

# ***The Gigabyte Gazette***

**The Monthly Newsletter  
of the  
*Sun City Summerlin  
Computer Club***

**September  
2016**

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## **President's Message**

*by Howard Verne*

### ***Dear Computer Club and friends***

I trust you all had a great summer enjoying family and friends. Now we look forward to the closing out of the year for our fantastic COMPUTER CLUB. After our July and August recess we resume our monthly club general meetings at 7 PM on September 1<sup>st</sup> at Desert Vista. Our guest speaker will be Kathy Cassell from Las Vegas Metro Police Department. She will speak on crime prevention.

Mark your calendars so you do not miss any of our last 4 monthly meetings. See our club website (<http://www.scsccl.com>) for a nice line-up of September's seminars, classes and SIGs. We will also continue to have our Tuesday Hardware Sigs and our open Labs

A nominating committee will be established in September to nominate officers and board members for 2017. Nominations will be held at the November general meeting and the election will be held at the December general meeting.

The July 29<sup>th</sup> deadline for free upgrades to Windows 10 has passed. But, Microsoft has an exception for those using "Assistive Technologies". If you have not done so, and still wish to, one of the Hardware SIG's techs MAY be able to help you. Bring the PC you wish to upgrade any Tuesday between 12:30 and 3:30.

Tom Burt and the Friday Lab Team have just deployed three new HP 17 inch laptops to augment the 6 that survived last April's burglary. We now have 8 student stations and an instructor PC. Our first "Hands-on" session in the lab will be Karen Ristic's Genealogy Workshop at 9 AM on Tuesday, September 13<sup>th</sup>.

Your computer club board is arranging our **November appreciation dinner** for all of our great volunteers. This event is in appreciation for all our volunteers do to make this club the best in Sun City. For those of you who are not volunteers we welcome you to join our volunteer team so you can attend our dinner next year. We are always looking for class, SIG and seminar instructors, class coaches, lab monitors, greeters, hardware/software techs. To earn an invitation, you only need to volunteer 15 hours of your time to help make our club a success. If you're interested, we would be very pleased to have you contact me or any board member to get assigned to a function that we know you will enjoy. Technical or not we will teach you what you need to know.

***Howard Verne, President***

***(702) 527-4056 [pres.scsccl@gmail.com](mailto:pres.scsccl@gmail.com)***

## **Issue Contributors**

<b>Tom Burt</b>	
<b>Kathy Kirby</b>	<b>David Kretchmar</b>
<b>Pat Lemay</b>	<b>Howard Verne</b>

## **Submissions Welcome**

We are always looking for new information to share with our club members. If you have computer or technical information you would like to share with members of the club, send your articles to Tom Burt at [tomburt89134@cox.net](mailto:tomburt89134@cox.net). Thank you to everyone for your contributions.

## **SCSCC Board of Directors Actions**

**The Computer Club Board of Directors did not meet in August.  
Accordingly, no actions were taken.**

## **General Membership Meetings**

There will be no general meeting in August. The Club's regular schedule of seminars, SIGs and classes will continue throughout the summer, though some sessions will be dark due to vacationing presenters.

For Club information go to [www.scscclub.com](http://www.scscclub.com), or contact Howard Verne, President at: 702-527-4056 / email [pres.scscclub@gmail.com](mailto:pres.scscclub@gmail.com).

## **Welcome New Members**

The following new members joined the Computer Club between June 25<sup>th</sup> and July 24<sup>th</sup>.

**Vivian DiNubila  
Mary Korzep  
Janet Linder  
Stephen Linder  
Cheryl Madsen  
Max Madsen**

**Henrietta Rapp  
Cathy Ruiz  
Eunice Shafer  
Suzanne Slater  
Nazanin Tahmasebi**

## **September 2016 Calendars**

To view the August classroom and lab calendars, click the following hyperlink:

[http://www.scscclub.com/Calendars/scscclub\\_calendar\\_2016-09sep.pdf](http://www.scscclub.com/Calendars/scscclub_calendar_2016-09sep.pdf)



## *Computer / Genealogy Classes*

**Beginning September, 2016 through May, 2017  
Two Separate Genealogy Classes, Will be  
Presented by Karen Ristic.**

1. The **Genealogy Computer Lab Workshop** will be given on the second Tuesday of the Month at 9:00 a.m. Location: SCSCC Computer Lab.
2. The **Computer / Genealogy SIG Class** will be given on the second Thursday of the month at 10:00 a.m. Location: SCSCC Computer Classroom.

### **Explore Your Family History—From the Convenience of Your Computer**

It seems as if almost everyone is at least mildly interested in discovering their family history, which happens to be the second-most popular search topic on the Internet. Maybe you are curious about the origin of your last name, or the country of origin, or if you really are related to that famous person your family has always told you about. Years ago the answers to some of your family history questions may or may not have satisfied this curiosity through questions asked of your family members. Today the Internet has revolutionized the search for family history and heritage. With billions of records now available online, researching your family tree has never been easier—if you know where to look and which key words you'll need to use to create an accurate family tree from start to finish.

Beyond the Internet, technology has advanced genealogy research in other ways. Specialized software makes it easy to keep track of hundreds or thousands of tangled family connections. Satellite images help you visualize the places where your ancestors once lived. Constructing a family tree to share with others can easily be achieved and connecting with other relatives can be very rewarding.

- 1) **The Genealogy Computer Lab Workshop** will be given on the second Tuesday of the month at 9:00 a.m. in the SCSCC Lab. In this workshop, using the computers, we will explore some of the many free genealogy web sites, such as *FamilySearch.org*, *One-step Webpages*, *Ellis Island*, and more. There will be 12 Windows computers so it is important to sign up beforehand by sending Karen ([nerak2000@earthlink.net](mailto:nerak2000@earthlink.net)) an email.
- 2) **The Computer / Genealogy SIG Class** will be given on the second Thursday of the month at 10:00 a.m. in the SCSCC Classroom. In this class we will discuss such topics as *Getting Started in Genealogy (September and October)*, *Ancestry.com-Updated*, *Using Newspapers*, *Best Free Genealogy Websites*, *Using DNA to Find Ancestors*, and more.

Karen is an instructor and professional genealogist, who has taught many genealogy classes both here and in Southern California. By discussing how research techniques can be used to research your family tree, you'll hopefully gain a better understanding of how to apply the same techniques to your own family history searches. Come early, stay late, for Q and A.

## Special Interest Groups

**Special Interest Groups (SIGs) provide a forum for general discussion on a specific computer related subject. Admission to all SIGs is on a first-come, first-seated basis and is subject to the maximum allowed by fire code regulations. All of the following meetings are held in the Classroom. <W> or <M> or <H> indicate whether a SIG would be of interest to a Windows, Macintosh or Hand-held Device (i-thing or Android) user.**

### **Genealogy <W>**

*2nd Thursday, 10:00 a.m. Sep., 2016 to May 2017*  
Karen Ristic (702-749-6489)

Genealogy is one of America's most popular and rewarding hobbies. With billions of records now available online, researching your family tree has never been easier—if you know where to look and which key words you'll need to use to create an accurate family tree from start to finish. Check out Karen's new series of workshops in the lab on the **second Tuesday of the month**.

### **GMail <W/M>**

*1st Thursday, 10:00 a.m.*  
Pat Lemay (702-254-1499)

This SIG covers Gmail as well as other Google applications. All members are welcome. This is your place to learn about all things Google.

### **Hardware / Software Repair Lab <W >**

*Every Tuesday, 1:00 p.m. to 4:00 p.m.*  
Chuck Wolff (702-233-6634) and  
Chuck Hagen (702-418-2614)

The Repair Lab provides **CLUB MEMBERS ONLY** with no cost assistance for those having upgrades and / or hardware and software problems with their computers. Bring in only your PC tower and your problems. Our TECH team will give you our best effort. **Be sure to mark your cables so you can re-connect when you get home.**

### **Internet Investing <W/M>**

*3rd Thursday, 9:00 a.m. in even months*  
*Next meeting: August 18.*  
Tom Burt (702-341-7095)

The Internet Investing SIG provides a forum for members interested in using Internet resources for researching and managing investments to meet, discuss, and learn more about the topic. The SIG's target audience is members with intermediate computer skills and investment experience, but all members are welcome.

### **iPad <iPod, iPhone, iPad>**

*4th Wednesday, 9 a.m.*  
Zane Clark (702-562-3684)

This SIG will be your forum for learning about and discussing the Apple iPhone, iPod and iPad tablet devices. It's for Apple hand-held device owners of all experience levels.

### **Macintosh Users' Group**

*2nd and 4th Tuesday, 6:30 p.m.*

Ed Barkin (702-243-6597) and  
Rose Mary D'Aloisio (702-255-2813)

This SIG is for Macintosh users of all experience levels. We will have Q&A, so bring your questions and/or problems.

**Photoshop <W> Dark for the summer**

*2nd and 4th Wednesdays, 6:00 p.m.*

Un-moderated discussion group

This SIG covers many of the basic elements found in both Adobe Photoshop and Adobe Photoshop Elements, two excellent tools to get professional-quality results. If you wish to enhance your photographs, this SIG will be most helpful and of great value. This SIG's target audience is intermediate to advanced digital imaging users, but all members are welcome.

**Photoshop Elements<W>**

*4th Mondays, 1:00 p.m.*

Mary Miles

This SIG covers many of the basic and advanced elements found in Adobe Photoshop Elements, especially layers. If you wish to make the most of your photographs, this SIG will be very helpful. This SIG's target audience is intermediate digital imaging users, but all members are welcome.

**Picasa <W> Dark indefinitely**

*3<sup>rd</sup> Mondays, 1:00 p.m.*

Stu Gershon (702-255-3309)

Stu conducts this SIG as a monthly workshop, using Picasa 3 as the tool for organizing and editing digital photos. This SIG's target audience is beginner to intermediate digital photography users, but all members are welcome.

**Windows 10<W>**

*First and Third Saturdays at 10:30 am*

Bill Wilkinson (702-233-4977)

Each session will be devoted to assisting new Windows 10 owners in becoming familiar and comfortable with Microsoft's newest operating system for desktop and laptop computers. Assistance will be given individually or in small groups as circumstances warrant. Bill's notes are available by clicking [HERE](#).

## **Kaffee Klatches**

Kaffee Klatches provide a forum for general discussion on all computer-related subjects. Admission to all Kaffee Klatches is on a first-come, first-seated basis and is subject to the maximum allowed by fire code regulations. All of the following meetings are held in the Classroom. **<W> or <M> or <H> indicate whether a SIG would be of interest to a Windows, Macintosh or Hand-held Device (i-thing or Android) user.**

### **Windows 10 Kaffee Klatch <W>**

*First and Third Saturdays, 9:00 a.m.*

Bill Wilkinson (702-233-4977)

If you are a novice or near-beginner computer user, or if you just want some refresher information together with a refreshing cup of coffee, then jump-start or recharge your computing knowledge by attending these Win 10 KK sessions. At each session, attendees will explore from one to four topics of particular interest to beginners and near-beginners. The topics are always announced a couple of days in advance via e-mail to SCSCC members who have subscribed to the club's message board. Each topic is presented in a step-by-step manner and is supported by "how to" notes that can be easily and conveniently downloaded from the [SCSCCBKK.org](http://SCSCCBKK.org) web page. Following each "up front" presentation of one or more topics (approximately 60 minutes in duration), an informal open-ended Question and Answer period takes place for those who wish to participate, listen, reflect, or inquire.

### **Kaffee Klatch <W/M/H>**

*Every Tuesday, 8:30 a.m.*

Sandy Mintz (702-838-2525)

This KK is for all users from beginning to advanced. The KK discussions are not restricted to any one subject, computer platform or computer-knowledge level but should be computer or technology related. We will try to answer your questions, help you keep your systems updated and provide some useful "tips and tricks." If you have a tip or information you would like to share, we encourage you to bring it in and share since the SCSCC is built on "neighbor helping neighbor." The fellowship is great, the coffee is good, and the education received from the KK attendees is priceless. Stop by on Tuesday morning and have a cup of coffee with us.

## September 2016 Classes

**Because there are a limited number of computer stations available for hands-on participation, pre-registration is necessary for all classes. See individual class descriptions for details on how to register.**



### **BOOT CAMP CLASS for Windows Vista, Win7, Win8.1 and Win10 Users**

***No classes in August***  
**Each Session Meets from 9 am - noon.**  
**Lead instructor: Bill Wilkinson**

**Place Your Name on the Registration List  
for the Next Three-Session Class**  
*(Dates to be Determined as Interest Dictates)*

#### **Course Description:**

Boot Camp is an introductory course designed for residents who are novice users of the Microsoft Windows operating system. **It also serves as an excellent review for intermediate users who want to fill some gaps in their computer knowledge.**

This hands-on class has a **limited enrollment of 12** with each participant working at an individual computer station in the Computer Lab. A team of lead instructor and four coaches will provide step-by-step instruction that will include demonstrations, guided practice and individual coaching assistance.

#### **These strategies will be covered:**

- Secrets for using the mouse and the keyboard effectively
- Basic vocabulary needed for an understanding of Windows (Vista, Win 7, and Win 8.1)
- Managing and organizing your personal data files (documents, pictures, videos, and music)
- Protecting your computer from viruses and other malware
- Safely downloading and installing applications from the Internet
- Efficient and safe use of an Internet browser and search engine.

**Course Fee: \$10 for current club members; \$20 for non-members**

**Materials include: a step-by-step user's manual and a flash drive**

#### **Registration Details:**

To reserve one of the remaining slots in this final Boot Camp class of 2015, telephone Bill Wilkinson at **702-233-4977**.



## WINDOWS 10: the Basics and Beyond

**A NINE-HOUR HANDS-ON CLASS**

***No classes in September***  
**Each Session Meets from 9 am - noon.**  
**Lead Instructor: Bill Wilkinson**

### **Place Your Name on the Pre-Registration List for the Next Three-Session Class**

This 9-hour hands-on class, delivered by a team of an instructor and five coaches, will provide participants with a printed manual with over 100 step-by-step strategies and procedures geared specifically to Windows 10.

In addition, we will provide some tips on how to effortlessly make your Windows 10 machine look and feel like your favorite earlier edition of Windows (either XP, Vista, or Win7). Now that's comfort ... having the familiarity of your old computer combined with the speed and power of the Windows 10 system!

Prerequisites: Club Membership for 2016 (\$10); Class Fee for Instructional Manual (\$10); comfortable with using a Mouse.

If you are interested in placing your name on a high-priority reservation list for the next available class, simply send an email message to: [WILKINLV5@COX.NET](mailto:WILKINLV5@COX.NET) and include the following information:

- Include "**Windows 10 Class**" in the Subject Title
- Your first and last name
- Your 8-digit Sun City Summerlin Association number
- Your telephone number
- Your email address

Your reservation will be acknowledged by return email.

Please note: All hands-on classes are limited to 12 participants. This class fills very quickly.



## The Genealogy Computer Lab Workshop

**Tuesday, September 13 at 9:00 a.m.**  
**Presenter: Karen Ristic**  
**Location: SCSCC Lab**

In this workshop, using the lab student computers, we will explore some of the many genealogy web sites, such as *FamilySearch.org*, *One-step Webpages*, *Ellis Island*, and more.

## **September 2016 Seminars**

**For Computer Club seminars, there is no requirement for advanced registration unless explicitly stated. Seating is first-come, first-seated.**



### **Google Chrome**

**Thursday, September 15<sup>th</sup> at 1 pm**

**Presenter: Pat Lemay**

**Location: SCSCC Classroom**

Google Chrome is a fast, free web browser that works on your computer, phone and tablet. As of June 2016 Google Chrome has 62% worldwide usage share of web browsers as a desktop browser. It also has 50% market share across all platforms combined because it's also the most popular browser for smartphones. The browser is streamlined, clean and simple and designed to keep you safer and more secure on the web with built-in malware and phishing protection. Automatic updates make sure the browser is up-to-date with the latest security updates. Chrome uses technologies such as Safe Browsing and sandboxing. Chrome has many useful features built in, including extensions, translation in the browser, themes, applications and more. **This class will be taught on the desktop Windows version of Chrome.**



### **Ask Chuck Q & A?**

**Thursday, September 22<sup>nd</sup> at 1 PM**

**Presenter: Chuck Strickland**

**Location: Classroom**

Chuck will hold forth in the classroom, answering your technical questions. If you wish, you can e-mail your questions ahead of the session to: [chuckstr89134@gmail.com](mailto:chuckstr89134@gmail.com).



## **TV and Internet Services in Las Vegas - 2016**

Exploring Your Options

**Thursday, September 29<sup>th</sup> at 9 AM**

**Presenter: Tom Burt**

**Location: SCSCC Classroom**

Due to recent price hikes, many of our members have become disenchanted with Cox 's TV and Internet service. The array of alternatives can seem complex and confusing. This seminar will review and compare all the TV and Internet services available to Sun City Summerlin residents. We'll briefly explain digital TV technology so you can better determine what's causing reception issues. We'll compare the services' features and pricing so you can be an informed shopper. We'll also include some discussion of the various streaming TV services like NetFlix, Hulu and YouTube. And we'll include a generous amount of time for questions and discussion.

The presentation handout can be downloaded from the Computer Club's Seminar section of the website. The direct hyperlink is: [http://www.scs-cc.com/smnr/TV\\_and\\_Internet\\_Services\\_2016.pdf](http://www.scs-cc.com/smnr/TV_and_Internet_Services_2016.pdf)



## Tom's Tech-Notes

### Cox Internet Problems

Tom Burt, SCSCC Vice-President

This past summer, Cox.Net's Internet service has seemed to be having a variety of problems such as poor performance, unstable connections and e-mail service problems. In this article, we'll talk about some of the more common problems and how to approach getting them fixed by Cox.

Cox.Net's Internet service rides on the same digital cable service as their TV service. Certain of the TV channels within the total spectrum are dedicated to the Internet service. Some are used for downstream data flows from the Internet to the user's PC. Others are used for upstream data flows from the user's PC to the Internet.



All of this traffic runs on the shielded coaxial cables Cox has laid in the street, those from the street to your house and those inside the house that lead to TV jacks in various rooms. Normally, a single coaxial cable comes to a junction box on the outside wall of your garage, where a splitter takes the signals to the various rooms in your house.

So there are many places where coaxial cables are interconnected to bring the signal into (and out of) your home. These connections can degrade over time due to oxidation or corrosion. Some homes in Sun City are now over 25 years old. Also, the Las Vegas summer heat is brutal on circuit cards in the Cox connection boxes.

Our home is 18 years old and I've had Cox service techs out twice to re-do many of these connections. During the most recent visit, a few months ago, the Cox tech found a small cut in a cable in the wall socket that was causing signal problems. So, anything is possible.

In the Cox box out at the curb, the techs must often put in compensators to get the proper signal levels. On the last visit, because the upstream signals were weak, the tech put a signal booster on the back of my cable modem.

If your Internet service seems to be slow, especially if you frequently see a wait cursor a lot (indicating problems with the upstream signal), you may want to use your web browser to check your modem's signals. For an Arris/Motorola Surfboard modem, start your browser and then, in the address bar, enter: <http://192.168.100.1>. This seems to be a common standard, but may vary according to your modem manufacturer. The resultant display will look something like the following:

**Cable Modem**

Status Signal Addresses Configuration Logs Open Source Help

This page provides information about the current upstream and downstream signal status of your Cable Modem.

Downstream	Bonding Channel Value							
Channel ID	46	41	42	43	44	45	47	48
Frequency	939000000 Hz	909000000 Hz	915000000 Hz	921000000 Hz	927000000 Hz	933000000 Hz	945000000 Hz	951000000 Hz
Signal to Noise Ratio	37 dB	37 dB	37 dB	37 dB	37 dB	37 dB	37 dB	37 dB
Downstream Modulation	QAM256	QAM256	QAM256	QAM256	QAM256	QAM256	QAM256	QAM256
Power Level <small>The Downstream Power Level reading is a snapshot taken at the time this page was requested. Please Reload Refresh this Page for a new reading</small>	2 dBmV	2 dBmV	2 dBmV	2 dBmV	2 dBmV	2 dBmV	2 dBmV	2 dBmV

Upstream	Bonding Channel Value			
Channel ID	3	1	2	4
Frequency	23300000 Hz	36300000 Hz	29800000 Hz	18400000 Hz
Ranging Service ID	741	741	741	741
Symbol Rate	5.120 Msym/sec	5.120 Msym/sec	5.120 Msym/sec	2.560 Msym/sec
Power Level	42 dBmV	43 dBmV	43 dBmV	41 dBmV
Upstream Modulation	[3] 16QAM [3] 64QAM	[3] 16QAM [3] 64QAM	[3] 16QAM [3] 64QAM	[3] 16QAM [3] 64QAM
Ranging Status	Success	Success	Success	Success

Signal Stats (Codewords)	Bonding Channel Value			
Channel ID	3	1	2	4
Frequency	23300000 Hz	36300000 Hz	29800000 Hz	18400000 Hz
Ranging Service ID	741	741	741	741
Symbol Rate	5.120 Msym/sec	5.120 Msym/sec	5.120 Msym/sec	2.560 Msym/sec
Power Level	42 dBmV	43 dBmV	43 dBmV	41 dBmV
Upstream Modulation	[3] 16QAM [3] 64QAM	[3] 16QAM [3] 64QAM	[3] 16QAM [3] 64QAM	[3] 16QAM [3] 64QAM
Ranging Status	Success	Success	Success	Success

Arris / Motorola Surfboard 6141 Signals Display

The Surfboard 6141 is a DOCSIS 3 cable modem. It is able to bond 8 separate downstream channels together to support an effective burst rate of up to about 64 megabites per second. On the Signal tab, the signal to noise ratio on each channel should be about 37 dB and the power level should be close to 0 dBmV. On the upstream channels, the power level should be 40 to 45 dBmV.

Also click the Logs tab to display up to about 30 recent events.

**Cable Modem**

Status Signal Addresses Configuration **Logs** Open Source Help

This page displays detailed information intended for use by an authorized Motorola Corporation Cable Modem technician.

Time	Priority	Code	Message
Aug 27 2016 07:25:52	3-Critical	R02.0	No Ranging Response received - T3 time-out;CM-MAC=cc:65:ad:0f:37:c6;CMTS-MAC=e4:d3:fi:80:f0:64; CM-QOS=1.1;CM-VER=3.0;
Aug 12 2016 19:57:29	6-Notice	I401.0	TLV-11 - unrecognized OID;CM-MAC=cc:65:ad:0f:37:c6;CMTS-MAC=e4:d3:fi:80:f0:64;CM-QOS=1.1; CM-VER=3.0;
Aug 12 2016 19:57:29	5-Warning	Z00.0	MIMO Event MIMO: Stored MIMO--1 post cfg file MIMO--1;CM-MAC=cc:65:ad:0f:37:c6; CMTS-MAC=e4:d3:fi:80:f0:64;CM-QOS=1.1;CM-VER=3.0;
Jan 01 1970 00:00:15	6-Notice	N/A	Cable Modem Reboot due to power reset ;CM-MAC=cc:65:ad:0f:37:c6;CMTS-MAC=e4:d3:fi:80:f0:64; CM-QOS=1.1;CM-VER=3.0;
Aug 06 2016 13:02:22	6-Notice	I401.0	TLV-11 - unrecognized OID;CM-MAC=cc:65:ad:0f:37:c6;CMTS-MAC=e4:d3:fi:80:f0:64;CM-QOS=1.1; CM-VER=3.0;
Aug 06 2016 13:02:22	5-Warning	Z00.0	MIMO Event MIMO: Stored MIMO--1 post cfg file MIMO--1;CM-MAC=cc:65:ad:0f:37:c6; CMTS-MAC=e4:d3:fi:80:f0:64;CM-QOS=1.1;CM-VER=3.0;

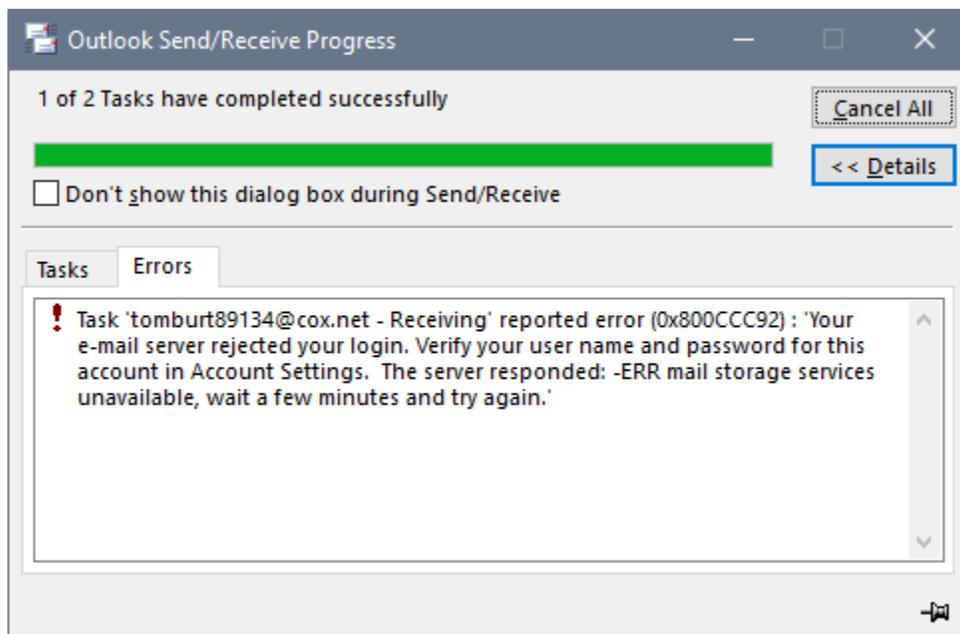
There are some simple things you can try first: 1) Make sure the coax connections between the wall jack and your cable modem are snug; 2) make sure the coax cable is not close to other power cables; 3) check that the Ethernet cable connections between the modem and your router or PC are snapped in and tight; 4) make sure the power adapters to the cable modem and the router are the correct ones (Yes! This can be a problem. The amperage and voltage output of the power adapter should agree with the values on the modem or router.)

Try power cycling the cable modem and router. Unplug the power from both devices. Wait about 30 seconds. Plug in the modem power and let the modem completely come up. Then plug in the router and let it come up. Often, this resolves problems.

Try running a Speed Test (e.g. [www.speedtest.net](http://www.speedtest.net)) to see if you're getting the download and upload speeds associated with your Cox Internet service level. Their middle tier service is rated 50 megabits down and about 5 megabits up.

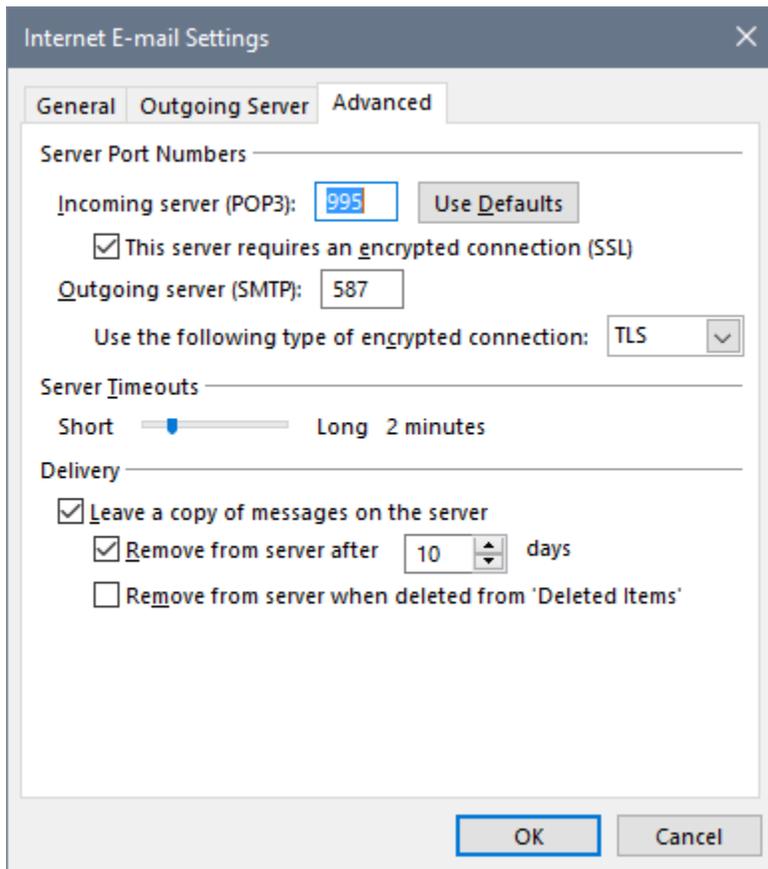
If, after all that, your signals are not close to the above values, or if the logs show many Ranging Errors, modem reboots or similar occurring over a short time frame, it's time to call Cox Tech Support. They can check the end to end connection out from their computer consoles and, if needed, dispatch a technician to check out the cable equipment.

Another problem that has recently been occurring a lot is e-mail errors like the one shown below:



The error display will vary depending on what software you use as an e-mail client, but the message is always similar. The above seems to be a timeout or overload condition, where the Cox mail servers were too busy to service the request to download new messages. My response is to click the "Cancel All" button and then click Outlook's Send / Receive button. This almost always results in a successful download of the messages. If that doesn't work, I try closing Outlook and restarting it. If the message still persists, I try rebooting my PC. After that, I go to trouble shooting my Cox connection, as described above.

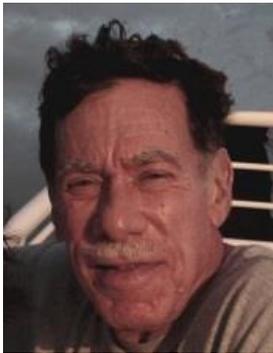
One thing to try is to adjust the account settings to increase the timeout interval. The following screen from Outlook 2013 was reached by clicking File > Account Settings and then double clicking the e-mail account in the list that I wanted to adjust. Then I clicked “More settings” and finally clicked the



Advanced tab. (That’s a LOT of clicks). Once there you can adjust the server timeout to a longer value. 2 minutes seemd to cut down the frequency of the error message, but did not eliminate it.

You might also try clicking the “Use Defaults” to change the port numbers back to Cox’s standard defaults. The port numbers shown were chosen by Outlook’s automatic configuration wizard.

In summary, if your Cox connection isn’t performing up to snuff, try my troubleshooting steps above. If the problem persists, or comes back in a few hours or days, you should get on the phone to Cox support at **702-507-2000**. For best results, be calm and civil and be as specific as you can about the problem, when it started, how long it’s been going on.

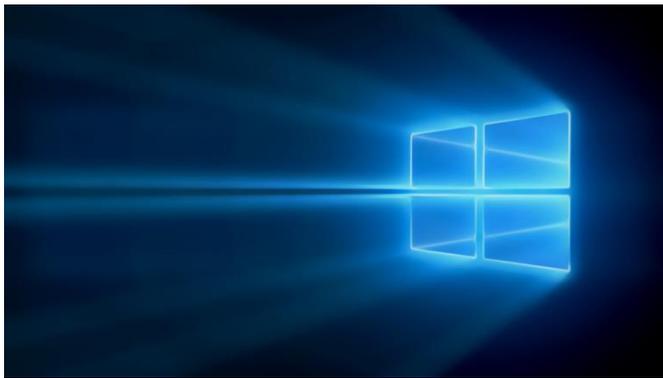


## **Kretchmar's Korner**

**By David Kretchmar, Computer Hardware Technician**

### **Windows 10 Anniversary Update**

The Windows 10 Anniversary Update became available to Windows 10 users August 2, 2016 as a major update to Windows 10 (Update version 1607). Microsoft has advised that the Anniversary Update improves Windows security, makes Cortana more productive, makes the Edge Browser much more power efficient (supposedly allowing your battery to last three hours longer than if you were using the



Google Chrome browser), and including a number of other new features. Some pundits have suggested that Microsoft could well have named the Anniversary Update “Windows 11” because of all of the new features it introduces.

There is definitely a little different look and feel to the Anniversary Update, but just like with the upgrade to Windows 10, you have a recovery option to return to the prior system, if you hate it. Smart users will perform a

system backup before attempting this, or any, major change.

#### **This is a massive update**

I have just downloaded and installed the Anniversary Update (3.5 GB) on a new Asus Zenbook but have not had an opportunity to explore many of the new features of the update. This article will focus on installation of the update and a few initial settings tweaks that might be helpful.

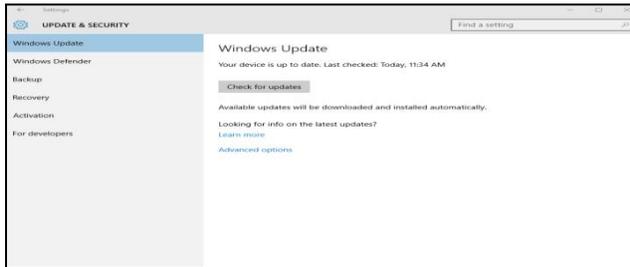
The update took considerably longer to download and install than the upgrade from Windows 8.1 to Windows 10. The upgrade from 8.1 to 10 took about an hour on a newer laptop; the upgrade to the Anniversary Update took almost 3 hours, and most of this time I could not use the computer. Depending on your system and Internet connection speed, your time will vary.

#### **How to get it**

You don't have to do anything to get the Windows 10 Anniversary Update; it will appear automatically through Windows Update if you've kept the default setting to have updates installed automatically on your device.

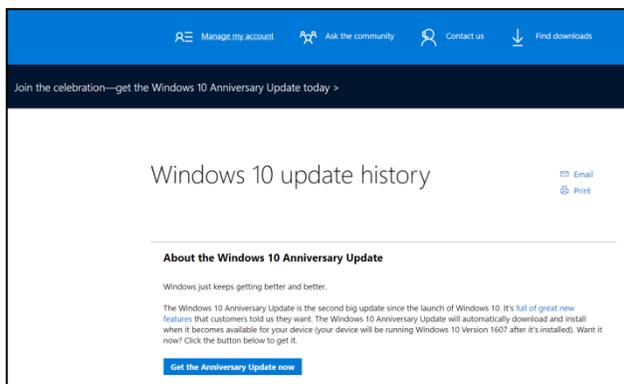
If you are impatient or you just don't want to wait for the update to roll out to (or on top of) you, you can manually get the update yourself on your personal computer. I prefer the manual approach since as of late August 2016 none of my 5 Windows 10 systems, ranging from almost new (3 months old) to ancient (6 years old) had been offered the update.

In the past when Microsoft has decided I needed an update to Windows 10, the system bugged me until I complied. I always would rather do something other than updates when I go into my system, for instance what I actually came to the computer to do.



***Go into Windows Updates on your computer and click on Learn more.***

You will be directed to a Microsoft page that will allow you to download the update file to your PC. The process does not always work as advertised, but this hot link will take you directly to the Update page: [support page on Microsoft.com](#).



***Click on Get the Anniversary Update now to download a small executable file that you can click on to start the process.***

Many Windows 10 users will sit out the Anniversary Update for a few months until the first significant cumulative update arrives to address inevitable initial issues. I have read that some early adopters found their webcams would no longer function, but I had no issue on my newer Acer computer.

## Some Initial Tweaks

Just like with the initial installation of Windows 10, you will either have to accept Microsoft's privacy settings or customize settings. I choose custom settings and turn off everything but location, since some searches can be more relevant (like restaurant searches) if my system knows where my computer is located.

Early adopters have noted that the install of the update turns off System Restore (as well as wiping out all of your restore points) so you might want to turn on this feature.

## September Lab Monitor Schedule

For the summer, the Open Lab sessions will be limited to two per week: 9 am to noon on Wednesdays and Saturdays.

Marcy Ishum Jeff Southwell	SATURDAY September 3, 2016
Blanch York Linda McMullin	WEDNESDAY September 7, 2016
Fred Cohen Jim Enlow	SATURDAY September 10, 2016
Tom Brennan Jan Edwards	WEDNESDAY September 14, 2016
Mary Hedin John Zuzich	SATURDAY September 17, 2016
Opal Smith Susie Scott	WEDNESDAY September 21, 2016
Linda McMullin John Zuzich	SATURDAY September 24, 2016
Donna Bailey Tammy Collins	WEDNESDAY September 28, 2016