



Q&A

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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!



Last Call

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

Follow-up

Hard Drive Speed Up

- If the HDD is portable, try changing the cable.
- If it's USB 2, upgrade to a USB 3 or USB-C disk enclosure.
- Chkdsk would have fixed any problems in the directory structure.
- Anything that reads the entire disk (including free space) will invoke the disk's own sector-fixing routines. Use a program like *Spinrite* or *HDsentinel* for better fixing/testing.

Information courtesy of:

tOM Trottier <http://TomTrottier.com> BBO:"0 carbon"

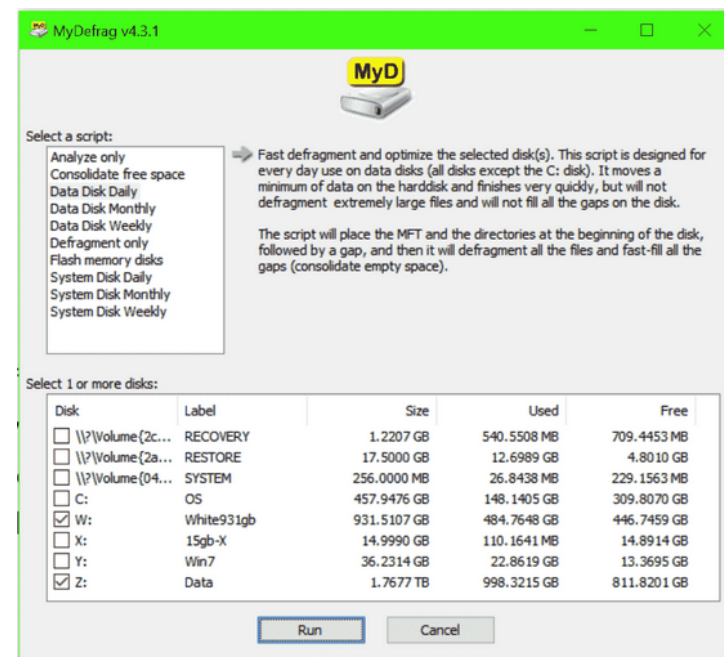
Hard Drive Speed Up

- Check how much of the disk is used. Over 80% used would slow it considerably. The emptier, the faster. Delete any unneeded files and duplicates, or move files to another disk.
- If it is FAT32 or EXFAT, convert to NTFS. This is safer and can be faster
See: <https://tinyurl.com/yxbmq832>

Follow-up

Hard Drive Speed Up

- Last is defragging. Right-click on the drive, choose tools, to defrag the disk using Windows.
- I find that using the *MyDefrag* program takes much longer but is far more effective in creating a fast drive.



Hard Drive Speed Up

- MyDefrag can move all the directories and moveable system files to the outer, faster region of the disk, and sort and defrag all the files and directories using the default "data disk" profiles.
- It uses Windows calls to manage all the moving and is safe to interrupt, pause, or stop, or even through a power failure.
- It is very customizable using its own simple script language. Several scripts are provided.

Follow-up

Hard Drive Speed Up

- The programmer who made it, Jerome C Kessels, has moved on.
- 4.3.1 is the last version. It is VERY customizable and works from Windows 2000 to Windows 10.
- **Do NOT download from a sketchy site!**
- An alternative to defragging is to copy all the files somewhere else, reformat the disk, and copy them back. But MyDefrag will arrange the files better.

Official web site:

<http://www.mydefrag.net>

Share

History of Adobe



Adobe Inc. - From Garage Startup to an Empire

Started in December, 1982 Adobe has grown to a software powerhouse that dominates graphics so much that Photoshop has become a verb

<https://www.youtube.com/watch?v=KWWg63ZwjQA>



I have a new-to-me laptop that sometimes will shut down for no apparent reason... repeatedly!

I am looking for a reputable shop that might be able to troubleshoot and possibly repair it for me.

Does anyone have any positive experiences with local repair shops?



A

I've always had excellent service from *Laurier Computers* over the last 20 years.

They are in downtown Ottawa:



150 Slater Street, Suite 102

<http://www.laurier.com/>

*Answer courtesy of
Andrew Petrovic*



I use some interactive educational material on-line that requires the Flash Player. I understand that flash will disappear at the end of 2020.

So, does that mean I will not longer be able to use this material? What else is there I can use instead of Flash?

Important Reminder: Flash Player's end of life is December 31st, 2020.

Please see the [Flash Player EOL Information page](#) for more details.

A large, stylized blue letter 'A' with a slight shadow, positioned at the start of the first paragraph.

Flash is a web-based technology only.

Adobe (Flash developer) is ending support at the end of 2020 as announced in July, 2017.

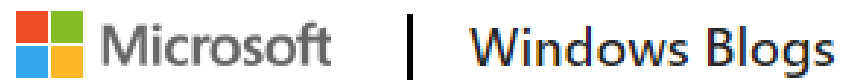
All major browsers (e.g. Google, Microsoft, Firefox, Opera) have stated they will remove support for Flash.

There are some "fringe" browsers, but most are based on the Chromium engine and, since the Chromium engine is removing support for Flash, this will affect them as well.

There is no replacement for Flash.

Web site owners must transition to other technologies such as HTML5.

End-users have no control over what web site owners use.



After December 2020, you will no longer receive “Security Update for Adobe Flash Player” from Microsoft that applies to Microsoft Edge Legacy and Internet Explorer 11. Beginning in January 2021, Adobe Flash Player will be disabled by default and all versions older than [KB4561600](#) released in June 2020 will be blocked. Downloadable resources related to Adobe Flash Player that are hosted on Microsoft websites will no longer be available.



Does anyone have a Blackberry phone, notably a Blackberry Passport?

What's available to keep it going - other than just using it as a phone?



Share

Clipart

Tons of clipart available on the Internet

Some “issues”

- licensing
- quality
- backgrounds

Share

Licensing

Sometimes difficult to determine legal rights to using the images

- some people have gotten bills for hundreds or thousands of dollars from Getty Images accusing unlicensed use of images

Share

Quality

A lot of clip art is pretty poor quality

- Low resolution, simplistic images



Bad



Good

Share

Backgrounds

Most clip art available in JPeg format

- doesn't support transparent backgrounds



JPeg – white background



PNG – transparent background

Share

Wouldn't it be nice if...

- You could use all images
 - for any purpose
 - ...or at least non-commercial purposes
- All images were
 - consistently high quality
 - good resolution
- All images had transparent backgrounds
- All images were free

Share

Found it!

<https://favpng.com>

- Over 16 million free images
- Search by categories or keywords
- "...can be used for Personal Use (non-commercial use) only"
- Consistently high quality
- Transparent backgrounds
- Free or premium (paid)

Share

<https://favpng.com>

Must register

Free account

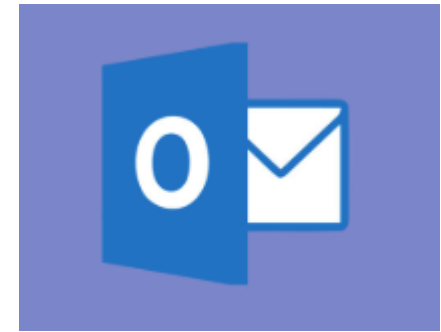
- limited to two downloads per day

Premium account

- US\$29 (lifetime) or US\$5 per month
 - listed as "75% discount"
- no download limits
- premium content (over 1 million images)
- no ads



I am using Outlook from
Microsoft Office



Professional 2013. Incoming messages arriving in my inbox are redirected to folders I have created in the Folder Pane. I am unable to delete some of the old folders. When I right-click the folder and click “*Delete Folder*”, the folder disappears for a few seconds and then reappears back in the same location. Any suggestions how to delete folders and sub-folders permanently?

A

There are certain folders in outlook that are required like *Outbox*, *Sent items* etc.

Outlook is based on PST files, so you could set up a new PST file and configure Outlook to deliver mail to the new folder. Once tested, to make sure new mail is being received, move the mail you want from the old PST file to the new one and then delete the old file.

A

If IMAP is being used, there could be something weird happening elsewhere resulting in folders not being deleted.

POP should not cause this problem. But, if POP is in use, my suggestion of replacing the PST file that contains the folder that can't be deleted (I think) is a likely solution.

On IMAP, I think deleting the folder from the server is worth a shot.



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



If we have time...

Awesome Icons

Customize the icons on your Android smartphone



Alan German



OPCUG Monthly Meeting
November 11, 7:30 pm

Computers at War
Bob Walker, OPCUG



Details at: opcug.ca/events/computers-at-war/



Tech Café, OPL
November 23, 4:00 pm

Scam Avoidance
and Trust

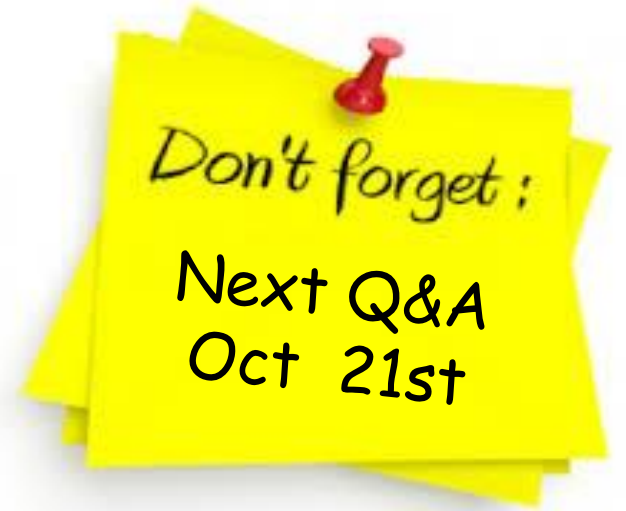


Lawrence Patterson

Register at: opcug.ca/opl-presentations/



Questions



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

SuggestionBox@opcug.ca

