



Q&A

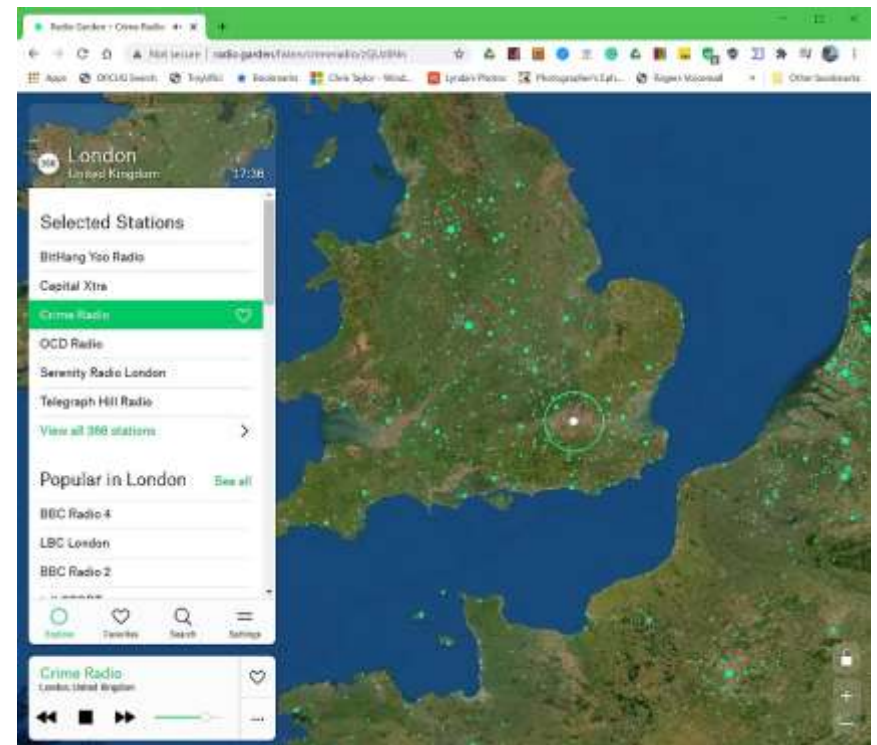
**Alan German & Chris Taylor
Ottawa PC Users' Group**

Share

Radio Garden

Stream radio stations from around the world

- <http://radio.garden/search>
- zoom in/out
- drag globe
- search & favourite
- use list to find nearby stations



Lynda Buske

Share

OBS Studio



OBS

Open Broadcaster Software®

- *Open Broadcaster Software*
- Screen recording and streaming
 - free & open source
 - Windows, Linux, macOS
- Powerful, flexible software
 - **highly configurable**
 - ability to blend many sources
 - screen, microphone, video camera, etc
- **obsproject.com**
- Good beginner tutorial
 - **www.youtube.com/watch?v=Qi77ArHVXcg**

OttawaSeniors.com

Computer Q&A Session

FEB
17

@ On-line

7:30 pm - 8:30 pm

The Ottawa PC Users' Group holds on-line Q&A sessions from 7:30 to 8:30 pm, on Wednesday evenings.

Everyone is welcome to attend and ask any computer-related questions. You can even submit your questions ahead of time by sending them to

SuggestionBox@opcug.ca.

Full details are available on our web site at: opcug.ca/qa

[#Clubs/Centres](#), [#Crafts/Hobbies](#),

[#Workshops/Lectures](#)

Is anyone here tonight because they saw our event listing posted on **ottawaseniors.com**?

OttawaSeniors.com

Bringing Seniors and Services Together



Microphone in Zoom

- Teach Tai Chi over Zoom
 - further away from laptop
 - microphone distorted broken up
 - participants can't understand instructions
 - tried
 - adjusting volume
 - using tabletop microphone
 - in session recording
 - sometimes sound not synchronized to video

A Zoom microphone

- Sound quality likely highly dependant
 - distance
 - room
 - quality of microphone



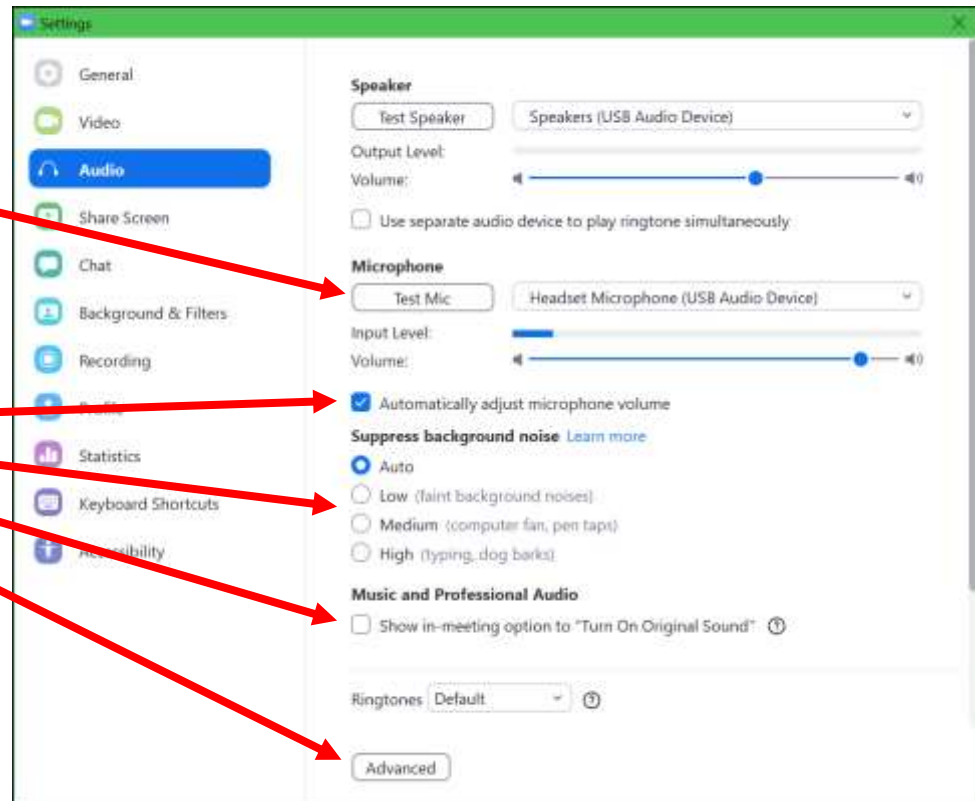
A Zoom microphone

- If using tabletop microphone
 - make sure adjusting the right microphone
 - try various options

Select microphone

- set volume and test (watch blue bar)

Try various options on and off



A Zoom microphone

- Headset microphone
 - will almost certainly provide better quality sound
 - wired – inexpensive if you can deal with cord
 - wireless – more expensive but no cord



Wired headset
\$36 Amazon.ca



Bluetooth wireless headset
\$50 Amazon.ca

A Zoom microphone

January 20, 2021 Q&A

- share from Tom
- RTX Voice
 - may help if using a compatible video card???
 - <https://opcug.ca/qa-recordings/#January-20-2021>

About RTX Voice

NVIDIA RTX Voice is a new plugin that leverages NVIDIA RTX GPUs and their AI capabilities to remove distracting background noise from your broadcasts, voice chats, and remote video conferencing meetings.

A Zoom sound/video sync problems

- Lot of people seem to have this problem
- Some suggestions at
 - <https://www.rochester.edu/online-learning/disruption/soundlatencyzoom.pdf>
 - <https://www.youtube.com/watch?v=HphUHAg9udk>
 - <https://support.zoom.us/hc/en-us/articles/201362643-Sharing-Computer-Sound-During-Screen-Sharing>
 - https://www.reddit.com/r/Zoom/comments/fxkzso/audio_lag

zoom

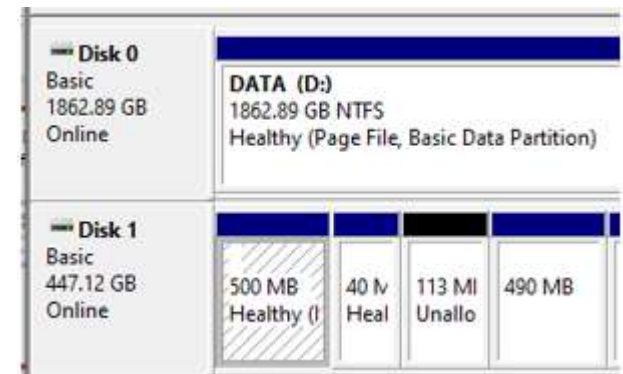
Share

Application Drive Number and Windows Drive Number Differ

- Backup application (Acronis True Image) reported following error:

*Failed to read from sector '57,465,024' of hard disk '1'
Failed to read the snapshot. (0x10C45A)
CRC error (0x100155)*

- Computer has two hard drives (1 magnetic and 1 Solid State)
- Started Disk Management to find out which disk is the SSD



Stephane Richard

Troubleshooting the problem

- When a SSD reports a CRC error this means that the controller has failed to correctly read the data from the drive, and has to retry or fail completely.
- This is typically associated with a read error. It can occur either with bad NAND flash, or with bad SATA signal integrity across a cable, or a board trace.
- Running command "*chkdsk /f /r*" on SSD does not work as the controller moves data around

Troubleshooting the problem

- The SSD drive was 7 years old and no utility to determine the health of the drive was available (brand does not exist anymore), so decided to replace the SDD
- The replacement SSD has an utility to check health:



- New SDD is healthy but Acronis still reported the same error! More research was required

Fixing the problem

- Searching the Acronis Knowledge Base provided a vital clue
- The Acronis drive number does not match Windows Disk Management:
 - Acronis numbers the drive starting at 1
 - Windows Disk Management numbers the drive starting at 0
 - **So Acronis Drive 1 is Drive 0 in Windows Disk Management**

Fixing the problem

- Executed the command “*chkdsk /f /r*” on the magnetic drive but Windows was unable to lock the drive and offered to run the command at the next reboot. However, this method does not show the progress, and getting the result is not easy
- Rebooted Windows in the Recovery Console mode and executed the command “*chkdsk /f /r*” which took about 2.5 hours, found and repaired bad sectors on the magnetic drive

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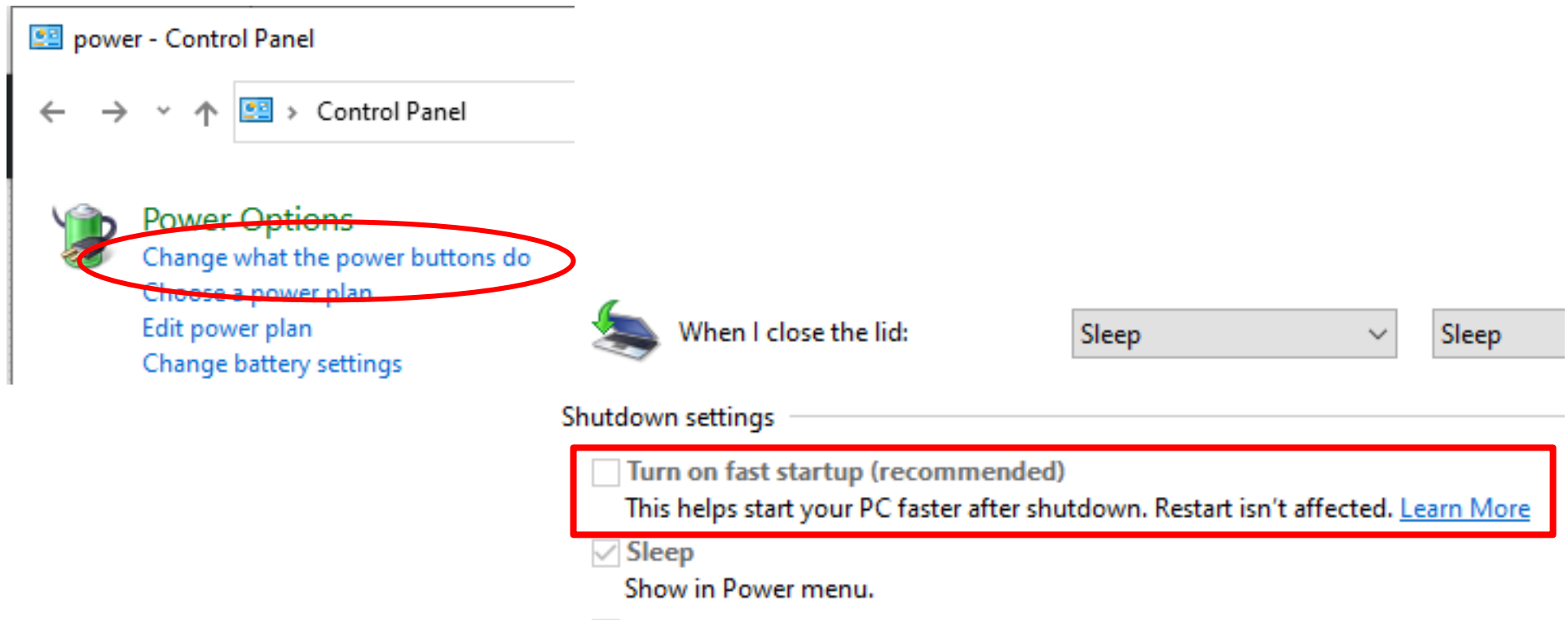
The most bizarre fix ever!

- Linux requires a disk partition to be mounted before it can be used
- My dedicated data partition (DataDisk in Linux; Drive D: in Windows) is mounted as read-write using a command in fstab (the file system table)
- Recently, my mail client didn't load due to a "disk problem", and a file loaded into the word processor as read-only.
- DataDisk was set as **read-only** not as read-write

Share

The most bizarre fix ever!

The fix was to boot into Windows and disable fast start!



The screenshot shows the Windows Control Panel window titled "power - Control Panel". The breadcrumb navigation shows "Control Panel". The "Power Options" link is circled in red. Below it, the "When I close the lid:" section shows a dropdown menu set to "Sleep" and a "Sleep" button. The "Shutdown settings" section is also visible, with the "Turn on fast startup (recommended)" checkbox circled in red. Below this checkbox, there is a description: "This helps start your PC faster after shutdown. Restart isn't affected. [Learn More](#)". The "Sleep" checkbox is checked, and the "Show in Power menu." option is visible below it.

power - Control Panel

Control Panel

Power Options
Change what the power buttons do
Choose a power plan
Edit power plan
Change battery settings

When I close the lid: Sleep Sleep

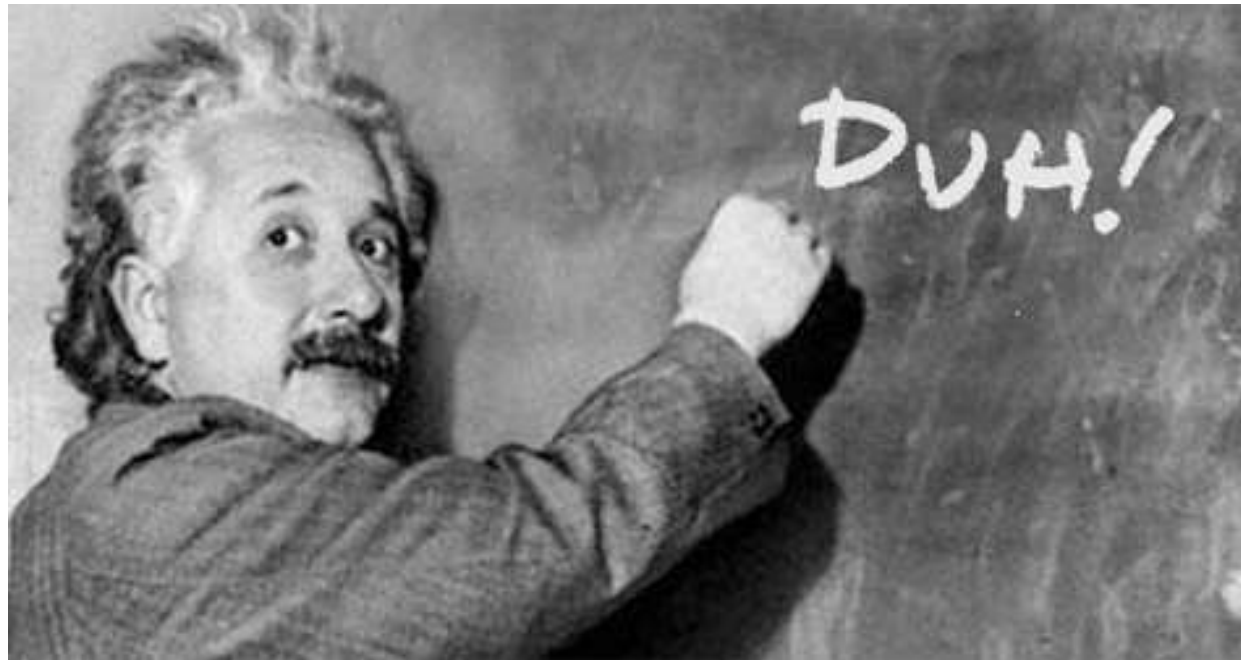
Shutdown settings

Turn on fast startup (recommended)
This helps start your PC faster after shutdown. Restart isn't affected. [Learn More](#)

Sleep
Show in Power menu.

Share

The most bizarre fix ever!



Share

SmartApps

- Useful apps for Android smartphones and tablets
- What are your favourites?



SuggestionBox@opcug.ca

*Can also be a
program for
your PC*



Share

Network Cell Info

- I've been playing with the free, lite version of this for several months
- I just bought a copy. Not the Pro, just the regular add-free version. Only \$3.07
- Maybe I'll begin to understand more about wireless.

m2catalyst



<https://m2catalyst.com/apps/network-cell-info>

Stewart Bruce

Share

Google Play Family Library

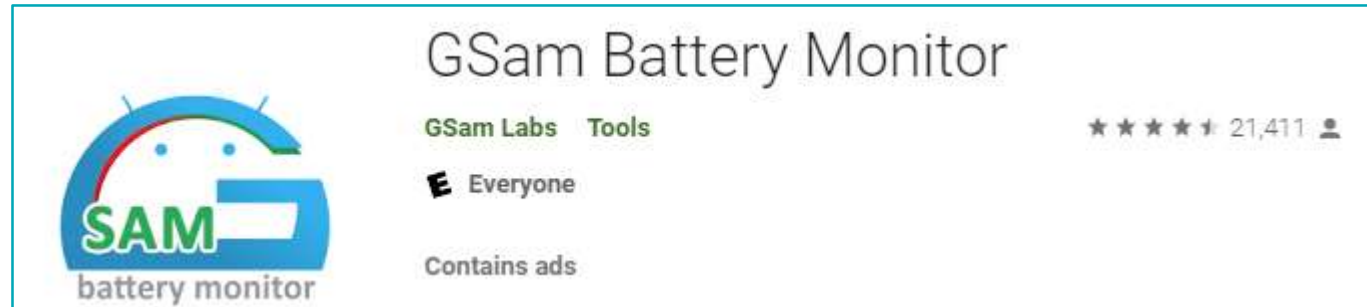
- This link will show how to set up a family library to share Google Play store purchases with a group of your choosing
- You can share apps, games, movies, TV shows, E-books and audio-books from Google Play with up to 5 family members using Google Play Family Library

https://support.google.com/googleplay/answer/7007852?visit_id=637483989191495375-1132918377&p=family_library_eligibility&rd=1#eligibility&zippy=

Stewart Bruce

Share

GSam Battery Monitor



Is your battery draining too quickly?
Do you simply want to know how
much time you have left before you
need to recharge?

Then, it's *GSam Battery Monitor* to
the rescue!

<https://play.google.com/store/apps/details?id=com.gsamlabs.bbm>

- Optional status bar, battery state, and time left estimates
- Overlay the stock battery icon with an add-on
- See stats over a specified period of time
- See historical averages - how long does your battery usually last?
- Hunt down apps that are draining the battery with the *App Sucker* *[Perhaps!]*
- Set customizable alarms for various charge states, temperature, and battery health



GSam Battery Monitor



Time Remaining

Average: 34:47
Last 2m: 08:19
Talk Time: 32:06

Used 19% in 7h 8m Δ 2.7%/h - 2h 26m Active

📞 Phone:	00:01:01	0%
⚙️ Screen:	00:51:50	42% >
📶 Phone Radio:	07:08:23	27% >
📶 Wifi Active:	07:08:23	2% >
🔋 Held Awake:	01:34:31	9% >
📶 Bluetooth:	02:55:07	6%
📄 App Usage:		14% >

Since Last Unplugged



DocuSign

INSTALL



GSam Battery Monitor



Time Remaining

Average: 34:47
Last 2m: 08:19
Talk Time: 32:06

Used 19% in 7h 8m Δ 2.7%/h - 2h 26m Active

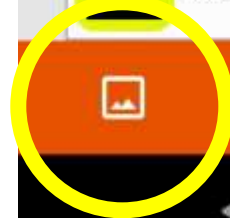
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Since Last Unplugged



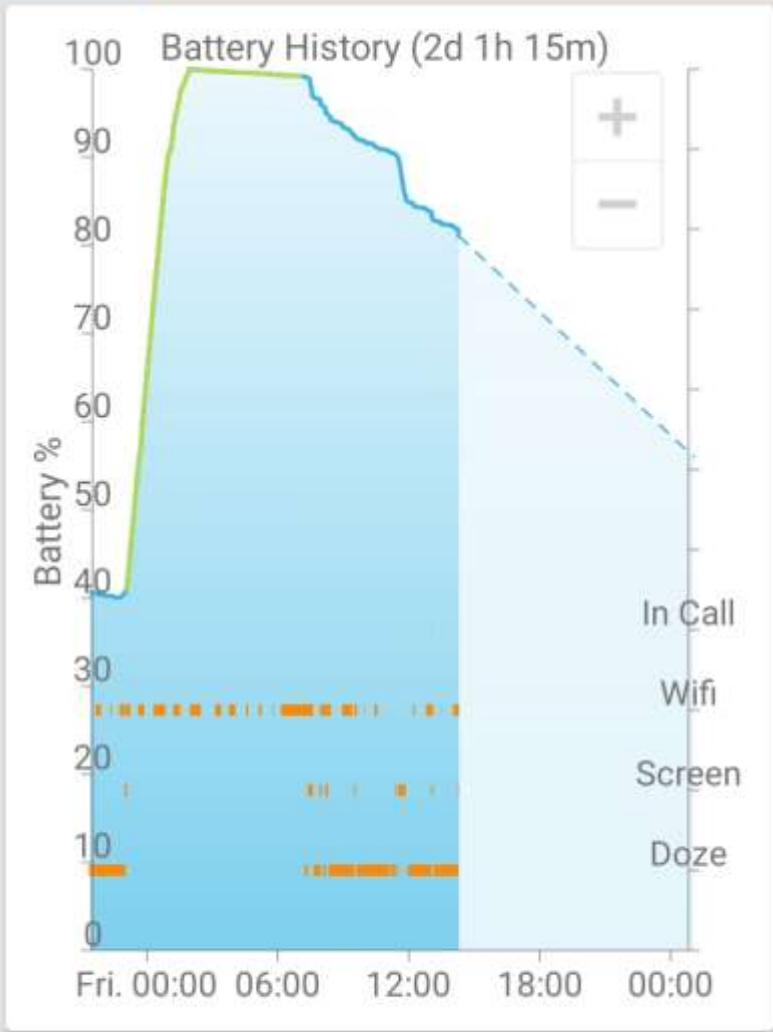
DocuSign

INSTALL



Charts

- OTHERS
- TEMPERATURE
- PHONE SIGNAL
- RATE



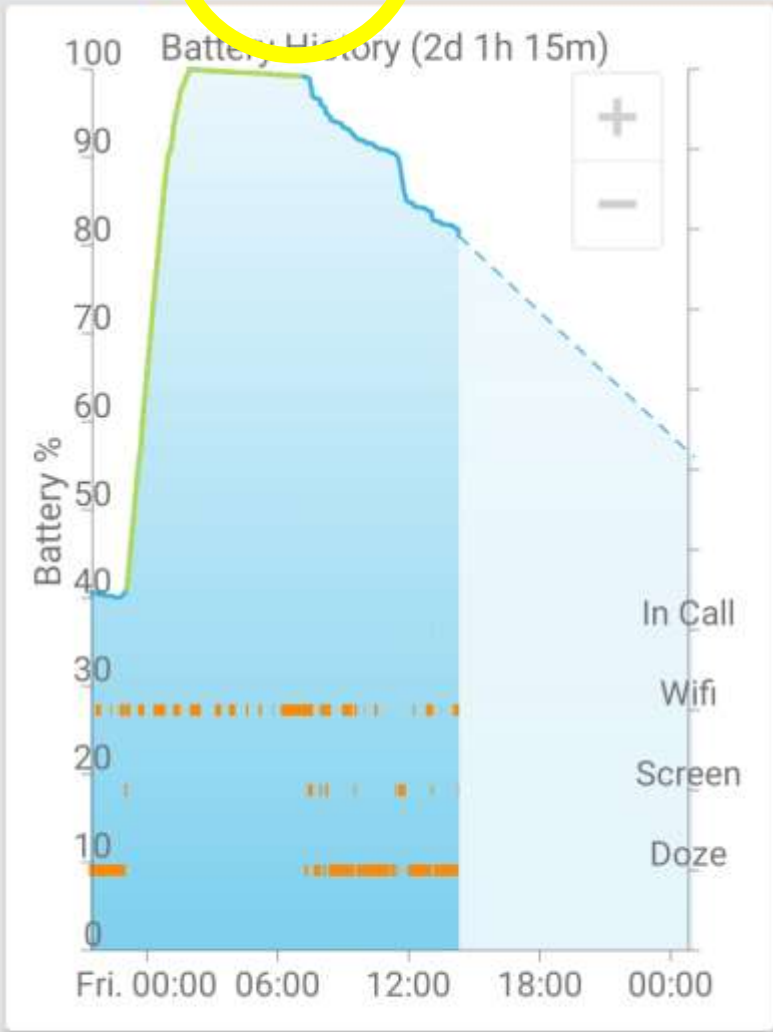


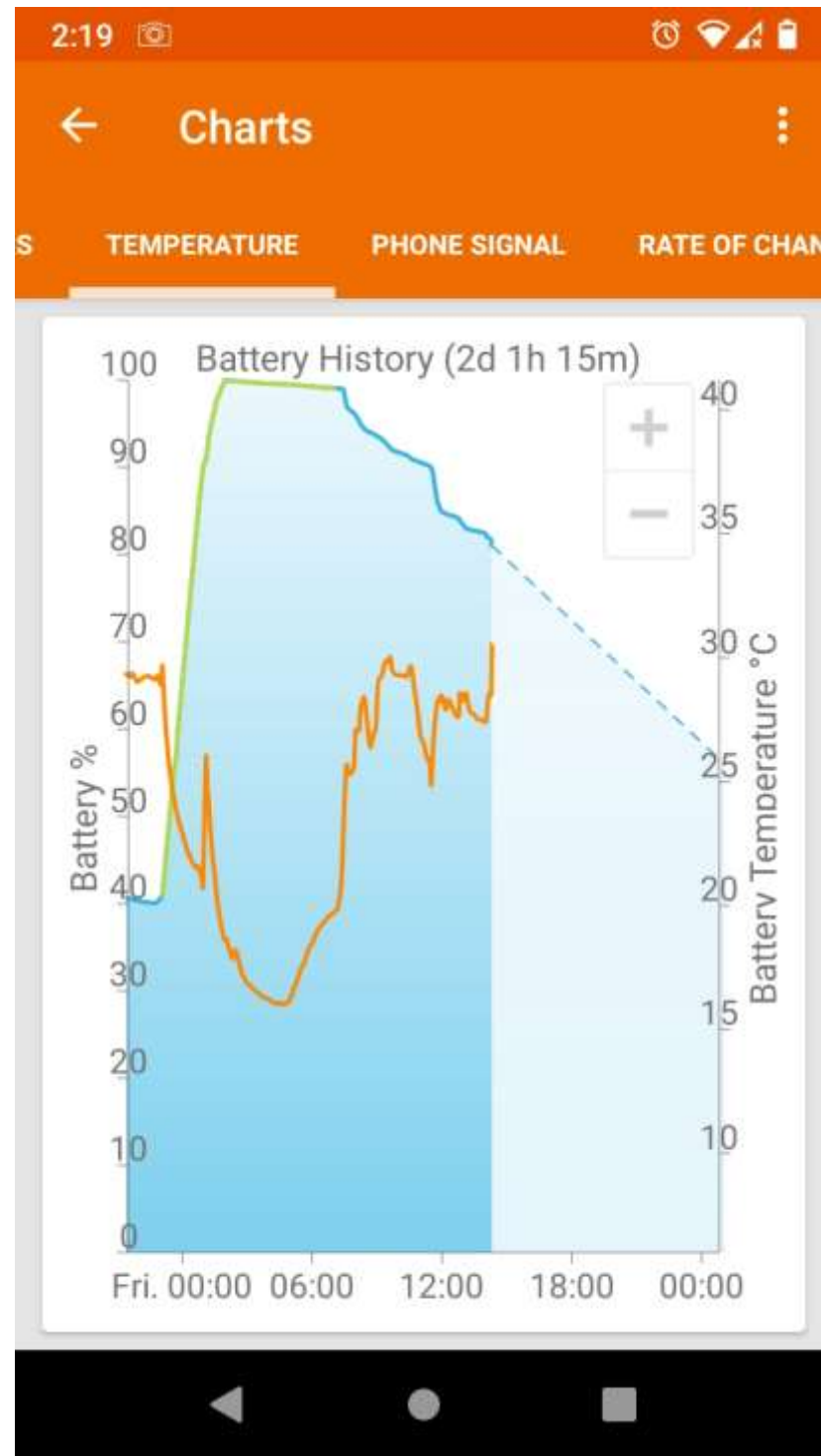
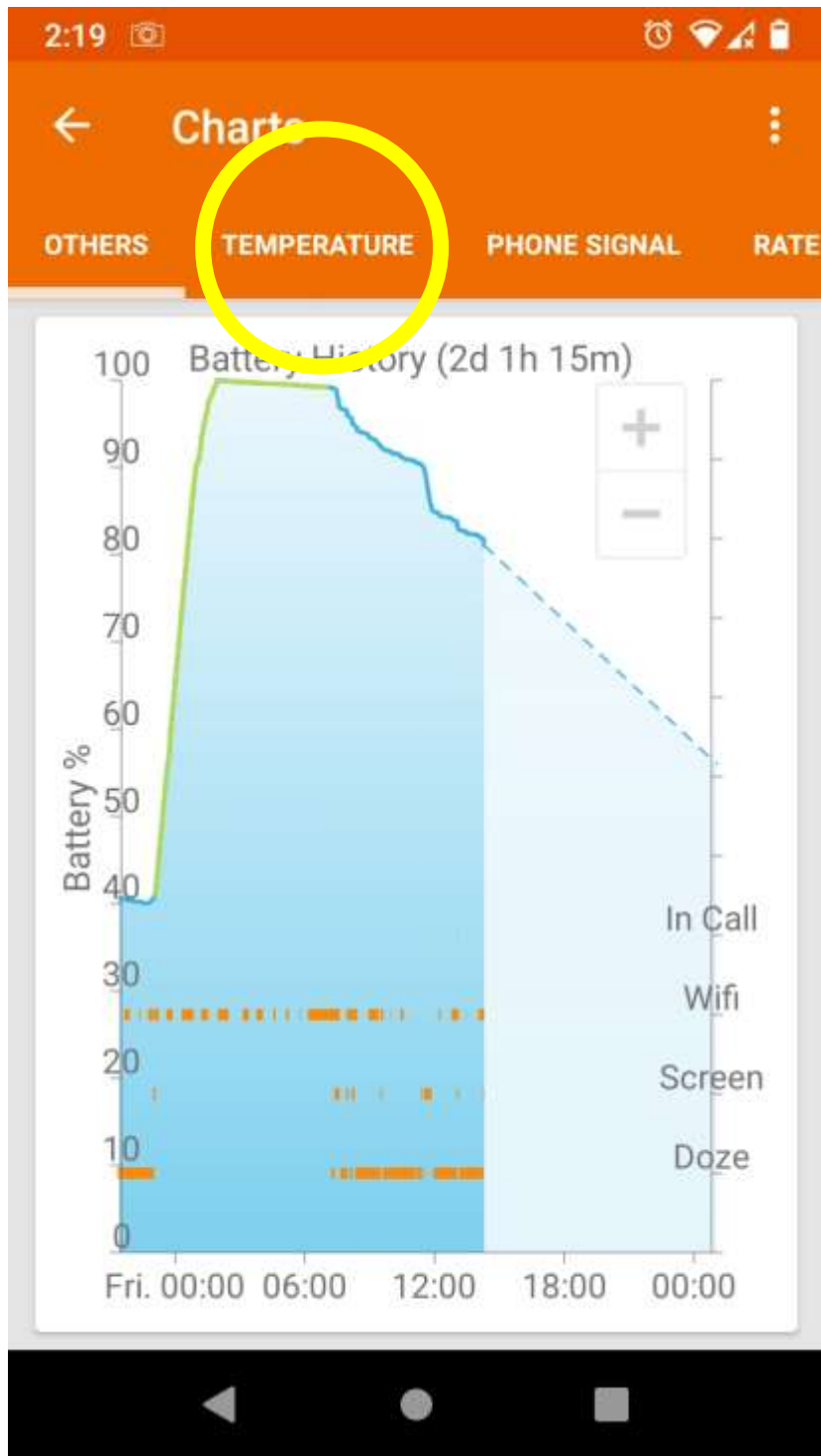
OTHERS

TEMPERATURE

PHONE SIGNAL

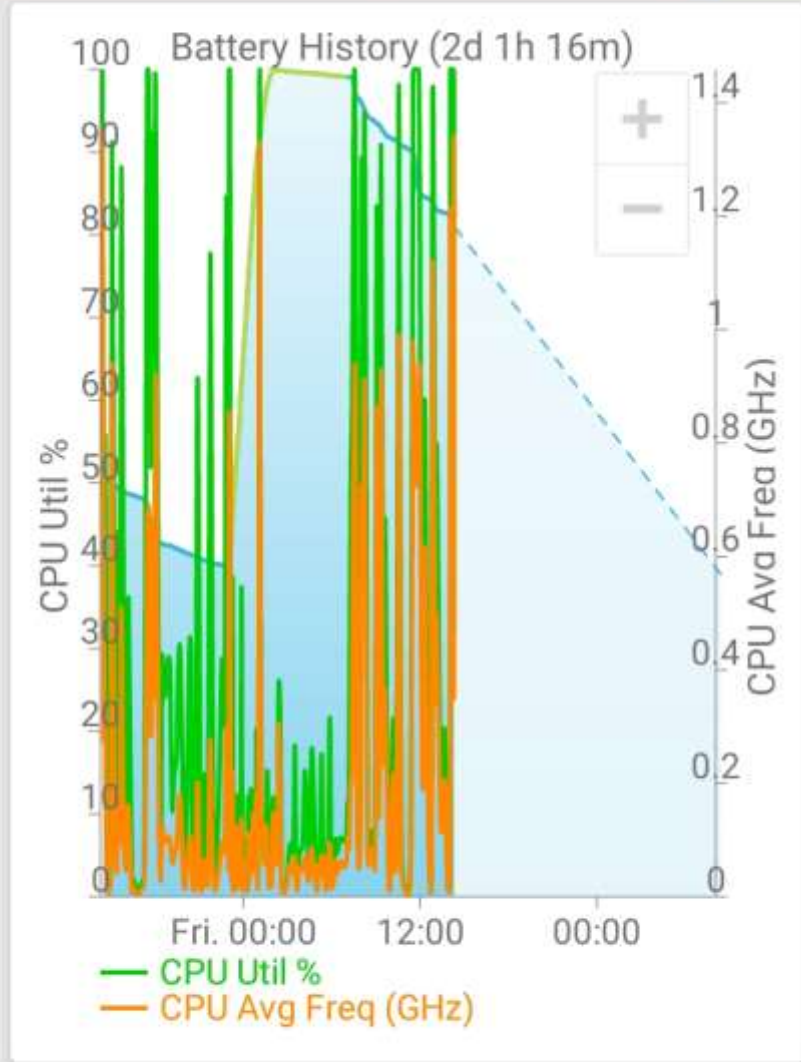
RATE





Charts

TEMPERATURE PHONE SIGNAL RATE OF CHANGE CPU



2:47



App Sucker - View % Pow...
0s (Since Custom Reference)



8.6% of battery consumed by:



Combined App CPU

8.6%



DocuSign




INSTALL



2:47 [Camera] [Email] [Alarm] [Wi-Fi] [Signal] [Battery]

← App Sucker - View % Pow...
0s (Since Custom Reference) ▾

8.6% of battery consumed by:

 Combined App CPU 8.6% >

What Does This Mean?

Android N and later doesn't permit apps to gather the CPU utilization of other apps, and therefore GSam can't distinguish which app is responsible for the system CPU utilization. Instead, GSam puts all CPU utilization in this one bucket so it's clear that apps are consuming resources. GSam is still able to track other battery drainers such as network usage, etc.

 DocuSign  





Clone vs. Backup

What are the pros and cons of cloning vs. backup using AOMEI software, etc?



A Disk Imaging

- A clone is an exact, bit-for-bit copy of a disk
- The original disk and the clone can be exchanged (swapped) and the computer will boot as normal
- A backup image is a copy of the entire contents of a disk (OS, apps, and data) in a single file (usually compressed)
- The disk image must be restored to a disk using the imaging software

- The disk clone must be the same size or bigger than the original drive
- Cloning is usually a one-time (data transfer) use case
- Multiple backup images can be stored on the same drive
- Backups can be full, incremental, or differential
- Backups can be scheduled
- Backup images can be mounted and individual files or folders retrieved





Reviving a “dead” computer

- Desktop with Windows 7 and Windows 10 installed boots into *Asus Express Gate*
- On exiting from Express Gate the computer displays:
Reboot and select proper Boot device or Insert Boot Media in selected Boot device and press a key
- No installation disk available
- Data is backed up on external USB drive
- Can the desktop’s OS be rescued?

ASUS Express Gate

Updated: 06/30/2020 by Computer Hope

ASUS Express Gate is technology developed by [ASUS](#) and introduced with their P5E3 series of motherboards. It utilizes **Splashtop**, which is a [Linux](#) environment that is integrated into the [motherboard](#).

With this technology, users can turn on their computer and within five seconds have access to the Internet using [Firefox](#), online e-mail, [Skype](#), and the Splashtop desktop. These programs and features are available while their operating system is still loading.

<https://www.computerhope.com/jargon/e/exprgate.htm>

A Things to try...

- If a backup disk image is available... It's not!
- Download Windows 10 installation tool
<https://www.microsoft.com/en-ca/software-download/windows10>
- Use the tool to **create installation media** (DVD or USB)
- Boot from the DVD or USB
- Repair or reinstall Windows 10



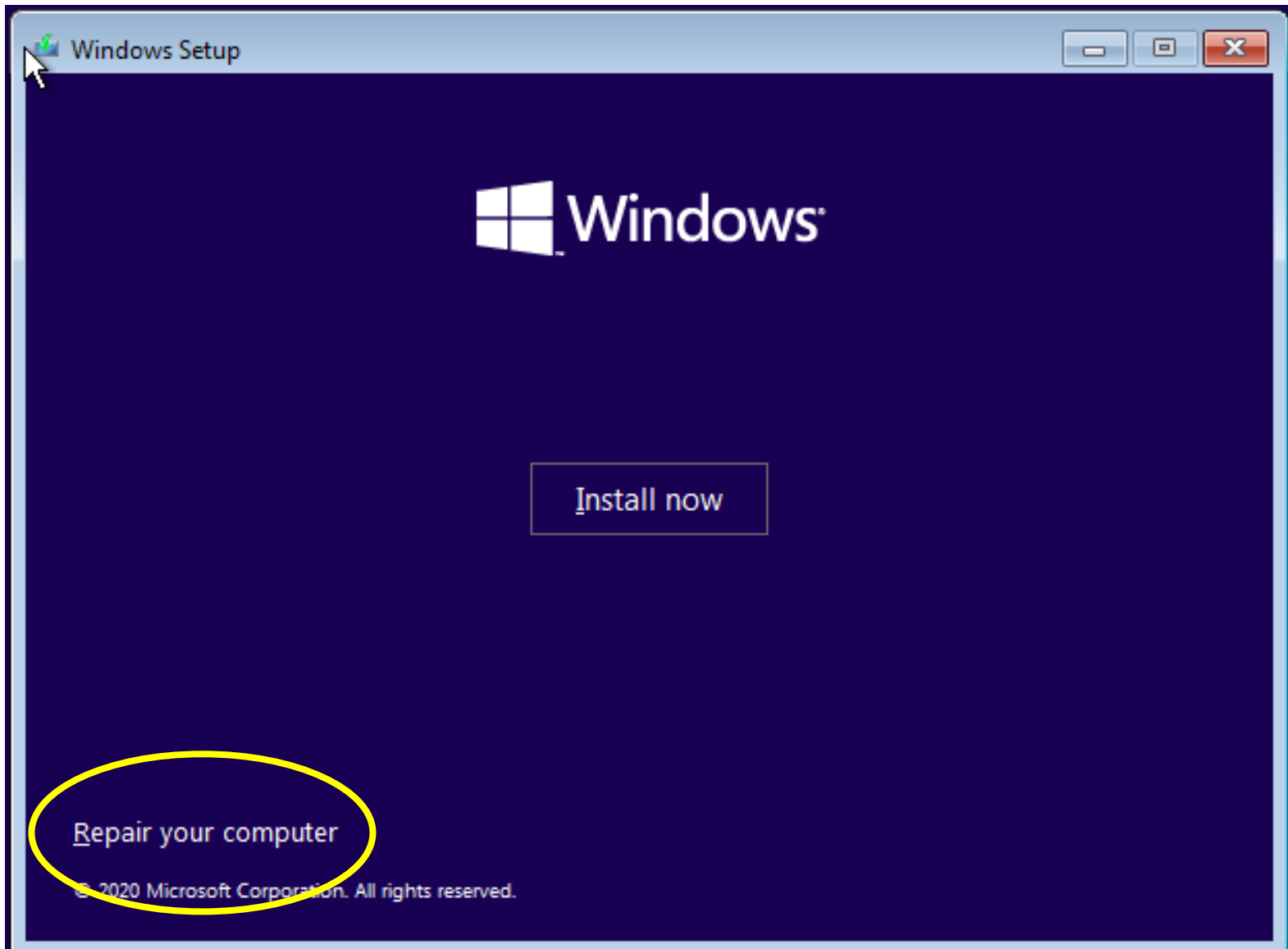
Language to install: English (United States)

Time and currency format: English (United States)

Keyboard or input method: US

Enter your language and other preferences and click "Next" to continue.

Next



Windows Setup

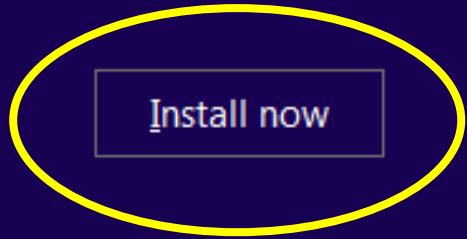
 Windows

Install now

Repair your computer

© 2020 Microsoft Corporation. All rights reserved.

Windows Setup



[Repair your computer](#)

© 2020 Microsoft Corporation. All rights reserved.

Recovering the Data

- Create a live-Linux DVD/USB
- Boot into Linux
- Access the hard disk?



Yes - Copy the current data files
to an external USB drive



No - Replace the hard drive
(or the computer!)



External USB Disk Enclosure





Docking Adapter



**Any other:
Questions
Comments
Shares?**

Two Good to Miss!

- Join OPCUG before March 31st
- Pay the annual membership fee of \$20.00
- Receive a free-year's membership



**Two years for
the price of one!**

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

Is Free Software Really Free?

And, if it is free, is it any good?

Alan German

Monday, March 1, 2021

4:00 pm



Register at <https://bibliottawalibrary.ca/en/program?text=tech+cafe>



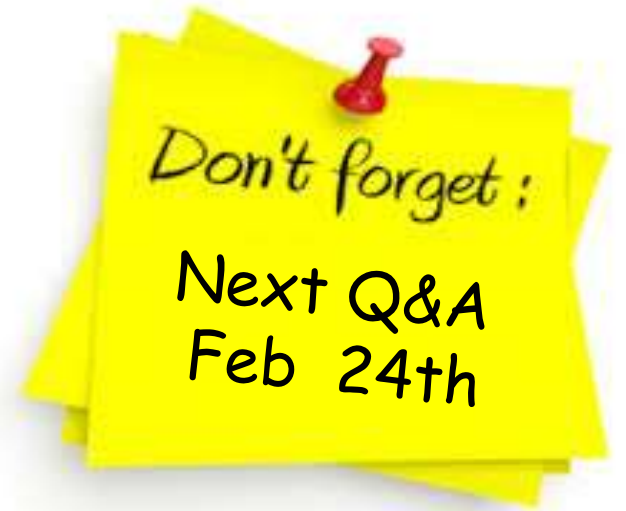
Keeping Passwords Safe

Chris Taylor

March 10, 2021

7:30 pm





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

SuggestionBox@opcug.ca

