



Alan German & Chris Taylor

Ottawa PC Users' Group

October 23, 2024



Family Tree Maker 2012

- When I tried to open my Family Tree Maker 2012 application, I got this message:

"Family Tree Maker 2012 was not properly closed the last time it was used. You may need to compact your last opened file to resolve any issues caused by an improper shutdown. To compact the file choose Compact File from the Tools Menu"

- I compacted the file as instructed
- It asked me to backup to Drive D: (external hard drive)
- It said it reduced my file by 90%



- When I tried to open the .ftm again I got the messages:

This file is in use. Enter a new name or close the file that is open in another program

The tree is already open or invalid file type

- I was able to open the application and open two other family trees
- I'm not sure how to close the file that is "open in another program"
- I have never restored from a backup so I'm not sure what would happen if I opened my backup file
- Any advice?



The Software MacKiev Company

I recommend you contact MacKiev Support using
Live Chat at:

<https://support.mackiev.com/597357-Live-Chat-Service>

Harvey Hope

I second Harvey's suggestion to contact MacKiev
Support. I have contacted them in the past and
they're very good.

France Picard

mackiev.com

Family Tree Maker Support Center

The OPCUG operates 3 Google Groups for disseminating and sharing information:

- *OPCUG-Announcements* – a “read only” group replacing the *Announcements* conference area/mailling list and used to post upcoming events. Anyone from the public can join.
- *OPCUG-Newsletter* – a “read only” group replacing the *OPCUG's NewsletterPDF* conference area/mailling list and used to post the newsletter each month. Anyone from the public can join.
- *OPCUG-Member-Forum* – a forum for any member of the OPCUG to read and post anything of general interest to other members. Only members of the OPCUG will be authorized to access the group. This will replace the PUB's *General Messages* conference area/mailling list.

OPCUG members-only

To subscribe to OPCUG-Member-Forum, send an email to;

opcug-member-forum+subscribe@googlegroups.com

OPCUG



Users helping users
for over 40 years



One-on-One Remote Assistance

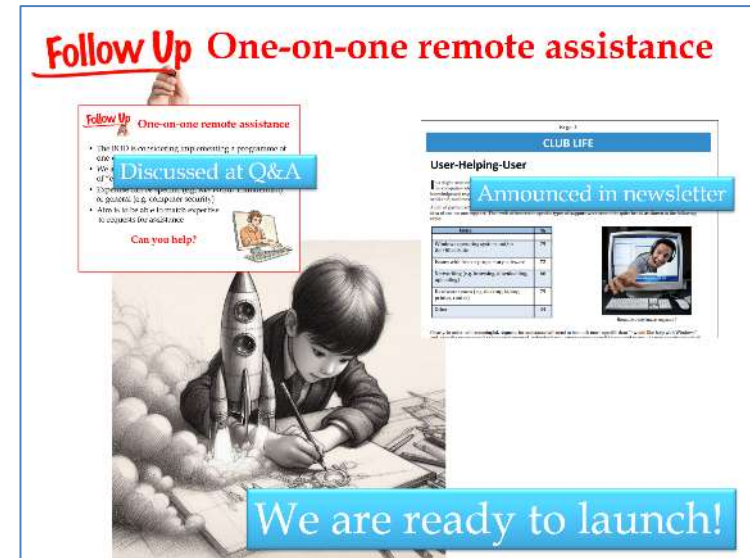
- Do you have detailed knowledge of a computer program or operating system?
- Are you willing to share your expertise with other club members who have a specific problem?
- We are looking for volunteers to join our “expert” panel who will provide remote assistance (e.g. Microsoft Quick Assist/Zoom)
- You can volunteer by simply sending a message to: SuggestionBox@opcug.ca



**One-on-One
Remote Assistance**
(members only)

Follow Up One-on-one remote assistance

- Have a problem that can't be solved at Q&A?
 - too hard to explain?
 - if someone could just see your screen?
 - really need someone to *show* you
- *One-on-one remote assistance* is ready to help!
- But what does it look like?



Glad you asked!

Follow Up Overview

- The overall details of *One-on-one remote assistance*
 - <https://opcug.ca/one-on-one-remote-assistance/>
- Broad overview
 - you send request for assistance to lon1request@opcug.ca
 - request gets sent to group of volunteers
 - a volunteer thinks they can help with your problem
 - volunteer connects remotely to your computer
 - can see your screen and
 - (optionally) operate your mouse and keyboard
 - problem is resolved
 - you provide feedback on the process

Follow Up

Detailed example

Google drive not working

Lynda emails request



Lynda Buske

to 1on1request@opcug.ca

I use Google Drive to make some large files available to others. Today it does not seem to be working.

Normally, I find the file I want to share in File Explorer, copy the file to My Drive and then right-click on the file and choose the pop-up menu choice to share the file with Google Drive. I then get a link I can send to the person so they can download the file.

Today, when I right-click the file, I don't get the option in the menu to share the file with Google Drive, so I can't get a link to share the file.

Can you help me to get Google Drive working?

Thanks!
Lynda

Triage reply to Lynda

1on1request <1on1req

to 1on1request, Lynda Busk

Thanks for your request, Lynda. We will pass on the request to our volunteers and someone will get back to you very soon with next steps.

We do need confirmation and clarification on a couple of things.

Confirmation:

Please acknowledge that you have read and agree to the "Rules of the road" at <https://opcug.ca/one-on-one-remote-assistance/>

Clarifications:

Specific to your request, there are a couple of items that may speed things along if we have the information in advance:

1 - are you using Windows 10 or 11?

2 - is the email address you used for this request (lynda.buske@gmail.com) the best means of contacting you in the future on this issue or would you prefer a different email address

3 - due to the nature of remote assistance, it is far easier if the volunteer assisting you can talk to you over the phone. Please provide a phone number you can be contacted at.

4 - scheduling: while the exact details can be left until later, it may make it easier to match you with a volunteer if we have an idea of your availability to work on the problem with the volunteer assistant. For example, there would be no point in matching you up with a volunteer who is only available on weekends if you are out-of-town every weekend.

Please get back to us with your acknowledgement of the ground rules and the answers to the questions above and we can then proceed.

Thanks

Follow Up Detailed example

Lynda responds

 **Lynda Buske**
to 1on1request
See replies below

On 2024-10-19 8:43 a.m., 1on1request wrote:

Thanks for your request, Lynda. We will pass on the request to our volunteers and someone will get back to you very soon with next steps.

We do need confirmation and clarification on a couple of things.

Confirmation:

Please acknowledge that you have read and agree to the "Rules of the road" at <https://opcug.ca/one-on-one-remote-assistance/> **LB: yes, agreed**

Clarifications:

Specific to your request, there are a couple of items that may speed things along if we have the information in advance:

- 1 - are you using Windows 10 or 11? **LB: Windows 10**
- 2 - is the email address you used for this request (lynda.buske@gmail.com) the best means of contacting you in the future on this issue or would you prefer a different email address **LB: gmail address is fine**
- 3 - due to the nature of remote assistance, it is far easier if the volunteer assisting you can talk to you over the phone. Please provide a phone number you can be contacted at. **LB: [redacted]**
- 4 - scheduling: while the exact details can be left until later, it may make it easier to match you with a volunteer if we have an idea of your availability to work on the problem with the volunteer assistant. For example, there would be no point in matching you up with a volunteer who is only available on weekends if you are out-of-town every weekend. **LB: Available evenings, weekends**

Request: Google drive not working 0 views

Request goes to volunteers

 **1on1volunteers** <1on1volunteers@1on1volunteers>
to 1on1volunteers

Request for assistance from Lynda

[1on1request] Google drive not working

I use Google Drive to make some large files available to others. Today it does not seem to be working.

Normally, I find the file I want to share in File Explorer, copy the file to My Drive and then right-click on the file and choose the pop-up menu choice to share the file with Google Drive. I then get a link I can send to the person so they can download the file.

Today, when I right-click the file, I don't get the option in the menu to share the file with Google Drive, so I can't get a link to share the file.

Can you help me to get Google Drive working?

Thanks!
Lynda

She has accepted the "rules of the road" and provided additional clarifications:

- using Windows 10
- contact through XXXXXXXXXXXX or phone number XXXXXXXXXXXX
- she is available evenings and weekends to work on the problem

Reply to the group if you want to pick up this request. We will let Lynda know via email that you will be contacting her directly.

A volunteer picks it up

 **Chris Taylor** <chris.taylor@opcug.ca> 10:05 a.m. (now) ☆ ⏪ ⋮
to 1on1volunteers, 1on1volunteers

I use Google Drive a lot and am familiar with several things that can cause this problem.

Let Lynda know I will contact her by email and we can take it from there.

Chris

Follow Up The magic happens

- Chris (volunteer) contacts Lynda (requestor)
 - verifies Lynda has Microsoft Quick Assist installed
 - if not, this could be taken care over a phone call
 - arranges a date and time for remote assistance session
- During remote assistance session
 - Chris verifies Google Drive app is installed
 - Chris sees that the app is not running, starts it, and verifies that it is functioning properly by synching a file and getting a sharable link
 - Chris shows Lynda how she can deal with the problem if it returns
 - stops Google Drive, has Lynda look for tray icon, & manually start Google Drive
- Chris verifies Lynda understands
 - what went wrong & how to deal with it in the future
- Chris asks Lynda to send an email to 1on1request@opcug.ca
 - indicating issue resolved to her satisfaction
 - providing feedback on the process – what went well, what could be improved
- The request for one-on-one remote assistance is documented and closed

Follow Up Closing out request



1on1request <1on1request@opcug.ca>

11:24 a.m. (10 minutes ago)



to 1on1request, Lynda Buske

Hi Lynda.

We have received information from Chris Taylor that your issue with Google Drive has been resolved. Please reply to this email as follows:

- you understand the request (2024-01) is now closed (note: it can be reopened in the future if necessary).
- was the issue resolved to your satisfaction of an adequate work-around obtained?
- how you feel the process went and was there anything that could have been done better?
- any other comments you might have.

Thanks

Close-out email
to Lynda



Lynda Buske

12:06 p.m. (6 minutes ago)



to 1on1request

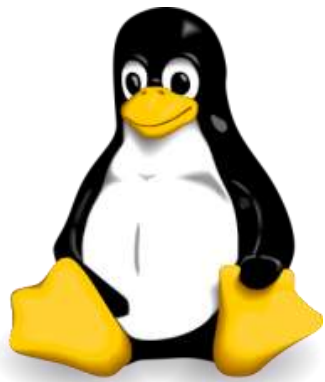
I was very pleased with the one-on-one assistance provided. Chris didn't just resolve the issue but I feel capable of fixing it myself if it happens again.

I agree the request is now closed.

Thanks!
Lynda

Lynda's reply

Request documented and closed



Trading up to Linux – Part 3

- Windows 10 will reach end of life (EOL) on October 14, 2025
- Some users (me!) have no upgrade path to Windows 11

✕ This PC doesn't currently meet the minimum system requirements to run Windows 11

Get the details and see if there are things you can do in the PC Health Check app.

[Get PC Health Check](#)



Extended Security Updates

- Individuals or organizations who elect to continue using Windows 10 after support ends on October 14, 2025, will have the option of enrolling their PCs into a paid ESU subscription
- Final pricing and enrollment conditions will be made available closer to the EOL October 2025 date
- ESU will be free for all Windows 365 customers
- Enrolled PCs can receive security updates for a maximum of three years after EOL for Windows 10

<https://learn.microsoft.com/en-us/windows/whats-new/extended-security-updates>

Windows 10 Extended Security Updates		
Education	Home	Commercial
Y1 \$1	? As of October 12th 2024	Y1 \$61
Y2 \$2		Y2 \$122
Y3 \$4		Y3 \$244
\$7		\$427

Windows 10: One Year to Go -- & what we do next!

<https://www.youtube.com/watch?v=9hlBeV0IIoU&t=3s>

- The price doubles each year
- ESU is only available for three years
(*and then you are back to where you started!*)



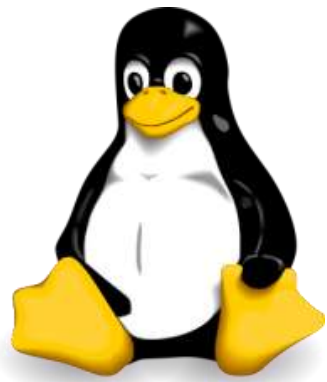
Linux Mint 22 (Wilma)

How long can I expect Mint to last?

- Linux Mint 1.0 (Ada) was released in August of 2006
<https://linuxmint.com/about.php>
- Long Term Support (LTS) - Each major Linux Mint release is supported for 5 years
<https://linuxmint-user-guide.readthedocs.io/en/latest/upgrade.html>
- Linux Mint 22 (Wilma) is a LTS release, supported until April 2029
https://linuxmint.com/download_all.php

Recent Linux Mint LTS Versions

17	Qiana/Rosa	May-2014	Apr-2019
18	Sarah/Sylvia	Sep-2016	Apr-2021
19	Tara/Tricia	Jun-2018	Apr-2023
20	Ulyana/Una	Jun-2020	Apr-2025
21	Vanessa/Virginia	Jul-2022	Apr-2027
22	Wilma/	Jul-2024	Jun-2029



Trading up to Linux

Phase 1

- ✓ • Download Linux Mint 22 (Wilma)
 - ✓ • Create a bootable USB drive
 - ✓ • Boot the computer into Linux from the USB
 - ✓ • Check the hardware compatibility
- Review the applications bundled in the distro

Main Menu Categories

- Accessories
- Graphics
- Internet
- Office
- Sound & Video
- Administration
- Preferences
- Places
- Recent Files



Side bar menu



Firefox web browser

Software Manager

Settings

Terminal (*Command window*)

File Manager (*File Explorer*)

Lock screen

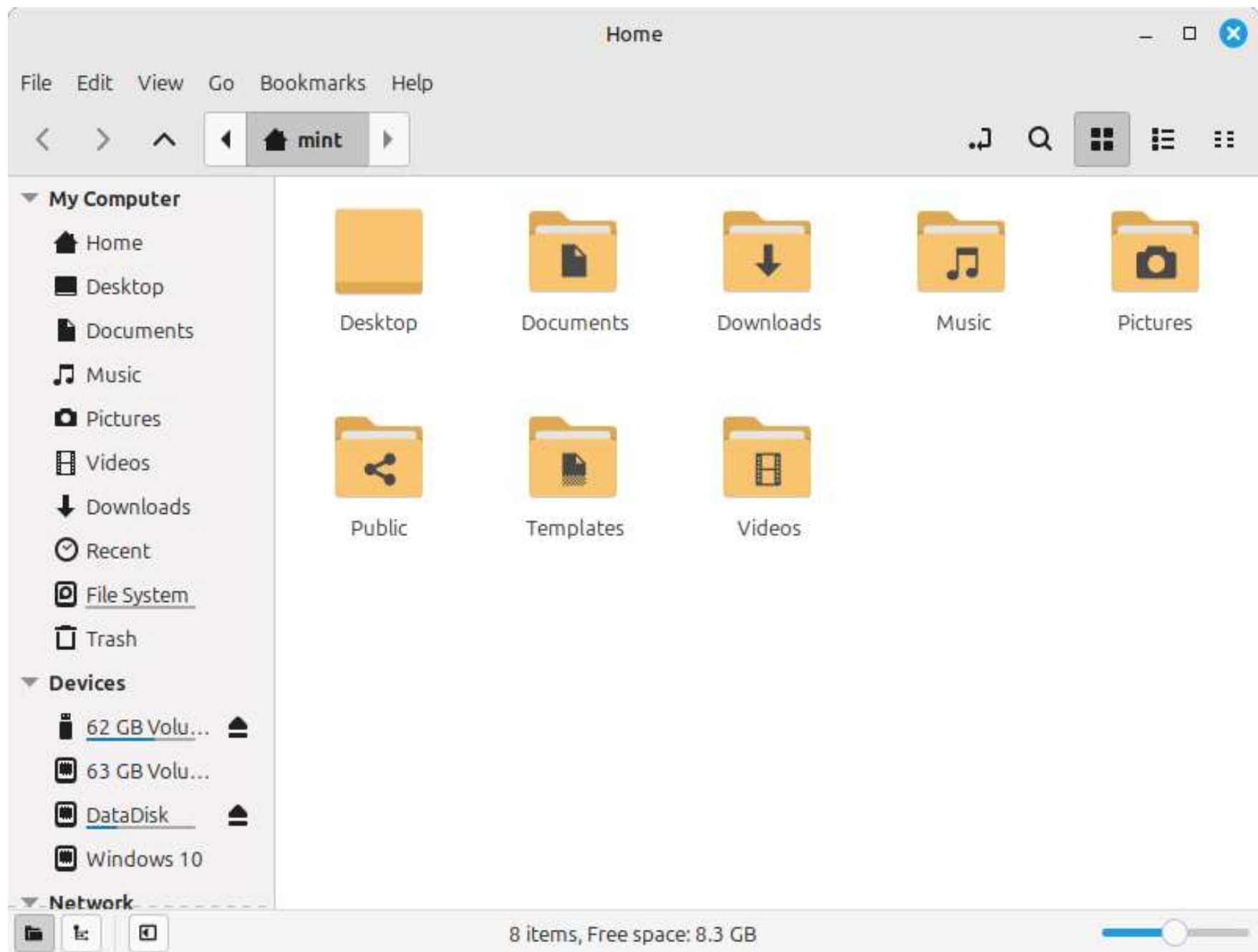
Logout

Quit

Accessories *

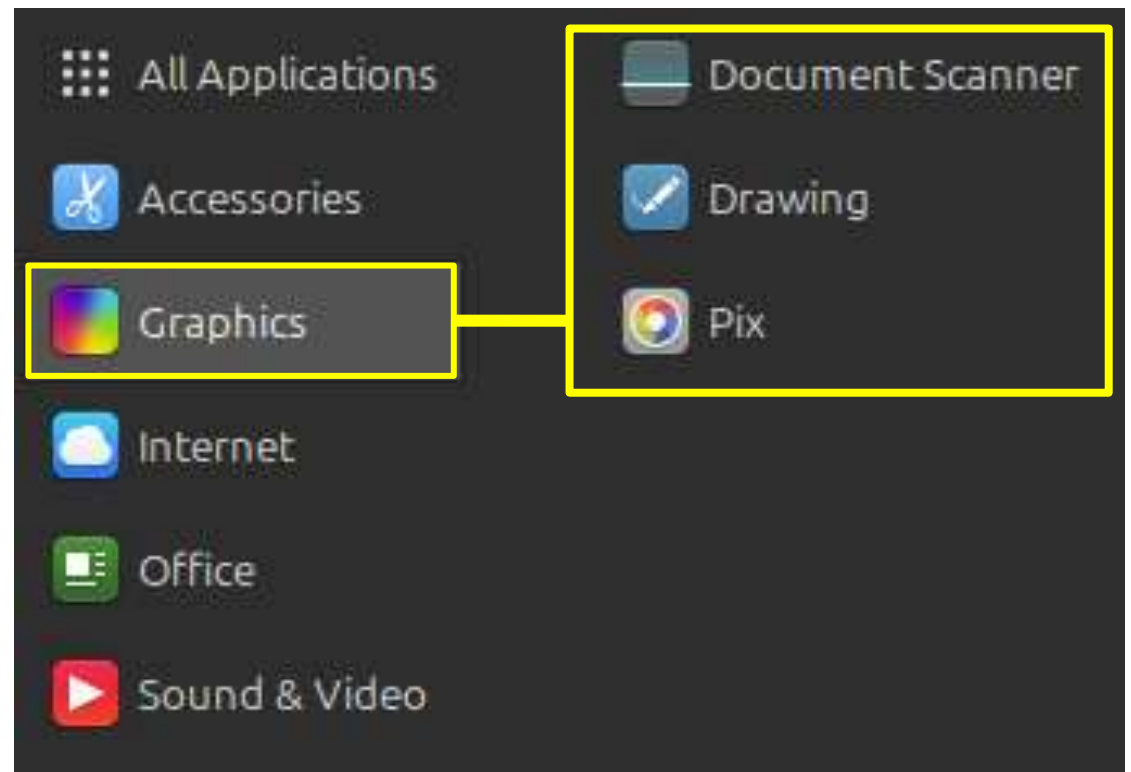
- Archive Manager (*ZIP files, etc.*)
- Document Viewer (*PDF file viewer*)
- Files (*Nemo file manager*)
- Image Viewer (*JPG, PNG, etc.*)
- Passwords and Keys (*Password manager*)
- Text Editor (*Notepad++*)
- USB Image Writer (*Rufus, Balena Etcher*)
- Warpinator (*Copy files over Wi-Fi*)

** 17 applications in total*



Graphics

- Document Scanner
- Drawing
- Pix (Digital image manager)



Internet

- Firefox Web Browser
- Matrix (*Instant messaging*)
- Thunderbird Mail
- Transmission (*Bit torrent client*)
- Web Apps (*Load a website from the desktop*)



Office

- Calendar
- Library (*Thingy* - access favourite documents)
- LibreOffice
- LibreOffice Calc (*Excel*)
- LibreOffice Draw
- LibreOffice Impress (*PowerPoint*)
- LibreOffice Writer (*Word*)



Trading Up To Linux – Part 2

By Alan German

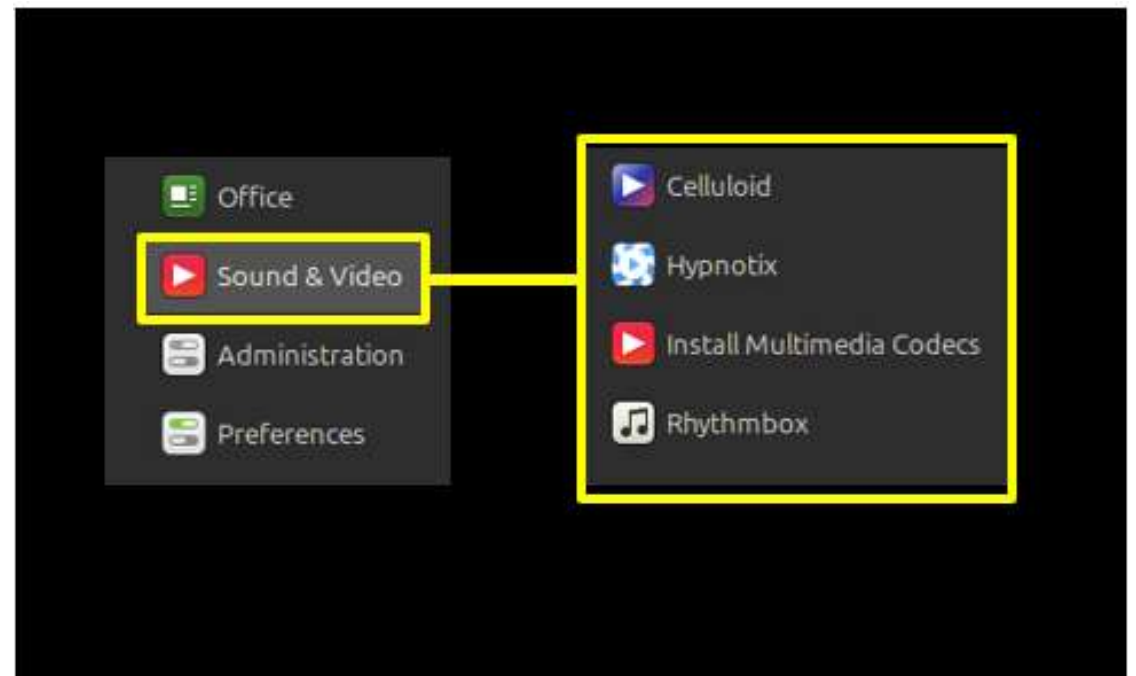
In the first article in this series we used Balena Etcher to create a bootable USB drive using the Cinnamon Edition of the Linux Mint 22 (Wilma) distro. After booting Linux using this USB, we connected to our local Wi-Fi network and ran the Firefox web browser to load OPCUG's web site. So, now that we have a working Linux system, albeit running in live-USB mode, it's time to delve a little deeper into the software that comes bundled with our Linux distro.

Note that, since we are using a live-USB, any changes that we can make to the system will normally be lost when we shut down the Linux session. As a result, we will leave options such as system updates, desktop configuration, setting up E-mail, and software installation until we have a regular, installed version of Linux available on the computer's hard drive. Nevertheless, we can still usefully try out many of the features of Linux and, because we are running Linux entirely from the USB, we can do so without affecting the Windows operating system currently installed on the computer's hard drive.

The main menu for Linux Mint is displayed by clicking on the *lm* icon on the left end of the panel (the lower-left corner of the display). The result is shown in Figure 1. The available software is organized in

Sound & Video

- Celluloid (*Video player*)
- Hypnotix (*TV player*)
- Install Multimedia Codecs
- Rhythmbox (*Audio player*)



Administration *

- Disk Usage Analyzer
- Gparted (*Gnome Partition Editor*)
- Printers
- Software Manager (*Install software*)
- Synaptic Package Manager (*Install software*)
- System Monitor
- Timeshift (*System restore utility*)
- Update Manager (*Task manager*)
- Users and Groups

* *18 applications in total*



VLC

Multimedia player and streamer

● ● ● ● ●

Featured

 Telegram Desktop Fast. Secure. Powerful. Flathub 3.9 ★	 VLC Multimedia player and streamer 4.6 ★	 Whatsie Qt Whatsapp Web Client for Linux Desktop Flathub 2.9 ★
 Filezilla Full-featured graphical FTP/FTPS/SFTP cli... 4.6 ★	 Virtualbox X86 virtualization solution - Qt based use... 4.3 ★	 Google Earth Explore, search and discover the planet 3.4 ★
 Blender Very fast and versatile 3D modeller/render... 4.6 ★	 Spotify Spotify streaming music client 4.4 ★	 Discord Messaging, voice and video client Flathub 3.7 ★

Categories

 Accessories	 Fonts	 Games	 Graphics
 Internet	 Office	 Programming	 Science and Education
 Sound and video	 System tools	 Flatpak	 All Applications

Preferences *

- Accessibility
- Bluetooth Manager
- Date & Time
- Display
- Keyboard
- Languages
- Sound
- Startup Applications

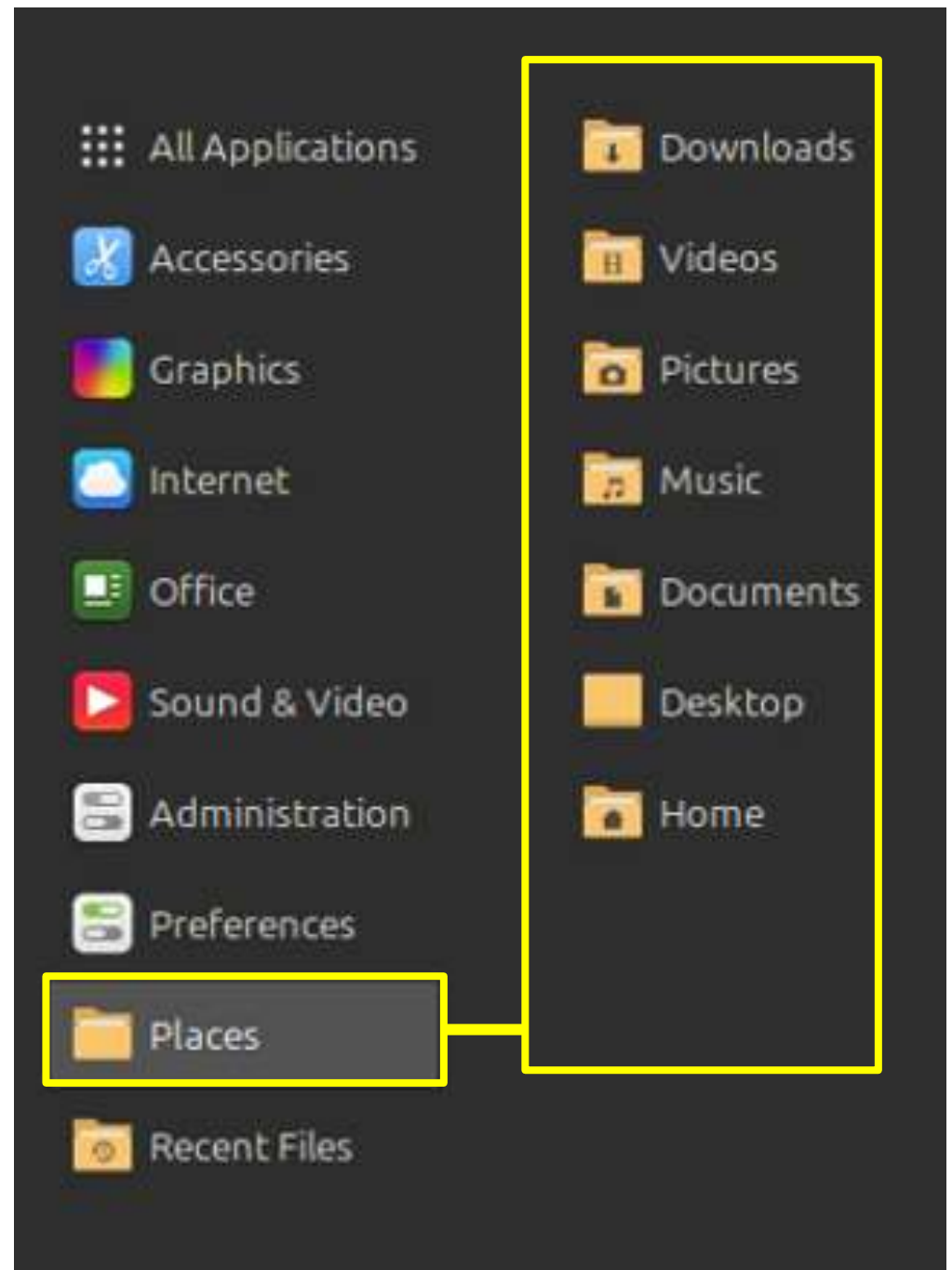
** 42 applications in total*

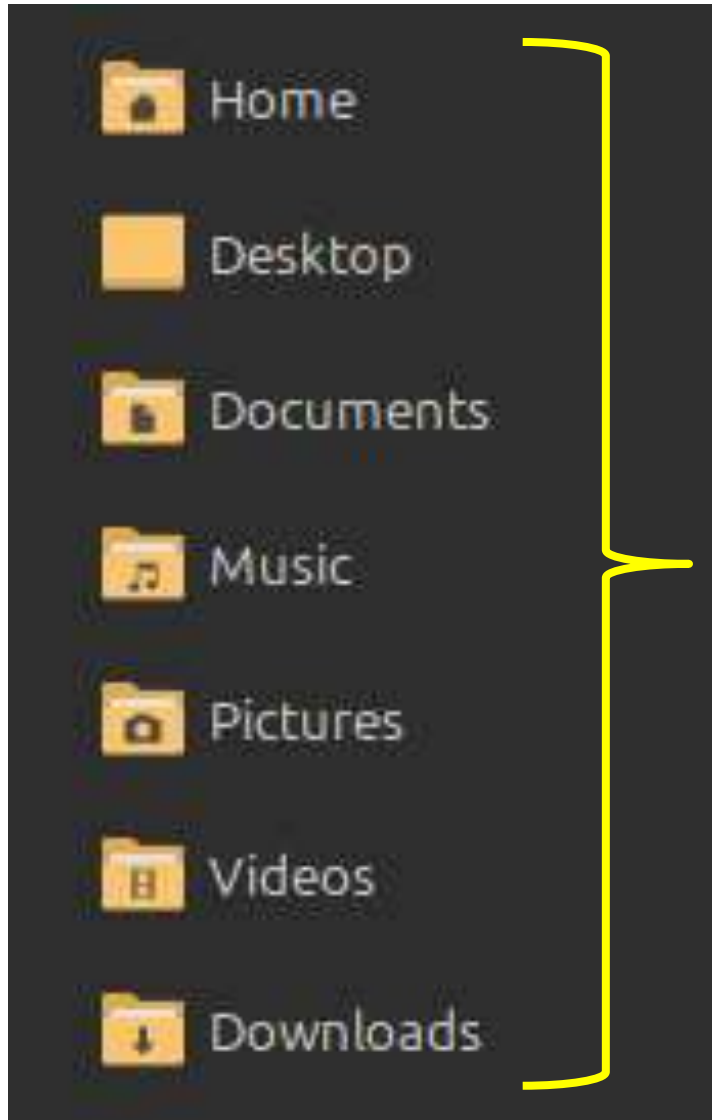
Places

- Available disks/
locations

Recent Files

- List of files
recently accessed
- Clear list





Transient folders when
using Live-USB

Any files stored in these
folders are not retained
when the computer is
shut down/rebooted

Identifying Bugs

- I have completed the steps to create a bootable USB for Linux Mint 22 “Wilma”
- However, **once booted on my Dell Venue Pro it does not offer wi-fi**, only wired connection
- I Googled and found the following article on Reddit.
https://www.reddit.com/r/linuxmint/comments/1eeaedq/fresh_install_linux_mint_22_does_not_recognized/
- If you have a moment, please advise what can be done

Harvey Hope



- I have rarely experienced problems with Linux distros not being able to connect to Wi-Fi; however, it does happen
- There is a litany of posts indicating problems with Wi-Fi and Bluetooth on the Venue with Linux
- One post from Dell itself suggests problems with Linux, Wi-Fi and Dell (but most of my computers are/have been Dell models)
- The wireless card in the Venue may not be supported by Mint 22
- Options - identify an alternative distro that will work with the Venue
 - try plugging in a USB wireless dongle to see if that provides connectivity

The Plan

Phase 1

- ✓ • Download Linux Mint 22 (Wilma)
- ✓ • Create a bootable USB drive
- ✓ • Boot the computer into Linux from the USB
- ✓ • Check the hardware compatibility
- ✓ • Review the applications bundled in the distro

Phase 2

- Install Linux dual-booted with Windows
- Boot into Linux and Windows from the grub menu



Windows Recovery Features



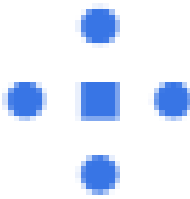
YouTubeTech

- Paul Thurrott's *Hands-on Windows*
- New and old ways to recover Windows 11
 - Quick Assist
 - built-in app for remote assistance
 - **OPCUG One-on-one Remote Assistance program**
 - Trouble-shooting platform built into Windows
 - Settings > System > Troubleshoot > Other trouble-shooters
 - Windows recovery drive
 - bootable flash drive, includes recovery tools
 - Reset this PC
 - Settings > System > Recovery > Reset this PC
 - can reinstall Windows and reinstall Microsoft Store apps (only)
 - Fix problems using Windows Update
 - Settings > System > Recovery > Fix problems using Windows Update
 - can reinstall Windows and retain *all* apps
 - System Restore (old school)
 - Control Panel > Recovery > Open System Restore

<https://www.youtube.com/watch?v=-h8gbd2K7rk>



Plus Codes for location



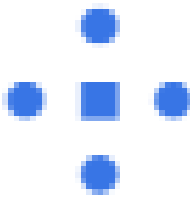
YouTubeTech

- Do you have a hard-to-find or hard-to-describe location
 - *Please deliver the pizza to 103 Wayward Drive South. The door to 103 is actually on the left side of the building down the five stairs.*
 - *The repair shop is in the strip mall. It's the 4th door from the right end of the south corridor near the pet shop.*
 - *I'll meet you at north end of the lake 3 Km north of Smiths Falls on highway 15 near the fallen birch tree*
- What if you could have a short unique identifier for anywhere in the world, accurate to about 3 metres?
- There have been prior systems such as *What3words*
 - never seemed to catch on

<https://www.youtube.com/watch?v=xP4hOcYKCTo>



Google's Plus Codes

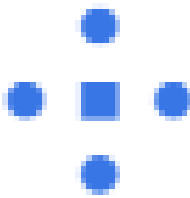


YouTubeTech

- Google developed as an open-source system in 2014
- Works with (of course) Google Maps
 - and some other mapping systems
- Given Google's dominance, maybe this will catch on
- 10 character code (typically)
 - e.g. **87Q6C8F2+W5**
- Only uses 20 alpha-numeric characters
 - doesn't include easily confused characters
 - excludes vowels
 - not case-sensitive
- Size of area defined by a Plus Code
 - 10-character Plus Code: 14x14 metres e.g. **87Q6C8F2+W5**
 - 11-character Plus Code: 3x3 metres e.g. **87Q6C8F2+W5H**
- Plus Codes can be "simplified" with location names
 - e.g. **87Q6C8F2+W5** = **C8F2+V5M Somerset, Ottawa, ON**



Get a Plus Code for any location



YouTubeTech

- open Google Maps on phone, or web browser
- find location you want by
 - searching for a specific address or place, or
 - dropping a pin by touching and holding the screen, or
 - using your current location (blue dot) if using GPS
- Tap/click on location
 - brings up information panel
- Plus Code displayed in info panel
 - next to the Plus Code logo
- Plus Code appear as: “XXXX+XXX, location name”
 - e.g. **C8F2+W5V Somerset, Ottawa, ON**
 - can be abbreviated further to **C8F2+W5V Ottawa, ON** (maybe)
 - click icon to copy Plus Code to clipboard



How many characters required?

YouTubeTech

- **87Q6C8F2+W5** (10 characters)
 - one location in world
 - result: Peace Tower, Parliament Hill, Ottawa
- **Q6C8F2+W5** (8 characters, remove leading **87**)
 - many locations in the world
 - start search from Hamilton, ON
 - result: Peace Tower, Parliament Hill, Ottawa
 - start search from Miami
 - result: east of the Bahamas
 - start search from Adelaide, Australia
 - result: halfway to Sydney, Australia



How many characters required?

YouTubeTech

- **87Q6C8F2+W5** (10 characters)
 - only one location in world
 - Peace Tower, Parliament Hill, Ottawa
- **C8F2+W5** (6 characters, remove leading **87Q6**)
 - many more locations in the world
 - start search from Kemptville
 - result: Peace Tower, Parliament Hill, Ottawa
 - start search from Kingston
 - result: about 30 Km north of Kingston
 - start search from Miami
 - result: east of the Bahamas



How many characters required?

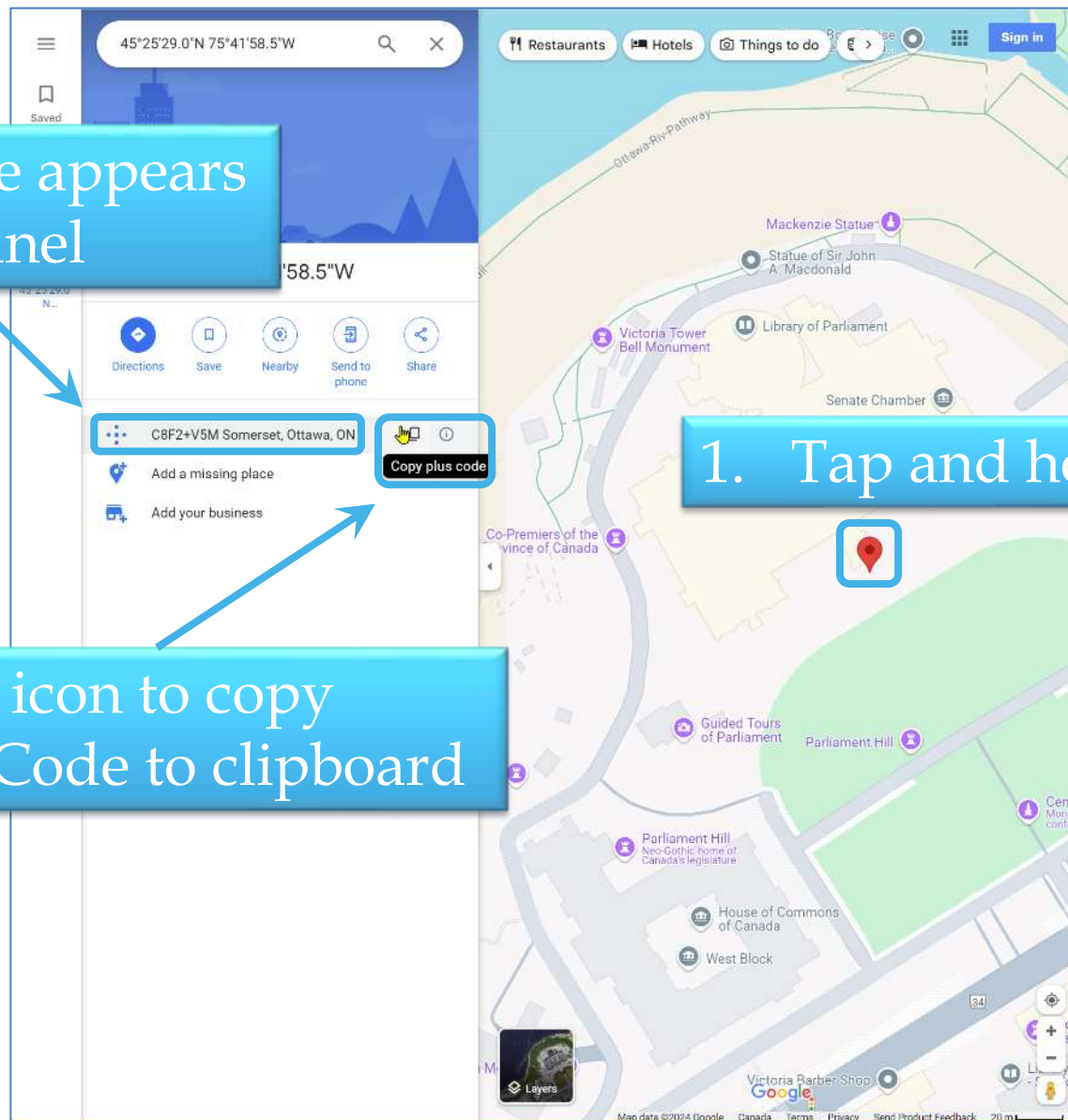
YouTubeTech

- **87Q6C8F2+W5**
 - only one location in world
 - Peace Tower, Parliament Hill, Ottawa
- **F2+W5** (4 characters, remove leading **87Q6C8**)
 - millions of locations in the world
 - start search from Civic campus, Ottawa Hospital
 - result: Peace Tower, Parliament Hill, Ottawa
 - start search from Billings Bridge
 - result: near Heron Rd & Colonel By Dr.



Getting a Plus Code

YouTubeTech



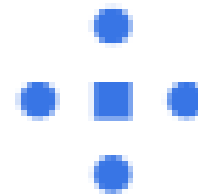
2. Plus Code appears in info panel

1. Tap and hold to create pin

3. Click icon to copy Plus Code to clipboard

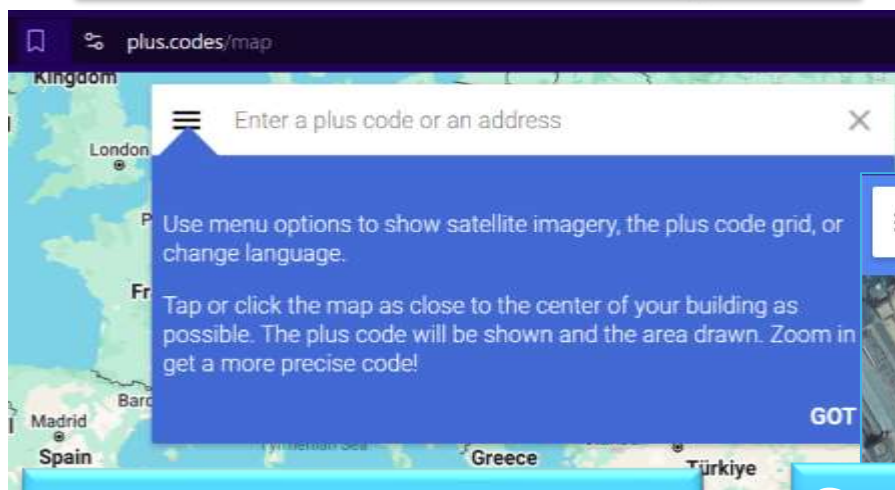


Get a Plus Code for any location (easier way)



YouTubeTech

Browse to *plus.codes/map*

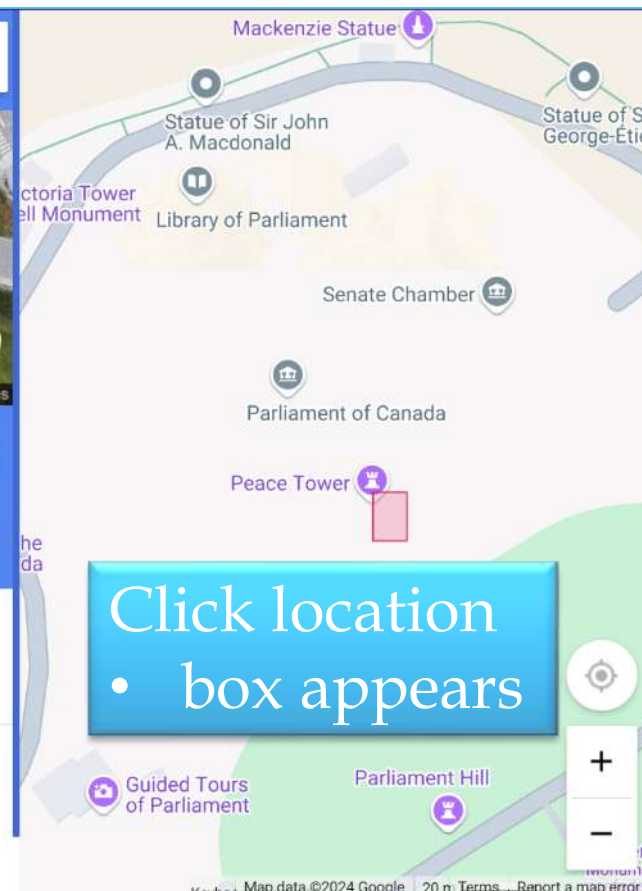
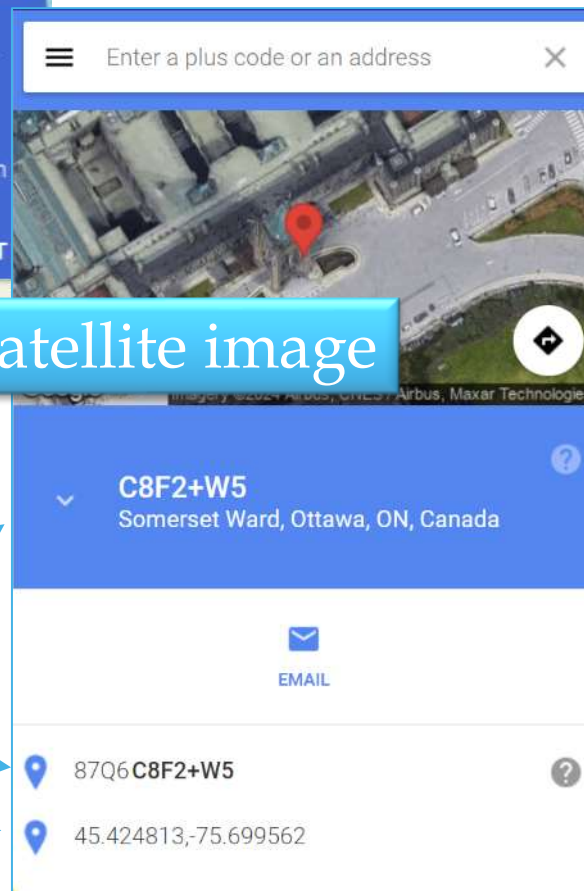


Search for an address
or navigate to location

3 forms of location

- simple Plus Code
- full Plus Code
- latitude/longitude

Satellite image

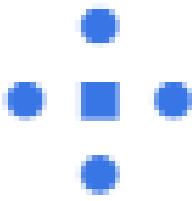


Click location

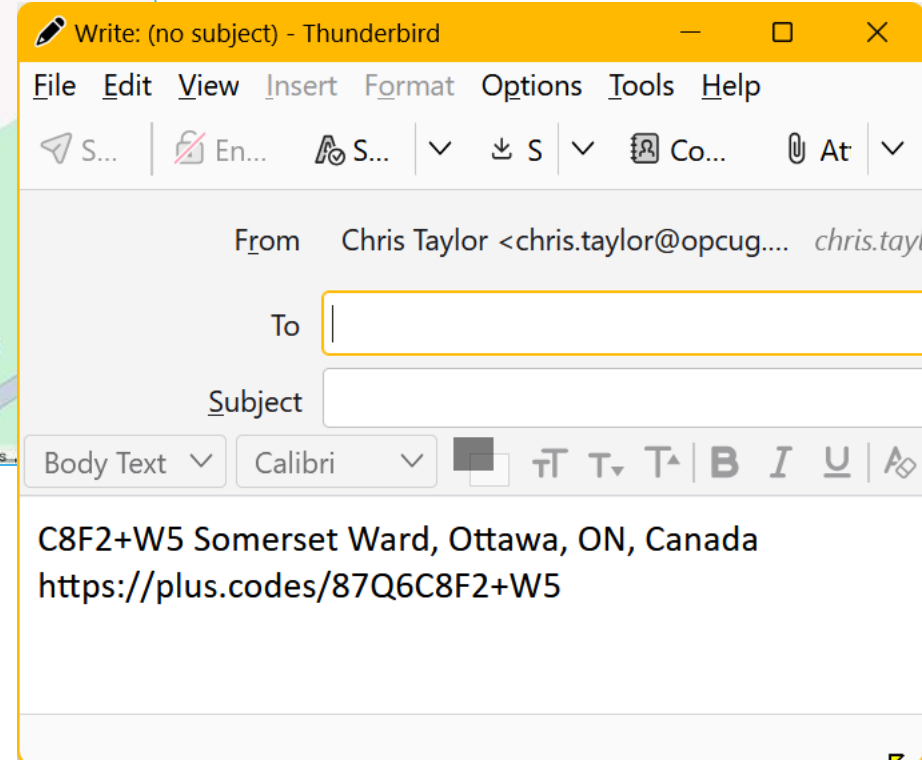
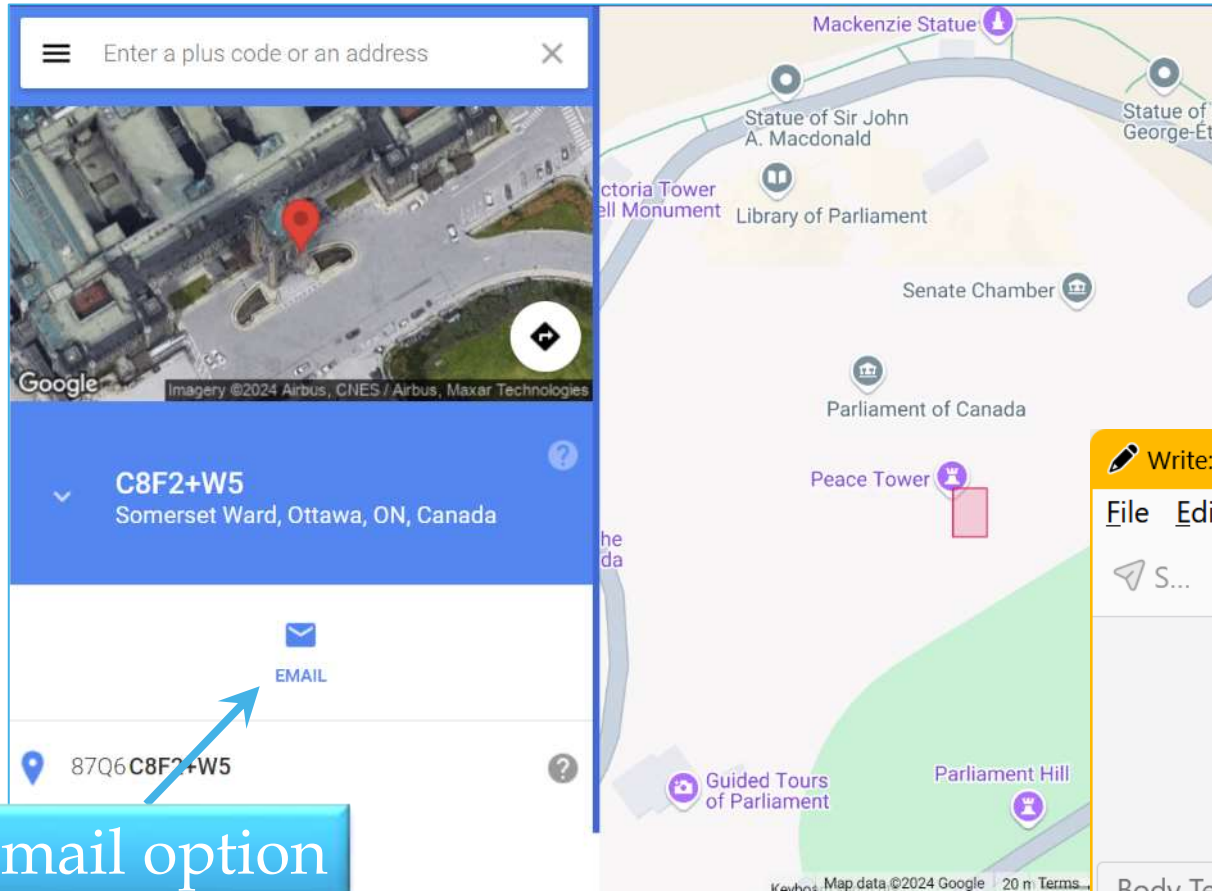
- box appears



Sending Plus Code to someone else



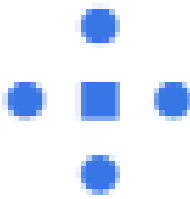
YouTubeTech





YouTubeTech

Navigate to a Plus Code



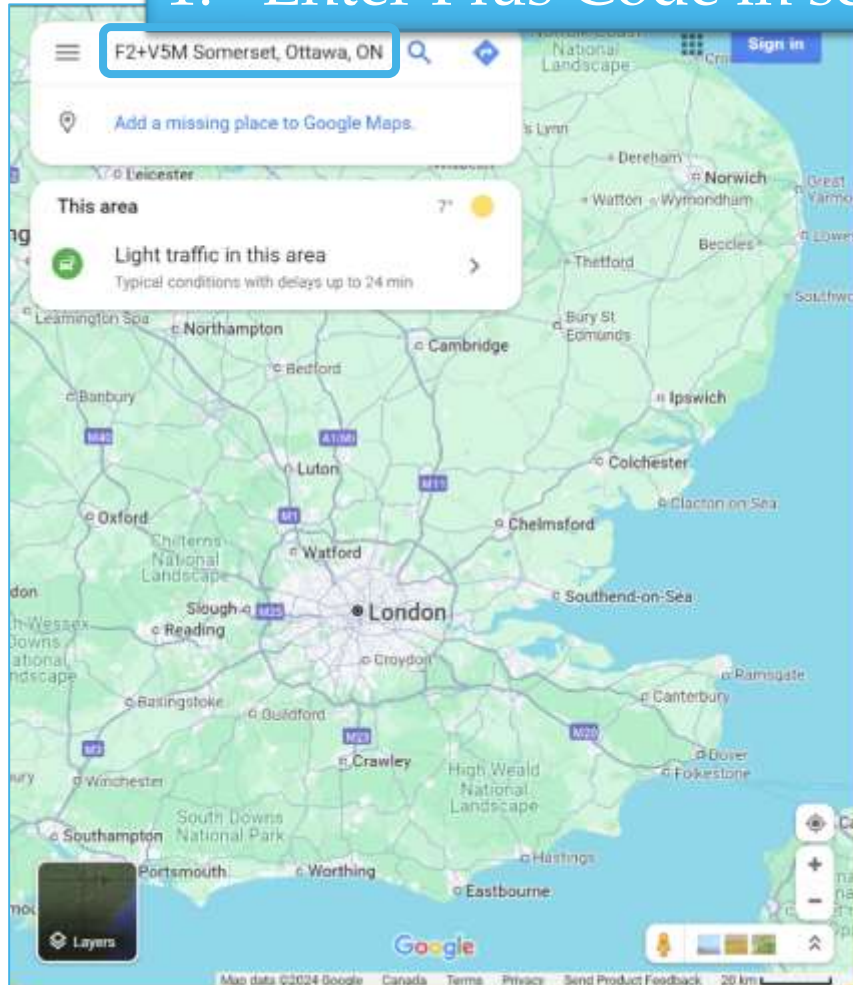
- Open Google Maps on phone, or web browser
- Enter the Plus Code in search box
- Google Maps will centre on location



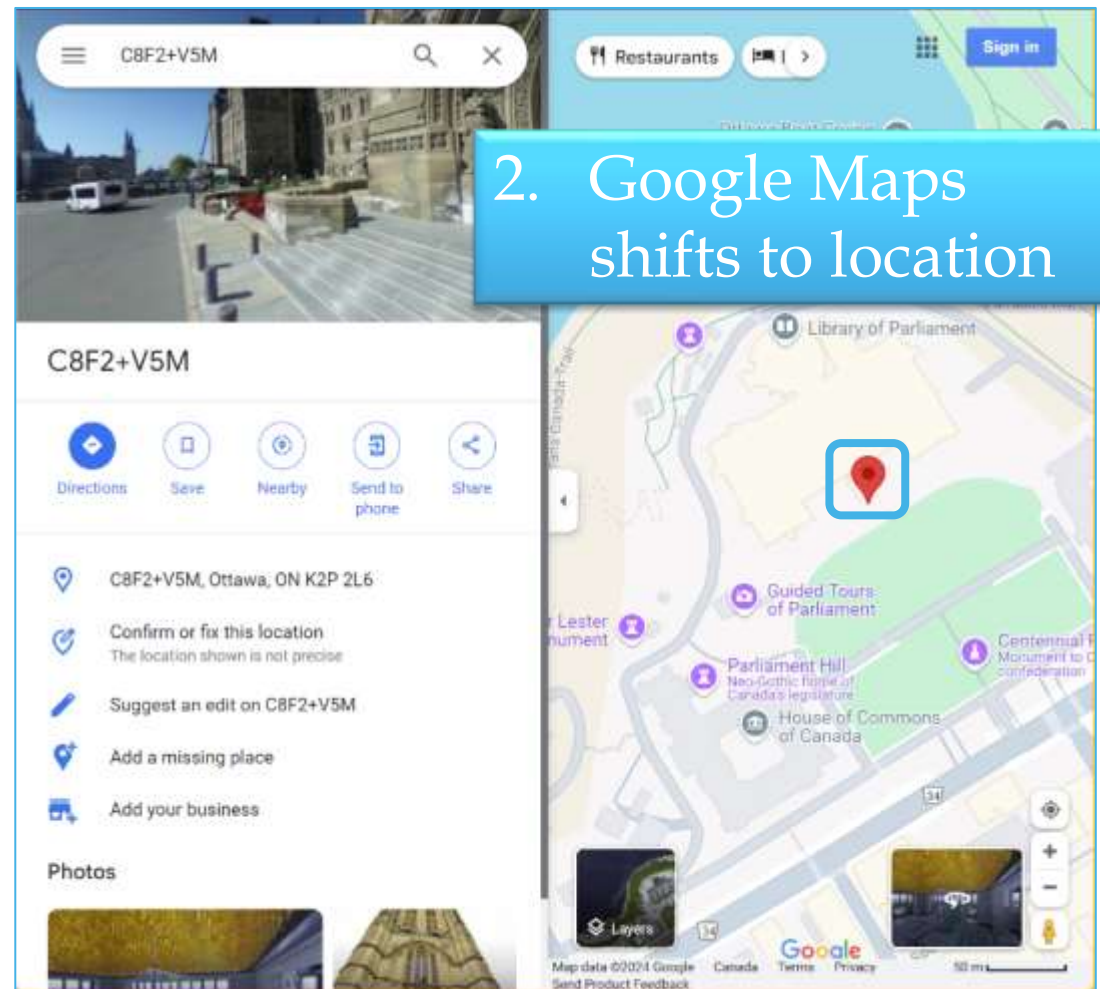
YouTubeTech

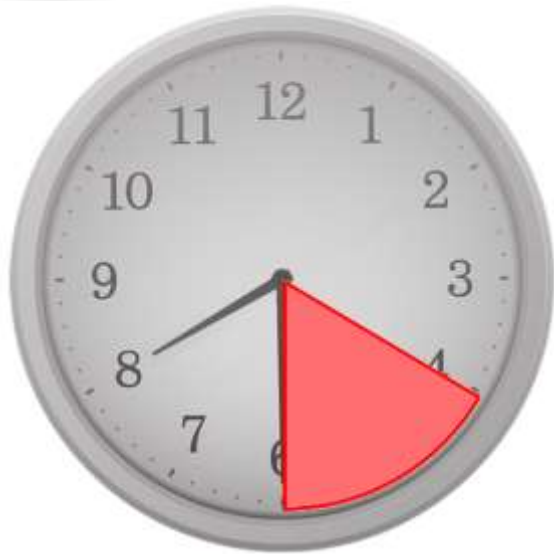
Navigating to a Plus Code

1. Enter Plus Code in search box



2. Google Maps shifts to location





**Any other:
Questions
Comments
Shares?**



Gremlins at work!

- There is currently a glitch on our web hosting so that may prevent making Q&A posts

- The PowerPoint, audio and video files may not be available

Problem fixed !

Files posted at: <https://opcug.ca/qa/>

- Files posted in the regular members' forum
- If you are wishing to download

the files should contact
alan.german@opcug.ca



One-on-One Remote Assistance



OPCUG receiving an Ontario Volunteer Service Award in 2018



One-on-One
Remote Assistance
(members only)



The weekly Q&A sessions are a terrific way of getting computer assistance

But, sometimes, we are faced with a tricky situation that may be hard to fix at Q&A

It is for those situations that we are offering one-on-one remote assistance (**available only to OPCUG members**)

<https://opcug.ca/one-on-one-remote-assistance/>



Fun with fonts - the art and science of typography

Chris Taylor

Rosemount; Thursday Oct 24, 2024 at 6:00pm

Organizing Your Photos

Lynda Buske

North Gloucester; Monday Oct 28, 2024 at 2:00pm

Ireland and Scotland Armchair Travel

Lynda Buske

Carlingwood; Monday Oct 28, 2024 at 6:00pm

<https://bibliooottawalibrary.ca/en/program?text=pc+users>



National
Capital
FreeNet

Libertel
de la Capitale
Nationale

3. Wed. Nov. 13th workshop on Password Managers

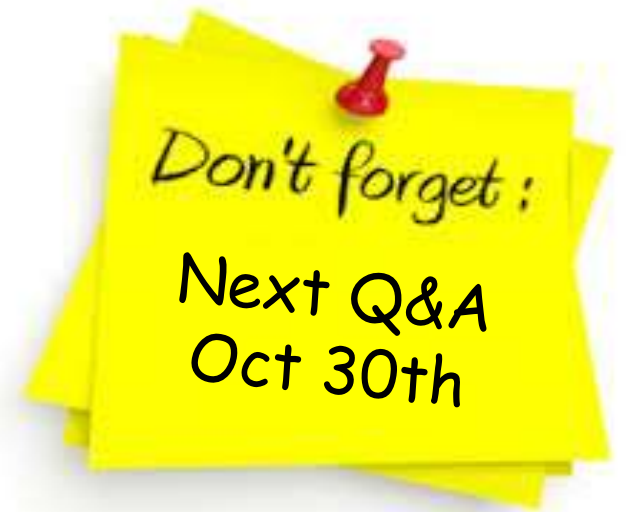
2:00pm-3:30pm

Hybrid in-person and online

We are told: don't write down passwords; don't reuse passwords; make passwords long and complex. Chris Taylor, President of the Ottawa PC Users' Group will dispel myths about passwords and tell you what really matters.

Chris will show how to use free software to protect your passwords and related information. And he will talk about digital legacy, so your online accounts don't die with you. Don't let your online accounts get compromised. It's easy and free.

Register here: www.ncf.ca/Passwords



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

SuggestionBox@opcug.ca

** Questions, comments, and shares can be anonymous if requested*