
The Memory Map

Canton Alliance Massillon Computer Users Group



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Kretchmar's Korner

Printer Problems

**By David Kretchmar, Computer Hardware Technician,
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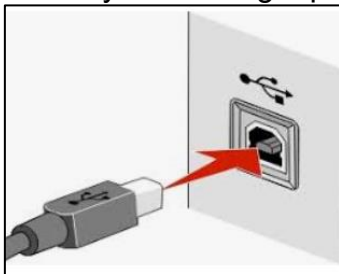
Printers are the most problematic piece of computer equipment, next to the computers themselves. Just like computers, you can't live with them and you can't live without them. Even if you've decided you can live without a full computer and have moved to a tablet or maybe just your smartphone, there are still going to be occasions when you want to have a "hard copy" (printed copy) of a document. Also, with the multi-functionality of most printers today, most of us have gotten used to the convenience of having a photocopier, scanner, and maybe even a FAX machine in our homes.



It's easy to understand why printers are such a pain; there are so many moving parts and opportunities for something to go wrong. Fortunately, you can address many printer problems using the techniques I'm going to describe. If none of the following work, it is probably time to bite the bullet and invest in a new printer. If something mechanical is shot in a printer, the fix is often prohibitively expensive (just buying some new printer heads can cost over \$100).

The USB connection

Unless you're using a printer wirelessly, you need a working USB connection between



your computer and your printer. Sometimes a wireless connection is necessary, such as when printing from a cell phone, tablet, or from a computer not proximate to the printer. But if you are printing from a computer adjacent to the printer, a wired USB connection is always more reliable and highly recommended. Most of us know how to connect the standard USB male connector to our computer, but there is more confusion with the other end of that USB cable

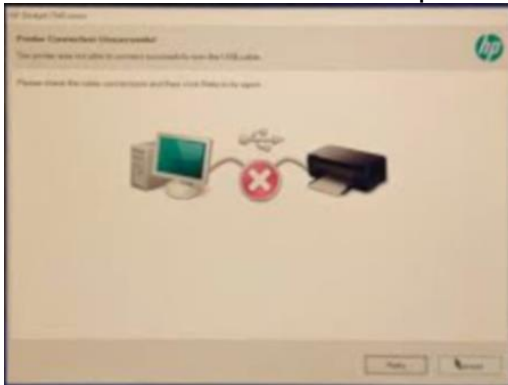
that attaches into (usually) the back of the printer (see the picture to the left).

Unfortunately, the printer end of the USB cable also fits into the similar looking telephone line connection on the printer. Usually there is a pair of these female telephone line connectors on printers that include FAX capability; at least one will often be covered with a plastic cap.

One way to tell if you are using the USB connection on the printer is to listen for the USB “handshake” tone from the computer. If both your printer and computer are on, you should hear a couple of notes then you plug in or remove a USB device. If not, most likely you have missed that USB connection on the printer. Be especially aware of this possibility if you are setting up a printer new to your system, or if for some reason the cable has become disconnected from your printer. It is rare for the USB cable to go bad, but I have seen this on occasion.

Drivers can drive you crazy

The printer and the computer must be able to communicate with each other, and this is accomplished with specialized software known as drivers. Windows 10 has printing drivers for most of the newer printers available today, but I strongly suggest installing



the drivers furnished by the computer’s manufacturer. This is especially true if you want to do more than print, i.e. if you want to scan a document into a file. A new printer will usually come with a CD that can be used to load the drivers appropriate for your operating system. If you have a tablet or other device that does not include an optical drive you can go the printer manufacturer’s website, i.e. hp.com/support, and download and install the appropriate drivers. If you have a choice between downloading the

basic or full featured software package, I suggest downloading the full featured package then doing a custom install, installing only the software you will be using. For whatever reason the full featured software package sometimes works when the basic package does not.

Manufacturers will often keep their website drivers more up to date, fixing bugs that have appeared after the printer has been on the market for a while. So, if you are having issues with your printer it’s a good idea to download drivers from their website.

When you do the custom install of your printer software, I suggest you deselect features such as the customer participation programs and supply ordering programs. I would also pass on the free optical character recognition (OCR) program, unless this is something you will use. OCR programs can be a real resource hog.

After the driver installation and a reboot see if any new programs are loading automatically by seeing if there are any new icons appearing on the right side of your

taskbar. If so, you might want to open MSCONFIG and stop these programs from loading on startup. If you get a popup asking if you want low ink notifications immediately or “only when printing”, select “only when printing”, so this program will not be running constantly.

If you are buying a printer to use with a wireless device such as a Kindle Fire, Smartphone or iPad, do some research and make sure you are getting a printer that is supported by your device.

As you might expect with the popularity of the iPad, many printers will support the iPad with a free download from Apple. I’ve noticed that especially newer Hewlett Packard wireless printers are made to be compatible with the iPad.

Next CAMUG Meeting, April 15

6 PM Sig: “How to Make a Basic PowerPoint Presentation” by Mike Charney

7 PM Regular meeting: “How to Add Audio and Slide Timing to a PowerPoint Presentation” by Mike Charney

CAMUG March 2019 Meeting Minutes

Computer 101

Shortly after 6 PM, Dennis Smith played a narrated PowerPoint presentation on Password Managers very nicely prepared in advance by Michael Charney who was unable to attend tonight’s meetings. Mike’s presentation covered...

- “LASTPASS” which is the most popular manager available.
*The Database of passwords can be stored locally or in the cloud.
Has an Audit function to look for weak/vulnerable passwords.
Has optional Two-Factor authentication.
Weakness is Customer Support.
For Android, Apple, Windows Phone, or Blackberry users.
For both Basic and Advanced Users.
Cost – Free Version/Premium Version \$36 Yr./Family Version \$48 Yr./or Business*
- “1PASSWORD” which has the best-looking interface.
*You can temporarily remove the database from mobile devices.
Has an Audit function to look for weak/vulnerable passwords.
Has 24 Hr. Security Alerts.
Has the ability to import from other Managers.
For Android, Apple, Windows Phone.
Cost – No Free Version/Personal Version \$36 Yr./Family Version \$60 Yr.*
- “KEEPASS” which is the most powerful in Mike’s opinion.
*It is a Free Open Source. Program.
Full access to the Source Code.*

*Can be carried on a Thumb drive, no requirement to install on device.
Supports Import & Export to other Password Managers.
Drawback is there is no easy One-Click installation. 3 steps.
Best for the DIY and those who are a little tech savvy.
Can sync to cloud storage.
Cost – Completely Free.*

Following Mike's presentation Dennis brought up a YouTube video from the February APCUG Tech Conference covering Password Managers.

- *Speaker uses "LastPass"
Shares it with his Wife in case either has become incapacitated.
Likes online sync feature.
Identified for him that his password for DropBox had been compromised.*
- *Top Free Password Managers are ...
LastPass
Dashlane
RoboForm
KeePass*

President Dennis Smith commented that he personally uses PasswordMax simply because of familiarity. He has used it for many years and has no desire to change.

Regular Meeting



President Dennis Smith called the 427th meeting of CAMUG to order shortly after 7 PM on Monday, March 18, 2019, at Holy Cross Lutheran Church. There were fourteen-member families present. Since that is more than 15% of the membership, the meeting was declared valid. There were no visitors at tonight's meeting. Myra McCoy and Doris Ponzani renewed their memberships this month.

The "On Time Drawing" was held. On the first draw, #18 for David Krantz was selected, but he was not present. On the second draw #1 for Jim Albright was selected, but Jim was not present. And again, #22 for Myra McCoy was chosen. Myra was present, was wearing her badge, and was awarded the On-Time Drawing prize.

Dennis skipped introductions of the board members since there were no visitors. He reminded members of the renewal credit of \$5.00 of each new member brought in. Dennis asked members to suggest topics for meetings.

- VPNs – Service or Personal was a suggested topic.
- PowerPoint – Narrated and time automated was a suggested topic

Program: Tonight's program was "**Microsoft Security Center in Windows 10**". Dennis pulled up the YouTube video from the Virtual APCUG Technology Conference,

played short segments and paused to discuss and demonstrate points mentioned in the video.

To make changes on your computer you need to be logged in as Administrator. While it is generally best to be logged in to your computer as a User, for the purpose of making Security Center changes the Administrative login is required.

To review the Microsoft Security Center in Windows 10 you first need to check your version. To do so, go to Start, Settings, select System, then scroll down, select About, and scroll down to Windows specifications to see what version of Windows 10 that you are running. Make a note of it for later. The most recent update would be 1809. This discussion is regarding version 1809.

Again, go to Start, Settings, this time selecting Update & Security. The new sections in version 1809 are:

1. Core Isolation (from normal system operations)
2. Security Processor (CPU chip encryption, hardware vulnerability fixes)
3. Secure Boot (ensuring trusted software start-up)
4. Virtualization (memory segregation)

Since the club's laptop has the most recent Windows Update 1809, Dennis was able to examine the new features and how they were configured by default.

Admin Login, Start, Settings, Update & Security, Windows Security where you will see the 4 new categories. The main purpose is exploit protection and better control of folder access to help protect against ransomware locking of files.

In the video, for anti-virus software, the author runs Microsoft Security Essentials A.K.A. Windows Defender. Just be sure to check your System Tray for the presence of the software's icon and that it is not showing a warning. Check for it especially after Windows Updates but also with each reboot.

Another new feature of version 1809 are "Privacy Updates" that can be viewed at Start, Settings, and selecting Privacy. (Signed in as Administrator)

For every feature, the applications on your system are listed with a toggle switch indicating whether that feature is enabled or disabled for that app. By default, there are many "background applications" that are enabled. (i.e. Many games that you may never use are taking up resources). You should check each feature within Privacy as you can now be more aware of what is happening in your computer.

Shortly after 8 PM, we broke for purchase of raffle tickets and refreshments prepared by Carol Joliat.

Beginning again at about 8:10 PM, the 50/50 drawing was held. Because more than \$20 was collected, tickets were selected for both a cash prize and raffle gift prize. First ticket, 2674, belonged to Bruce Brugger who was awarded the cash prize. Bruce

selected the next ticket, 2675, which also belonged to Bruce. Bruce generously declined the second prize and pulled another ticket, 2670, which belonged to Alice Lungociu. Alice had to leave early and was not present at the time of the drawing. A voice vote was taken to have Alice select her prize at the beginning of next month's meeting.

After the raffle there was open discussion regarding the video and what we had seen in our experimentation on the club computer. These new features are well worth exploring.

Jan Bredon moved to close the meeting. Bernie Newsome seconded the motion. The meeting was adjourned at 8:35 PM.

Submitted pending Board approval,

Jan Bredon, Board Member

CAMUG Board Meeting Minutes 3/25/19

CAMUG Board Meeting Minutes...

President Dennis Smith called the March 25, 2019, Board meeting of CAMUG to order at 7:00 PM at Panera Bread on The Strip in North Canton. Six of the seven Board members were present; therefore, the meeting was declared valid.

President	Present	Dennis Smith	president@camug.com
Secretary	Present	Liz Milford	secretary@camug.com
Treasurer	Present	Tim Elder	treasurer@camug.com
Senior Director	Present	Jan Bredon	directors@camug.com
Director		Bernie Newsome	
Director	Present	Michael Charney	
Director at Large	Present	Carol Joliat	
Web Page	Present	Michael Charney	webmaster@camug.com
Software and Book Review	Present	Jan Bredon	
Membership	Present	Carol Joliat	membership@camug.com
Newsletter	Present	Liz Milford	newsletter@camug.com
Computer 101	Present	Carol Joliat	
Ways and Means	Present	Jan Bredon and Madeline Burkes	

Review the March Club Meeting Minutes:

Carol Joliat moved to accept the detailed March Regular Meeting Minutes written by Jan Bredon with a minor correction. Mike Charney seconded the motion, and the minutes were approved.

Review the February Board Meeting Minutes:

Jan Bredon moved to accept the February Board Meeting Minutes as published in the newsletter. Mike Charney seconded the motion, and the minutes were approved.

Review March Club Treasurer's Report:

Liz Milford moved to accept the Treasurer's Report as emailed. Jan Bredon seconded the motion, and the report was approved.

Membership Report:

Carol Joliat reported that there are currently 28 member families. Carol said that Myra McCoy had sent her an email with places to send club information to advertise the club; Carol will forward the email to the board. Tim Elder also mentioned a sentence from the APCUG Reports about getting publicity for the club: "Help your community learn about and find your group."

Discussion April 15th Meeting

6 PM Sig: "How to Make a Basic PowerPoint Presentation" by Mike Charney.

7 PM Regular meeting: "How to Add Audio and Slide Timing to a PowerPoint Presentation" by Mike Charney.

Old Business:

The group discussed the website.

Alice Lungociu has agreed to do the audit, has picked up the materials, and expects to complete the audit by the next meeting.

New Business:

Long-time member Jim Crawford died on March 20, 2019. Dennis Smith and Hal Noyd went to the calling hours Sunday, and Jan Bredon attended the funeral.

Motion to Adjourn:

At 7:54 PM Jan Bredon moved to adjourn, Mike Charney seconded the motion, and the meeting was adjourned.

Submitted pending Board approval,
Liz Milford, Secretary

About CAMUG

Our club is open to anyone with an interest in computers and technology. A household membership is only \$20 per year, and a visitor can attend two meetings free without any obligation.

Monthly meetings are held the third Monday of the month at Holy Cross Lutheran Church, 7707 Market Ave. N in North Canton, Ohio. Computer 101 begins at 6:00 PM and the regular meeting begins at 7:00 PM. At every meeting, we cover topics ranging from cell phones to computers and from software to the internet and networking. Board meetings are held the fourth Monday of the month at 7:00 PM at Panera Bread on The

Strip. Members are encouraged to attend the Board meeting although only Board members can vote.

The club mailing address is CAMUG, PO BOX 80192, Canton, OH 44708, and the website is <http://www.camug.com>.

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CAMUG is a member of the Association of Personal Computer User Groups. APCUG is a worldwide organization that helps groups devoted to the world of technology by facilitating communications between member groups and industry. It offers the Virtual Technology Conferences, provides newsletter articles, and has a list of speakers for club programs.

Lines from Liz

By Liz Milford

My current technology frustrations....

The laptop is working well. The Wi-Fi and Internet are OK. My phone is fine. The TVs work. One has a cable box and two are using ROKU devices connected to Wi-Fi. I have an Echo and Echo Dot and Harmony Smart Control supposedly connected to both TV and Alexa. There's also a Ring doorbell. So, what's the problem?

I can tell Alexa to turn on the TV and the main TV turns on – but so does the TV that has a ROKU stick in the family room downstairs. (TV number 3 is not affected because it has an older ROKU device.) Then when I tell Alexa to turn off the TV, the downstairs TV with ROKU stick turns off, but the main TV stays on while its cable box turns off. If I use the Harmony remote instead of Alexa, it doesn't affect the downstairs TV, but it too will turn on both main TV and cable box but turn off only the TV. (The remote has a hub that sits beside the TV.)

I should mention that my sons set this up when they were home about a year ago. It worked fine for a while. Recently, one suggested I go into the Harmony App on my phone and do a reset, but I can't find the reset.

Meanwhile the cable remote works fine and so does the ROKU remote that I use when watching something other than cable TV. I will use them until I feel like delving into the mystery.

Membership Report

February 2018

by Carol Joliat



Total Family Memberships – 28
Renewals: Myra; McCoy and
Doris Ponzani



CAMUG Monthly Summary

Tim W. Elder, Treasurer 3/18/19

	Cash	Checking	Total
Start Balances	\$60.00	\$1453.55	\$1513.55
Total Income	\$23.00	\$40.00	\$63.00
Total Expenses	\$5.00	\$25.00	\$30.00
Transfer	-\$18.00	\$18.00	\$0.00
End Balances	\$60.00	\$1486.55	\$1546.55

CAMUG Officers

President: Dennis Smith 330-477-5893

Secretary: Liz Milford 330-896-4284

Treasurer: Tim Elder 330-875-2323

Senior. Director: Jan Bredon

234-564-0045

Director: Bernie Newsome 330-232-5083

Director: Mike Charney 330-833-0329

Director at Large: Carol Joliat

Membership: Carol Joliat

Asst. Membership: Alice Lungociu

Web Page: Mike Charney 330-833-0329

Newsletter: Liz Milford 330-896-4284

Tim Elder 330-875-2323

Computer 101: Carol Joliat

Ways and Means: Jan Bredon

Madeline Burkes

List of Members

Name	E-Mail
Albright, Jim	jima
Bredon, Jan	janb
Brugger, Bruce	bruceb
Burkes, Madeline	madelineb
Casey, Kathleen	kathleenc
Chapman, Lila	lilac
Charney, Michael	michaelc
Conley, Rose	rosec
Crawford, James W.	jimc
Dingman, Morris	morrisd
Elder, Tim	time
Hirst, Gina	ginah
Hirst, Robert	roberth
Joliat, Carol	carolj
Klipec, Bruce	brucek
Kramer, Cecelia	ceceliak
Kramer, Pat	patk
Krantz, David	davidk
Kravos, Mary Ann	maryannk
Lungociu, Alice	alicel
McCoy, Myra	myram
Meiser, Ann	annm
Milford, Elizabeth	elizabethm
Newsome, Bernard	bernardn
Noyd, Hal	haln
Parker, Cherie	cheriep
Ponzani, Doris	dorisp
Schaefer, Gerald	Geralds
Sell, Tom	toms
Smith, Dennis	denniss
Trompower, Gary	garyt

To email members, use the email
name above followed by
@camug.com

Visit our Home Page

<http://www.camug.com>

**Need help
with your electronic gadgets?**



Canton Alliance Massillon Users Group
Computer Users Group

Assistance for users of all ages and skill levels

When: 3rd Monday each month

Where: Holy Cross Lutheran Church
7707 Market Ave. N
North Canton OH

Time: 6pm Computer 101 (Less Advanced)
7pm Main Meeting

Ongoing topics include:

Computers	Tablets	Digital photography
Smart phones	eBooks	Toys & Gadgets

www.camug.com