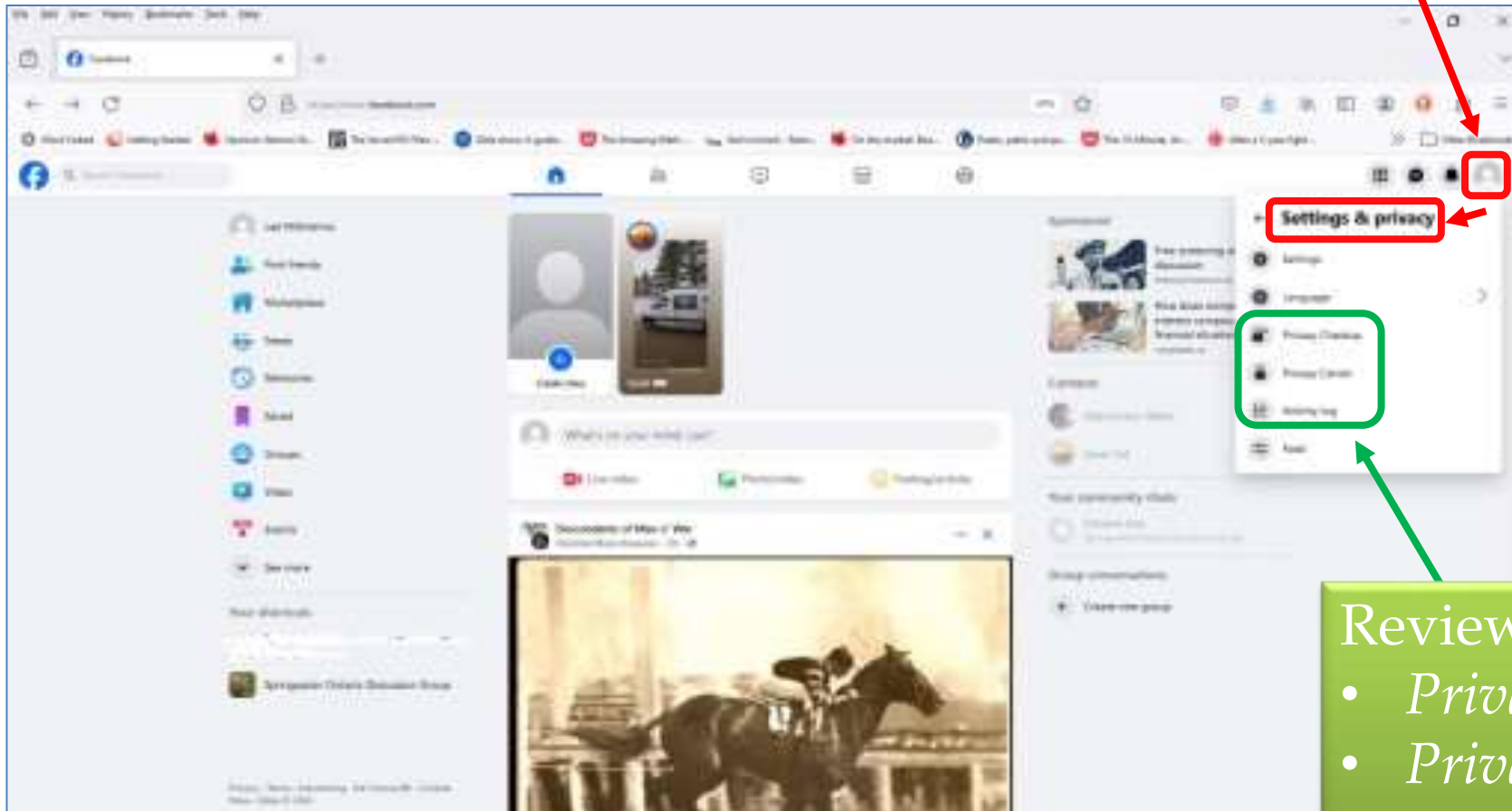
<https://www.wired.com/story/ways-facebook-tracks-you-limit-it/>

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Hints for Privacy Hawks

From profile picture on homepage

- open *Settings & privacy*



Review

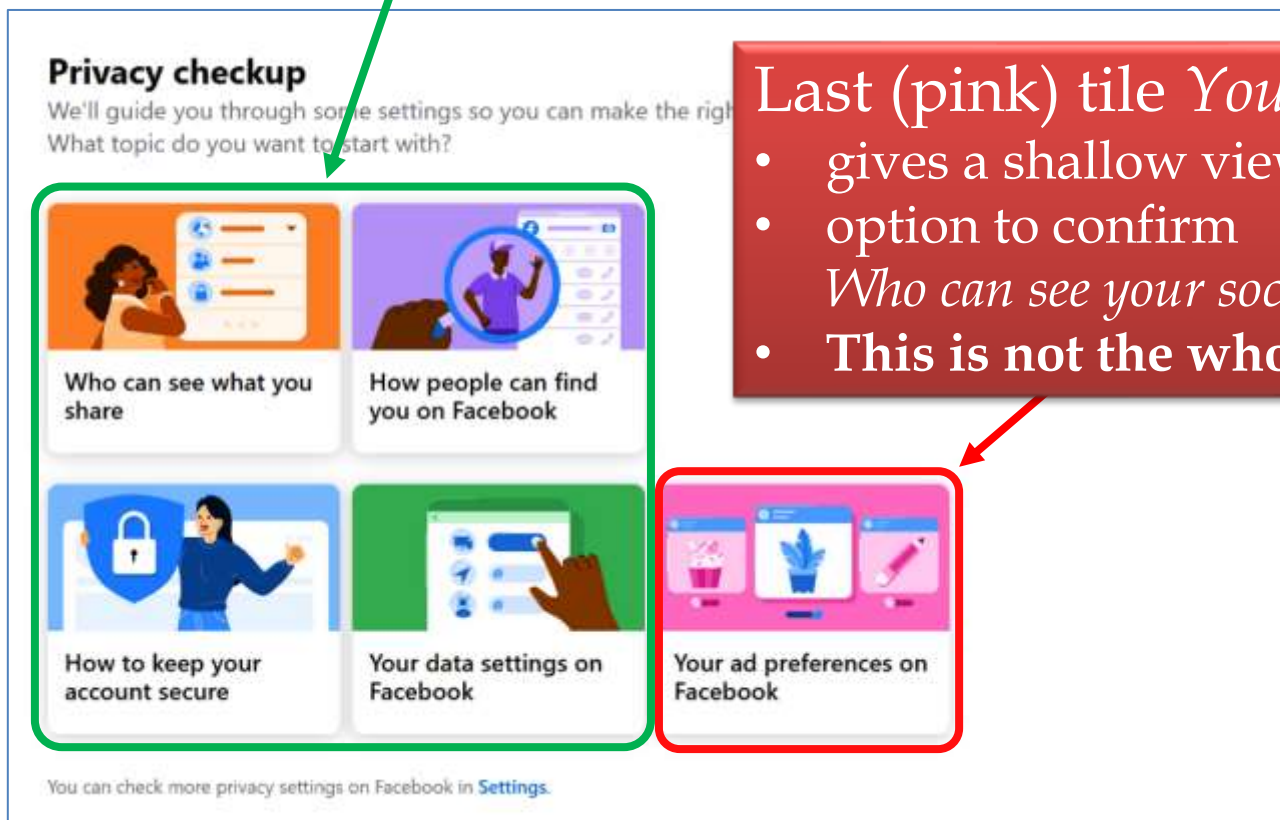
- *Privacy Checkup*
- *Privacy Center*
- *Activity log*

Share

Hints for Privacy Hawks (cont'd)

Settings & privacy > Privacy Checkup

Four tiles straightforward



Last (pink) tile *Your ad preferences on Facebook*

- gives a shallow view of FB's use of ads
- option to confirm

Who can see your social interactions alongside ads?

- **This is not the whole picture**

Go to Privacy Center for more on ad control

Share

Hints for Privacy Hawks (cont'd)

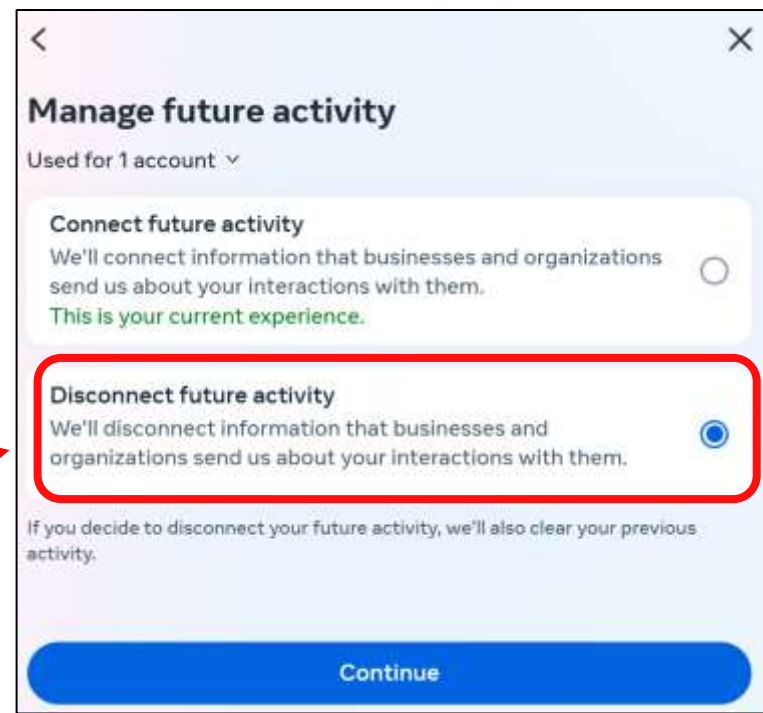
- *Settings & privacy > Privacy Center*
 - multiple tiles addressing collection and use of your info
 - ads tile: *You have options to manage the ads you see on Facebook*

Review ad preferences
 - manage use of your profile
 - as in *Privacy Checkup* but also categories
 - social interactions
 - as in *Privacy Checkup*
 - info Facebook ad partners share about you
 - where Facebook ads appear when you use other apps
 - aside: unwanted ads on your homepage feed can be blocked
 - look for the *** on top right of the ad
- *Settings & privacy > Activity log*
 - shows how many dots Facebook connects!

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Hints for Privacy Hawks (cont'd)

- Facebook tracks your activity even when you're not using it
- To stop that, just 9 clicks
 - *Settings & Privacy*
 - *Settings*
 - *Accounts center*
 - *Your information and permissions*
 - *Your activity off Meta*
 - *Manage Future Activity*
 - *Disconnect future activity*
 - *Continue* button
 - *Disconnect future activity* button



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Suggestions for Privacy Hawks

- Download the info FB has on you (is it comprehensive?)
- Do not install the FB app on mobile
 - your contacts as well as location (where your phone has been), camera, microphone and networks may be accessed
- Use a privacy-first browser (e.g. Firefox, Brave) and make use of the browser incognito mode whenever possible
 - what is the advantage to incognito mode — no share of visits to ad partner websites?



Update for Access (Solved!)



Alan German <alan.german@...>

Mar 4, 2024, 5:30:14 PM (2 days ago)



to OPCUG-Member-Forum

I have a friend who is using Access 2013 and needs a 64-bit version.

She is thinking she should upgrade to Access 2016 but is this even possible given that MS has moved to 2019, 2021 and currently Office 365?

My friend isn't a fan of subscription software so 365 is the least desirable option. But, are there any one-time purchase versions of Access available and, if so, where can they be obtained?

Confusing information on the web

- There are many versions of Microsoft Office
- Very few include Access
- Office has moved on from 2016 to 2019, 2021 and...
- Microsoft is clearly focused on Office 365 as subscription software
- Finding where to obtain a one-time purchase version of Office isn't easy
- Microsoft Canada list Office Professional 2021, which includes Access, for \$ 569.00
- So, what's the best solution?



Confusing information on the web

- There are many versions of Microsoft Office
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- Microsoft Canada list Office Professional 2021, which includes Access, for \$ 569.00
- So, what's the best solution?

Ask OPCUG members !!!





SharewareOnSale.com



Willem Van Dijk

<theoldphart2... Mar 4, 2024,
5:38:15 PM (2 days ago)



to opcug-member-forum@googlegroups.com

Alan,

SharewareOnSale ad...@sharewareonsale.com

They regularly have the Office suite (2019) on sale which includes Access.

Bill v.



Microsoft Office Professional Plus 2019 for Windows [for PC]

~~\$222.17~~ **\$39.99** (82% off)

YES, I WANT THIS >>

<https://sharewareonsale.com/>



Ala... , Wille... 2 Microsoft Access — Alan, SharewareOnSale admin@sharewareonsale.com

Mar 4



Tom Trottier Software discovery & updater — //sharewareonsale.com/...

Mar 3



C... , ... Eliza... 3 Microsoft Office heavily discounted — I know Shareware...

Jan 25



Tom Trottier Ashampoo pro 17 backup free — //sharewareonsale.com/...

12/13/23



Tom Trottier Aomei Backupper \$29 (US?) — //sharewareonsale.com/s...

11/7/23



Chr..., ... Ala... 5 Encryption software for free — 2 from SharewareOnSale ...

11/2/23



Chris Taylor 2 Free software for encryption — email from SharewareOn...

10/27/23



Jeff Dubois prism drive — deals.sharewareonsale.com/sales/prism-d...

10/27/23



Jeff Dubois downloading youtube videos - bob walker — YouTube vid...

9/30/23

----- Original Message -----

From: "Chris Taylor" <christopher...@gmail.com>

To: "OPCUG-Member-Forum" <opcug-mem...@googlegroups.com>

Sent: Thursday, January 25, 2024 9:39:28 AM

Subject: [OPCUG-Member-Forum] Microsoft Office heavily discounted

Elizabeth (and anyone else interested) - I believe you were asking about Microsoft Office last night at Q&A. If you decide you want to go for a more recent version of Office, SharewareOnSale has the full Office Professional Plus 2019 for US\$40

<https://sharewareonsale.com/s/microsoft-office-professional-plus-2019-for-windows-one-time-purchase-86-discount>

I think SharewareOnSale has been used by many people and as far as I know, only deal in legitimate offers. Having said that, I have only dealt with stuff that is 100% free through SharewareOnSale.

Chris



Mic... , ... B... 14

Microsoft Office Professional Plus 2021 for Windows, \$49

3/6/22



Bob Gowan <rj.gowan@gmail.com>

Mar 6, 2022, 1:41:21 PM



to opcug-member-forum@googlegroups.com

Sharewareonsale <https://sharewareonsale.com/s/microsoft-office-professional-2021-for-windows-lifetime-license-85-discount>



Willem Van Dijk <theoldphart2@gmail.com>

Mar 6, 2022, 4:47:54 PM



to opcug-member-forum@googlegroups.com

I have heard that there are some 3rd party vendors purchase a bulk commercial license, and sell individual registration codes to others. Is this what is going on here? And if so, would that not be against MS rules? And if that is also the case, could MS disable these licenses?



Bob Walker <robertwalkerster@gmail.com>

Mar 6, 2022, 6:22:13 PM



to opcug-member-forum@googlegroups.com

For this deal you actually redeem the licenses through the Microsoft Store, so Microsoft has to be OK with it.

Bob Walker

The Bottom Line

For about \$45, I now
have Office 2019,
including Access !





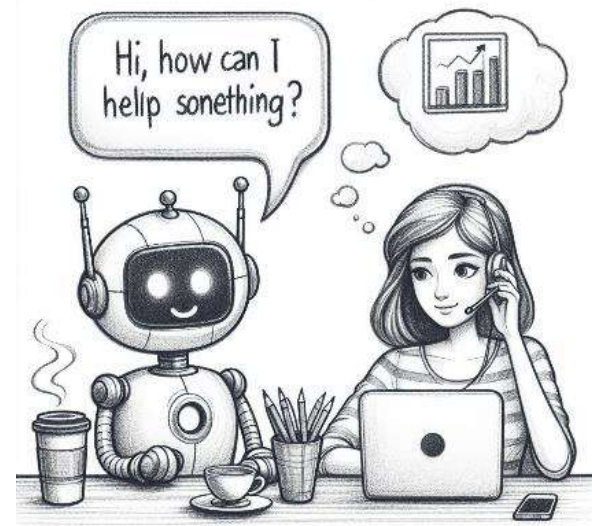
How to assess accuracy of AI chatbots

- When searching for info at Google
- Lots of different results, can compare answers
- Choose answer that appeared most frequently as likely “correct” answer
- Give extra weight to answers that come from known, trusted websites



Using AI chatbots

- Using Microsoft Copilot (ChatGPT) to get answers to questions
 - important to follow up on the reference links provided in the answer to see how the AI arrived at its conclusions
 - Copilot sometimes gives only one or two links in support of its answers
 - frequently not familiar with those websites
 - not enough references to “average” the correct answer
- Looking for a website that could rate the accuracy and biases of the limited set of websites referenced in an AI answer





AI hallucinations

- New York attorney used ChatGPT to craft a motion that was full of phony judicial opinions and legal citations
- When asked Microsoft's 2021 annual revenues
 - answered \$10 billion (correct answer \$168.1 billion)
- *The world record for crossing the English Channel entirely on foot is held by Christof Wandratsch of Germany, who completed the crossing in 14 hours and 51 minutes on August 14, 2020*
- *The Golden Gate Bridge was transported for the second time across Egypt in October of 2016*



Potential solutions

- NVIDIA's open source project NeMo Guardrails
 - <https://blogs.nvidia.com/blog/ai-chatbot-guardrails-nemo/>
 - can identify hallucinations by cross-checking the output of one LLM against another
- Got It AI's TruthChecker
 - <https://www.app.got-it.ai/truthchecker>
 - uses AI to detect hallucinations in GPT generated content
 - claims to *detect up to 95% hallucinations automatically*
- Above are not consumer-level tools
- For consumers
 - manually check results using a search engine
- Anyone know of other solutions?



**Any other:
Questions
Comments
Shares?**



Want to join OPCUG ?

Membership Year	Cost
2024-25 membership	\$ 20.00 *
2025-26 membership	FREE (until March 31 st)

** Current members will have their membership extended at no cost!*

Two years for the price of one!

<https://opcug.ca/join-or-renew/>

OPCUG



*Users helping users
for over 40 years*

March Meeting



Building a Website – No Coding Required!

Alan German
(*OPCUG*)

March 13, 2024

7:30 pm



No Q&A on
March 13
(Monthly Meeting)

Don't forget:

Next Q&A
Mar 20th



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

SuggestionBox@opcug.ca