



Q&A

**Chris Taylor and Alan German
Ottawa PC Users' Group**

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Q&A Recordings



Q&A web page

<https://opcug.ca/qa/>

OUR MOST RECENT Q&A SESSION



Is there any way of getting rid of the pictures from around the world that Microsoft sends us?

Every time there is an update I have ++ problems with my computer. grrrrr



PDF versions of the PowerPoint presentations, audio recordings of the associated discussions, and copies of the comments in the Chat window, from our weekly Q&A sessions are available as the following files:

MOST RECENT Q&A SESSION - August 19, 2020

[20200819_PowerPoint \(876 KB PDF\)](#)

[20200819_Audio \(26.6 MB M4A\)](#)

[20200819_Chat \(4 KB TXT\)](#)

[20200819_GoogleDocs \(740 KB PDF\)](#)

For the content of previous Q&A sessions, please visit our archives

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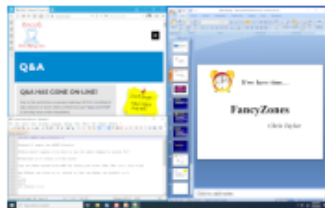
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Q&A - RECORDINGS

Follow-up

Fancy Zones

How do you have different zones defined for different monitors (in a multi-monitor setup) and for different desktops (using Windows Virtual Desktops)?



July 8, 2020

[20200708_PowerPoint \(1.24 MB PDF\)](#)

[20200708_Audio \(33 MB M4A\)](#)

[20200708_Chat \(2 KB TXT\)](#)

[20200708_Avast \(830 KB PDF\)](#)

July 15, 2020

[20200715_PowerPoint \(1.47 MB PDF\)](#)

[20200715_Audio \(25.2 MB M4A\)](#)

[20200715_Chat \(2 KB TXT\)](#)



When using Skype, how do I synchronize the contacts on my PC to my iPad tablet? Is that possible with minimal effort? What are the steps?



July 22, 2020

[20200722_PowerPoint \(1.20 MB PDF\)](#)

[20200722_Audio \(31.6 MB M4A\)](#)

[20200722_Chat \(2 KB TXT\)](#)

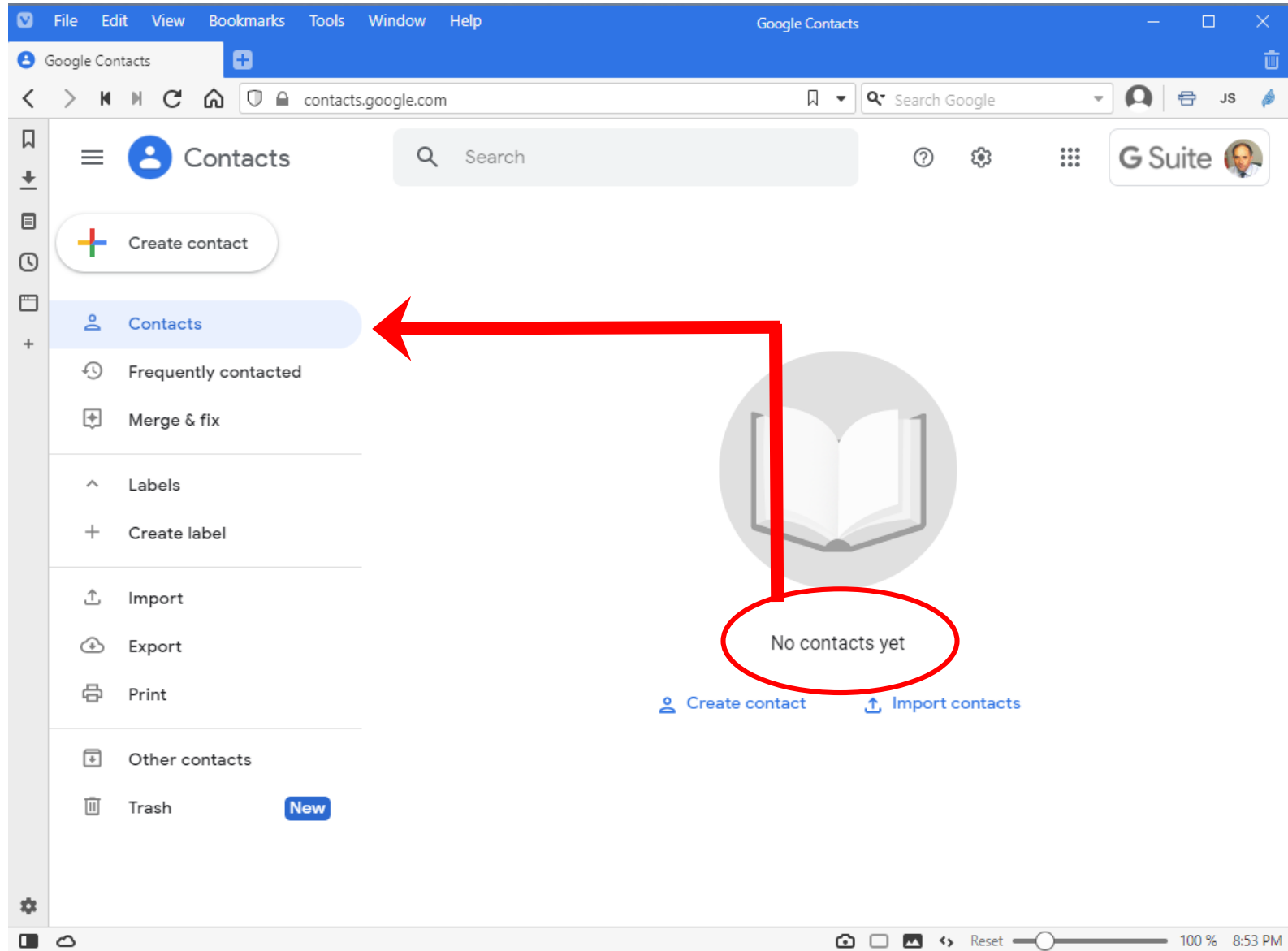
July 29, 2020

[20200729_PowerPoint \(692 KB PDF\)](#)

[20200729 Audio \(26.2 MB M4A\)](#)

Follow-up

E-mail addresses in Gmail



Follow-up

E-mail addresses in Gmail

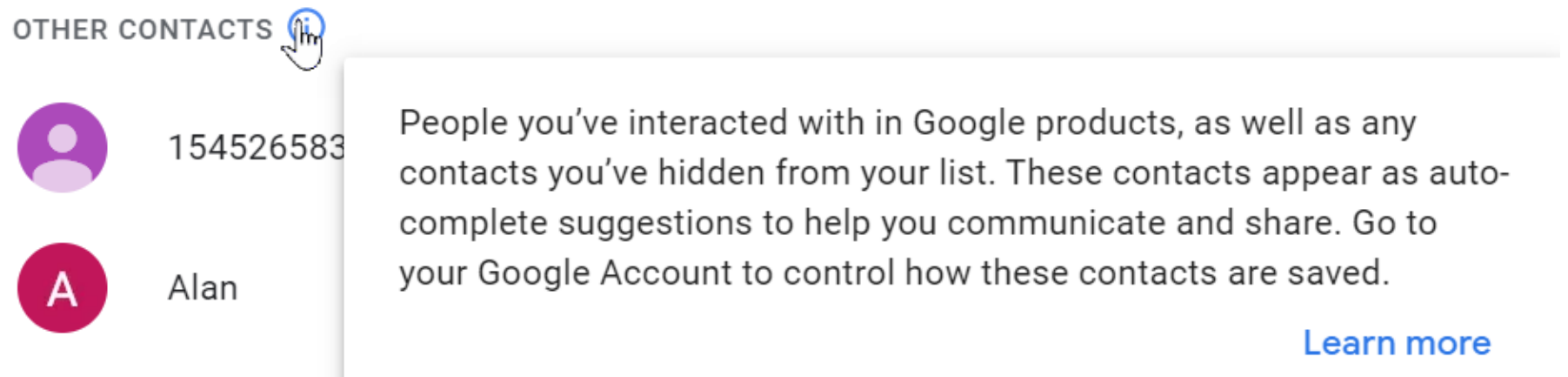
The screenshot shows the Google Contacts web interface. The left sidebar contains a list of options: 'Create contact', 'Contacts', 'Frequently contacted', 'Merge & fix', 'Labels', 'Create label', 'Import', 'Export', 'Print', 'Other contacts', and 'Trash'. The 'Other contacts' option is circled in red. A red arrow points from the text 'Addresses are located in Other contacts' to the 'Other contacts' option. The main content area shows 'No contacts yet' with a book icon and buttons for 'Create contact' and 'Import contacts'.

Addresses are located in *Other contacts*



Follow-up

E-mail addresses in Gmail

I also have an "*Other contacts*" folder I never noticed. It has an "i" circle at the top that, if you hover over, says;



OTHER CONTACTS ⓘ

-  154526583
-  Alan

People you've interacted with in Google products, as well as any contacts you've hidden from your list. These contacts appear as auto-complete suggestions to help you communicate and share. Go to your Google Account to control how these contacts are saved.

[Learn more](#)

I have (it looks like) several hundred entries in my "Other contacts" folder. Not sure I will remove any. They haven't caused me any problems and they might be useful at some point.

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Immersive Reader in Edge

Old Edge browser (based on Microsoft's rendering engine) had *Reading view* that removed ads, menus, etc. from web pages – when on a page that supports it

I thought it was gone in the new Edge (based on the Chromium engine)

Every web page I went to failed to display the icon for *Reading view*

Share

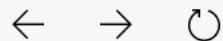
Immersive Reader in Edge

It turns out it is still there. It has been renamed to *Immersive Reader*.

Problem: It only appears when on a page that supports *reader mode* and fewer and fewer pages support that.

One that does is

<https://bibliottawalibrary.ca/en/current-branch-services>



https://bibliottawalibrary.ca/en/current-branch-services



Share

Immersive Reader in Edge

Google Chrome supports *Reader mode* but is off by default. Browse to:

`chrome://flags/#enable-reader-mode`

and change its setting to *Enabled*

Firefox, Opera, and Vivaldi all have *reader modes* enabled by default



I am trying to get my Dell laptop to recognize a Philips monitor. I get a “*No video input*” message on the monitor. The monitor is not detected in Dell settings. I am using a converter cable since the laptop has HDMI, but the monitor has DisplayPort and DVI. How can I troubleshoot the problem?



A

Problem-solving approaches:

- Can the problem be reproduced on another computer (plug in the same cable/monitor)?
- There are multiple pieces involved (laptop video port, cable, dongle, monitor - is it possible to validate each item separately?)
- Can the problem be circumvented (such as using a different port on the monitor)?
- Are there multiple ways to send output to the monitor (e.g. a function key)?
- Is there any way to validate that a signal is actually going out the port?

A

Try the following:

1. Check that the monitor is working by connecting it to a second computer using any available port
2. Check that the laptop's output port is working by connecting it to a TV using an HDMI cable (select the correct TV source)
3. Plug the monitor into a second computer using the same cable/converter dongle
4. Try using another input on the monitor (if there is one)

A

5. Try another cable/converter. Swapping those out might tell you if the cable or converter is at fault.
6. Does the monitor have a configuration screen where you have to choose the input?
7. Some laptops require that you press a function key (e.g. F8) to select the output
8. What does pressing Win+P do? It normally gives the options to duplicate or extend the display, switch to just the primary screen or to the second screen.

Results:

The monitor worked when plugged in to a tablet

The laptop connected to a TV correctly

=> The problem is almost certainly the converter/cable.



Success!

The problem turned out to be the converter/
cable. A new cable solved it. A \$7.00 fix!





“All Core i5 desktop processors offer 4 cores and no hyperthreading while in the mobile sector all Core i5 processors have 2 cores and hyperthreading.”

What, in plain language, does this really mean to me as a run-of-the-mill laptop buyer?



A

Multi-tasking, multi-processing and multi-threading...

A single core CPU with no hyperthreading can only do one thing at once. But, we know the computer can multi-task and run a word processor, an E-mail client, and a web browser all “at the same time”.

The OS achieves this by time-slicing the CPU cycles, giving some time to each process in turn. It happens so quickly that, to us, it appears that the tasks are concurrent.

A

A computer with multiple cores on its CPU can actually run different tasks concurrently, each task running on its own physical core.

Suppose that we are running a word processor in one window and, at the same time, in a second window, we are exporting to disk a video file that we have edited.

If our computer is dual-core, the word-processing task runs on Core 1 at the same time that the video is being written to disk using Core 2.

A

If our computer is single core but dual-threaded, the CPU appears to the operating system as having two (virtual) cores.

Suppose we have a word-processing task where a file has been sent to the printer and a second file has been opened for editing.

The print job is run on one thread of the single core of the CPU, while the editing is running on the second thread. The single core can only do one task at once, so what happens?

A

Since it takes “forever” (in CPU time) for our finger to move from one key to the next, while the word processing task is waiting for a character to process, control is switched to the thread for the print job and data is sent to the printer.

Once the editing thread is ready to accept a new keystroke, control is switched to this thread.

So, both tasks appear to be running concurrently while in actual fact the CPU is switching between them.

A

So, the multi-core CPU processes both tasks concurrently.

The single-core, multi-threaded CPU appears to be running two word-processing tasks at the same time.

In reality, it is just using the available CPU cycles efficiently by rapidly switching tasks when one of the tasks is “stalled”.



A

An analogy for multi-threading is an airport security line where there are two queues of people undergoing initial screening of carry-on bags, but only one full-body scanner that both queues have to use. If one of the pre-screening lines is held up, the people in the second queue flow through the scanner.

A “multi-core” security system would have a full-body scanner attached to each pre-screening queue so that each queue would be processed completely independently.



RULE OF THUMB

"A BROADLY ACCURATE GUIDE OR PRINCIPLE,
BASED ON PRACTICE RATHER THAN THEORY"

**1 CORE WITH 2 THREADS
OFFERS THE SAME PERFORMANCE
AS 1.25 CORES**



So, a quad-core computer with hyperthreading would be about equivalent to having 5 cores

But a quad-core computer with no hyperthreading will generally perform better than dual-core with hyperthreading

Gary Sims - Gary Explains

Multitasking vs Multithreading vs Multiprocessing

<https://www.youtube.com/watch?v=Tn0u-IIBmtc>

What is Hyperthreading?

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



Linus Sebastian - Techquickie

What is Hyper Threading Technology as Fast As Possible

<https://www.youtube.com/watch?v=wnS50JicXc>





My copy (Version 6.0.2.5) of the Weather Network would not open. The report stated that there was an error creating the configuration file:

*Zip check failed for configuration file:
C:\User\Orion\AppData\Local\The
WeatherNetwork\WeatherEye.daz.
File deleted.*





I tried restoring the previous version
but was informed of an:

*Access violation at address 02961FB2
in module WeatherEye.dll Write of
address 73726573*

When I tried to delete or repair the file,
I could not open the file.



Several websites stated that they had a free download of the Weather Network for Windows 10 but none functioned.

I even had a *Runtime error 216 at 0296228D* which I am informed represents a virus even though Kaspersky checks the file as being virus free.

Suggestions?

A

Try going to Settings | Apps

Find The Weather Network
and select it.

Choose Advanced options,
then "Reset"

Windows Settings

Find a setting



Apps

Uninstall, defaults, optional features

Maps
Microsoft Corporation
[Advanced options](#)

Reset

If this app isn't working right, we can try to repair it. The app's data won't be affected.

Repair



I have a new PC, Asus TUF A15 gaming PC with problems:

1. Mouse sometimes becomes jerky. Reboot solves. Mouse is Wacom Graphire2 pad with mouse and pen. Using Wacom drivers made it worse.
2. Added USB-C dock with DVI-D, VGA and HDMI outputs - but none work. USB3 socket works.
3. Direct HDMI output does not work.

A

This is a gaming laptop. Has it been set to run at a higher than normal clock speed? If so, have you tried with normal clock speed?



A

As I recall, ASUS has a "Live update" program installed. Be sure to check it to see if there are any driver updates available. Could also visit their web site for driver updates:

<https://www.asus.com/my/support/Download-Center/>

Does Device Manager show any problems?

A

For the mouse and the USB dock - try different ports (if available) to make sure it is not a specific port having problems.

Mouse

I would keep checking to see if Wacom comes out with driver updates. I had a problem with their drivers once. They eventually did address the problem. Might be worth opening a support call with them. They were always very responsive to me when I opened calls.

A

USB Dock

Could this be an incompatibility issue?

Can it be checked on another PC to make sure it functions somewhere?

Graphics Outputs

Has this issue been checked with different monitors/cables?

And, when all else fails...

A

As this is a new computer, I wonder if a call to ASUS would be in order...

1 (888) 678-3688

ASUS[®]
IN SEARCH OF INCREDIBLE



Welcome to ASUS Support

We are here to help



My Asus Transformer T100 has developed a selection bias for USB drives. 4 TB and 1 TB drives are not recognized. 8 GB and 16 GB USB drives work just fine. And the reason for this is...?





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



If we have time...

Logitech Spotlight Presenter

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



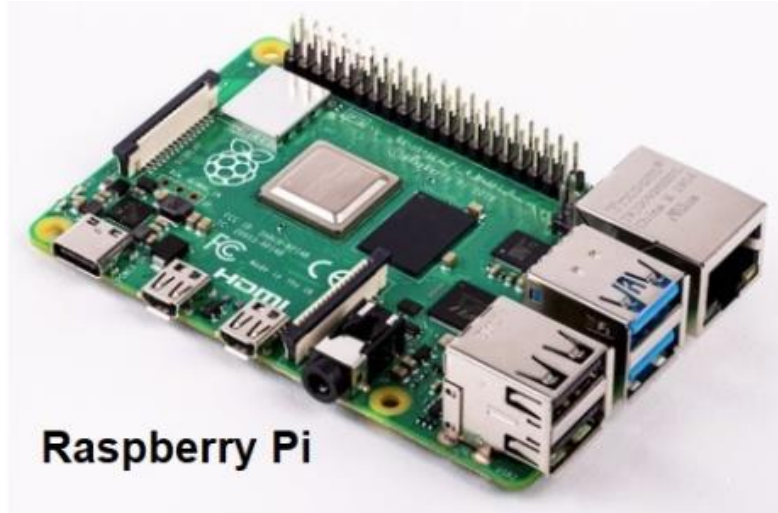
Chris Taylor



A Windows Clone

A way to transition away from Windows 7 (or 10!)

Alan German



An Introduction to the Raspberry Pi

September 9, 7:30 pm

Details at:

<https://opcug.ca/events/september-meeting/>



Tech Café, OPL
September 14, 10:00 am

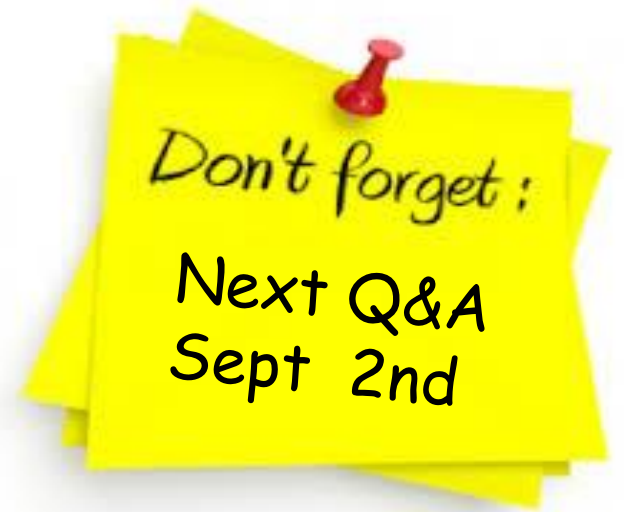


Windows Performance
Tune-up

Register at: opcug.ca/opl-presentations/



Questions



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

SuggestionBox@opcug.ca

