



Q&A

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Follow-up

Finding licence keys

How do you find the specific licence key for installed software, especially Microsoft Office where multiple CD's/DVD's have been used to install different versions on several computers?



KeyFinder | Magical Jelly Bean

www.magicaljellybean.com/keyfinder/

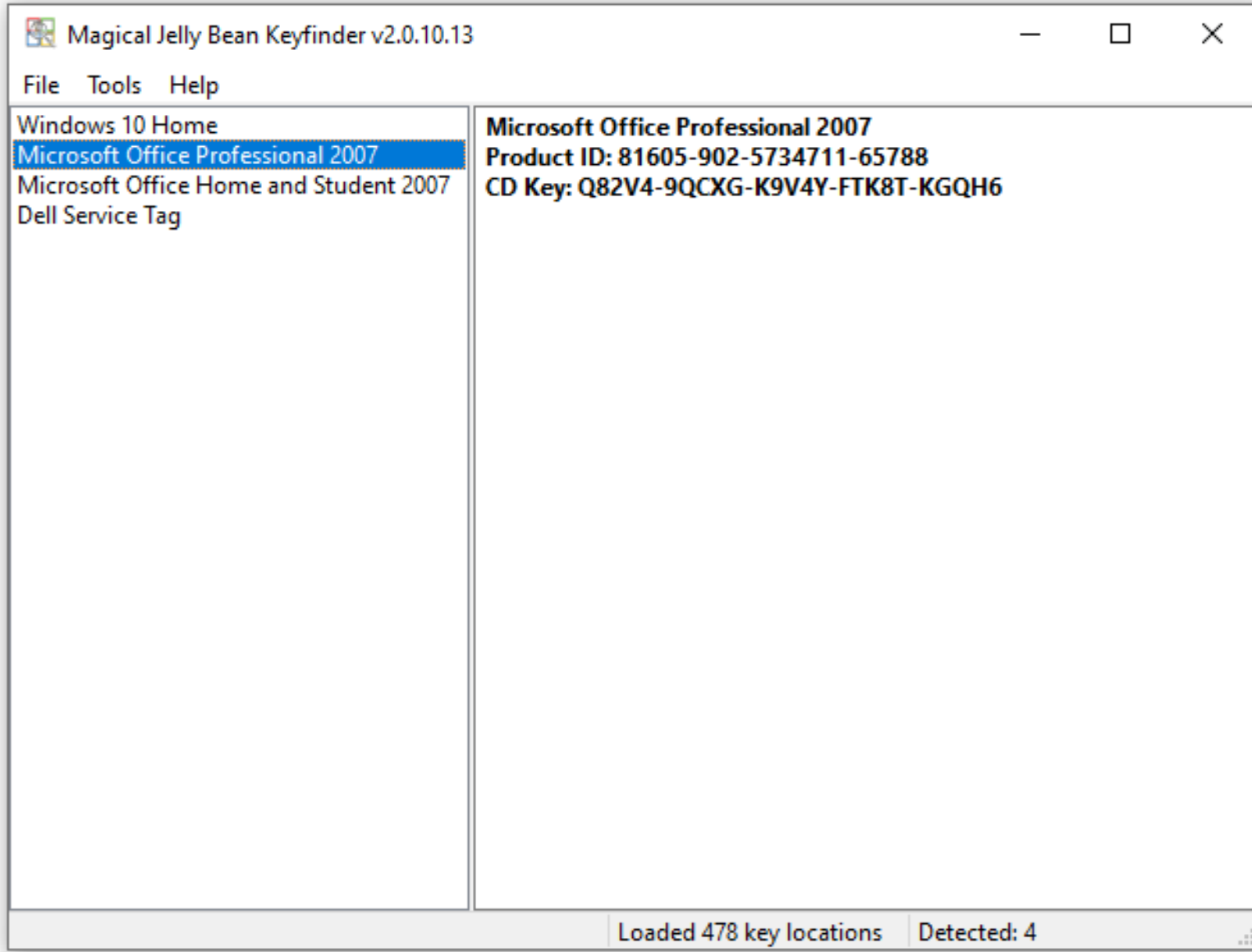
The Magical Jelly Bean Home **KeyFinder** KeyFinder FAQ Mac KeyFinder PasswdFinder

Product KeyFinder

The **Magical Jelly Bean Keyfinder** is a freeware utility that retrieves your Product Key (cd key) used to install windows from your registry. It also has a community-updated configuration file that retrieves product keys for many other applications. Another feature is the ability to retrieve product keys from unbootable Windows installations.

If you need something more powerful, compare Magical Jelly Bean Keyfinder with a tool called "[Recover Keys](#)". This advanced product key finder is not free, however it doesn't cost much for what it does.

Features	Magical Jelly Bean Keyfinder	Recover Keys
Number of supported programs	300+	10,000+
Scan another or non-bootable Windows	✓	✓
Works with 64-bit systems	✓	✓
Recover serials for Windows 7 / 8 and Office 2010	✓	✓
Recover product key for Windows 7 / 8 / 10 from BIOS	✗	✓
Deep-scan	✗	✓



Magical Jelly Bean Keyfinder v2.0.10.13

File Tools Help

- Windows 10 Home
- Microsoft Office Professional 2007**
- Microsoft Office Home and Student 2007
- Dell Service Tag

Microsoft Office Professional 2007
Product ID: 81605-902-5734711-65788
CD Key: Q82V4-9QCXG-K9V4Y-FTK8T-KGQH6

Loaded 478 key locations Detected: 4

Follow-up

PowerToys

New release for Windows 10 PowerToys includes:

Color Picker

Point to any screen element and it will show the HEX code and RGB colour value. Copy the value to the clipboard.



Changes to v0.20.0 of PowerToys

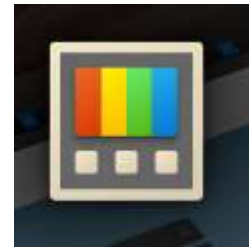
- Martin Chrzan's Color Picker was added in!
With a quick Win+Shift+C, get the color from your screen
- File Explorer - Can now render SVG icons thanks to Chris Davis
- FancyZones - you can now snap to any number of zones in FancyZones holding Shift+Ctrl while dragging a window

Changes to v0.20.0 of PowerToys

- PT Run
 - keyboard interaction improvements
 - freshly installed apps now detected
 - lots of performance and bug fixes
- Keyboard manager
 - app level shortcuts
 - e.g. for Outlook, Remap Ctrl+F to F4, Ctrl+F will now put up the find window :)
 - now can remap key to shortcut and shortcut to key.

Changes to v0.20.0 of PowerToys

- Settings - Now has improved OOBE based on the work the Microsoft Garage Interns did during their hackathon
- PowerRename improvements



Get PowerToys at:

<https://github.com/microsoft/PowerToys/releases/>

Follow-up

VPN's

The SANS Institute has an article "*Consumer VPNs: You May Be Fine Without*" that could be of interest to anyone wondering if they need a VPN

<https://isc.sans.edu/forums/diary/Consumer+VPNs+You+May+Be+Fine+Without/26404>



When trying to update Malwarebytes, the program indicates that the older version should first be uninstalled. However, the uninstall feature didn't work, nor would Windows uninstall the program. How do I uninstall a program that won't uninstall?

The Malwarebytes logo, featuring a blue stylized 'M' icon followed by the word 'malwarebytes' in a blue, lowercase, sans-serif font, all contained within a light gray rectangular background.

A

Normally, one uninstalls a program using:

- Control Panel – Uninstall a program –
Select program from list – Uninstall
- An uninstall utility in the program's installation folder
(e.g. C:\Program Files*ProgramName*\unins000.exe, Uninstall.exe, etc.)

Other options include:

- Uninstall the target application with the computer in Safe Mode which disables third-party software that may interfere with the uninstallation process
- Use a stand-alone uninstaller (e.g. Revo Uninstaller)
- Edit the registry (regedit)
 - not for the faint of heart!

<https://appuals.com/how-to-uninstall-programs-on-windows-10-that-wont-uninstall/>



My Sony Vaio laptop (Model No. SVF15213CDB) is 7 years old and needs a new battery – indicating that the need is critical!

Staples, Best Buy, and Amazon sell replacements but the sales are on-line. Battery Canada sells a battery for model SVF15213CXB for \$100 plus shipping.

I'm not sure which one to purchase or if I should install it myself.

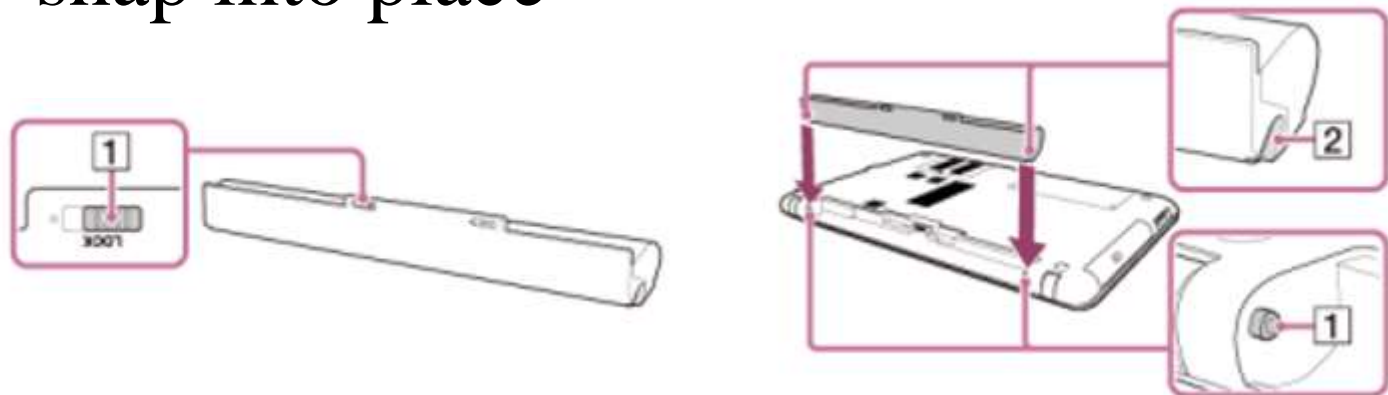
A

Replacing a laptop battery is usually very simple

There is often a lock on the underside of the laptop that holds the battery in place

With the lock released, the battery can be removed

The replacement battery will usually snap into place



Options:

1. OEM replacement battery
 - very expensive, if available
2. Third-party replacement battery
 - can be quite expensive, difficult to identify the correct battery, uncertain performance
3. No replacement, plug the laptop in
 - zero cost, only viable if laptop is used in one location or where a power socket is available
4. Replace the laptop
 - expensive but better features/performance and hedges against something else failing



Almost every time I open up an Office 2010 application like Word, Excel or PowerPoint I get a banner warning me of the approaching end of support. Is there any way I can shut this off?

Office 2010 support is ending soon

Upgrade to Microsoft 365 to work anywhere from any device and continue to receive support.

**Upgrade
Now**

A

Microsoft says: *“To turn off or disable future notifications, select Do not notify me again in the lower left corner of the notification, and then close the window.”*

It isn't clear if this applies to Windows 7 or Office 2010 or both.

<https://mk0licensingsschvvvb2.kinstacdn.com/wp-content/uploads/2019/11/Windows-7-and-Office-2010-End-of-Support-FAQ-17-October-2019.pdf>



Recently I scanned a lot of old photos to my computer, not noticing that they were all saved into One Drive. Now OneDrive is indicating it is full and asking me to either free up space or get more storage. I think getting more storage will incur a cost, so how can I free up space without having to pay?



A

OneDrive account options:

<p>OneDrive 100 GB</p> <p>\$2 / month</p> <p>Buy now</p>	<p>OneDrive Basic 5 GB</p> <p>Free</p> <p>Sign up for free</p>
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Other cloud storage providers offer more free space, e.g. Google Drive 15 GB



I did not intend to store the photos on OneDrive, in fact I have also stored them on my hard drive.

But, when I go to OneDrive and try to delete the folder, it says "*Deleting an online-only folder permanently removes it from your PC without sending it to the Recycle Bin. Are you sure you want to continue?*"

How should I proceed?

A

By default, the OneDrive folder is located in the Users directory (e.g. C:\Users\toaster\OneDrive)

If the folder on the hard drive is synchronized to the server in the cloud then deleting the folder in the cloud will also delete the folder on the hard drive – and the scanned photos will be lost!

This appears to be what the warning message is indicating.

Make sure that copies of the files are available in a folder that is not linked to OneDrive (e.g. C:\SavedScannedPhotos) and, preferably, backed up to an off-line external hard drive.

Now, it is safe to delete the OneDrive folder in the cloud – and the associated folder on the hard drive.

Share

Daily Information Security Podcast (SANS StormCast)

SANS specializes in information security and cybersecurity training.

Stormcasts are daily 5-10 minute information security threat updates. The podcast is produced each work day, and typically released late in the day to be ready for your morning commute.

<https://isc.sans.edu/podcast.html>



Has anyone installed Microsoft Teams?

It asks me if it is for personal use, gets me to sign-up multiple times, and then sends me to Skype!

The screenshot shows the Microsoft Teams installation setup screen. At the top left is the Microsoft logo. Below it, the text reads "How do you want to use Teams?". There are three radio button options: "For school" (unselected), "For friends and family" (selected), and "For work" (unselected). Each option has a brief description. At the bottom right, there is a blue "Next" button with a mouse cursor hovering over it.

Microsoft

How do you want to use Teams?

For school
To connect students and faculty for courses and projects, in a classroom or online

For friends and family
For everyday life, to make audio or video calls

For work
To work with teammates wherever they are

Next





I am a new Windows 10 user and now get messages that I am not sure how to handle.

“Microsoft account problem – We need to fix your Microsoft account (most likely your password changed). Select here to fix it in Shared experiences settings”

What should I do?



I tried to register a PC Optimum card recently and used a different password from the one I use on my computer and email accounts. Do you think I should unregister my PC Optimum card or perhaps call them to see if I have registered correctly.

Does having a PC Optimum card involve receiving a lot of mail from them to encourage one to buy more stuff?

A

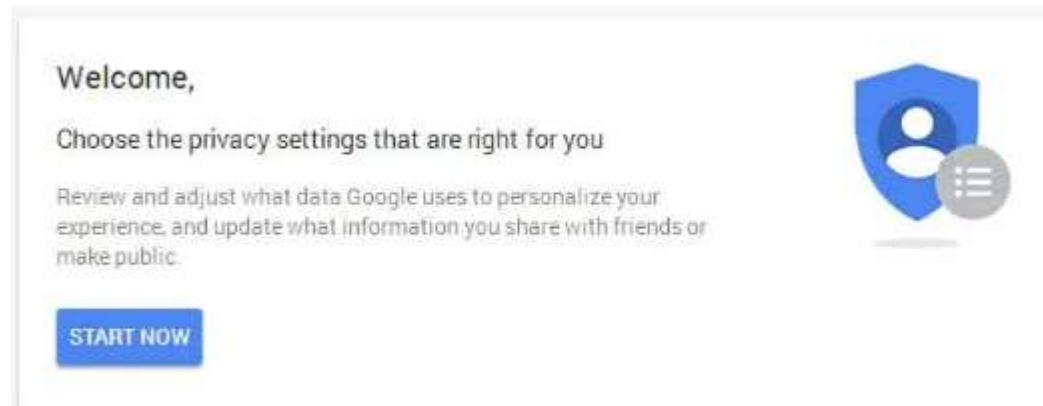
Log in with the credentials you selected. If it works, you registered correctly.

You will receive at least one E-mail per week from PC Optimum, mainly indicating special offers that are available.



Google Account – *Complete your privacy checkup.*

What should I do?




Welcome,

Choose the privacy settings that are right for you

Review and adjust what data Google uses to personalize your experience, and update what information you share with friends or make public.

[START NOW](#)

A blue shield icon with a white person silhouette inside, and a grey circular icon with three horizontal lines to its right, representing the privacy checkup process.



“Your Outlook settings are out of date”

Should I fix the account? I currently use Live Mail and G-Mail. When I go into Outlook Mail I do not see any inbox. My email messages go to my computer and my cell phone.



I would like a demo on how to use Google Docs. My nieces store their photos there and wanted to send me a link to them.



Does anyone use Google Docs and would like to give a brief demo. of the software at the next Q&A?





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



If we have time...

Logitech Spotlight Presenter

You may not need it but it's way cool!



Chris Taylor

Windows Calculator – Tips and Tricks

Currency conversions, date calculations, and more...



Tech Café, OPL
September 14, 10:00 am

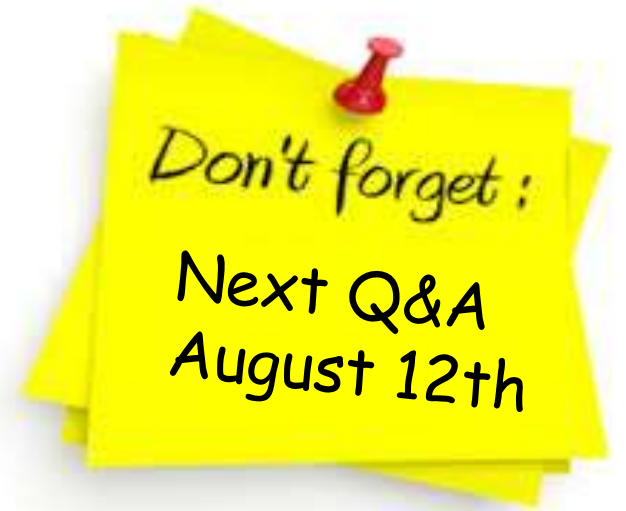


Windows Performance
Tune-up

Register at: opcug.ca/opl-presentations/



Questions



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

SuggestionBox@opcug.ca

