



DWPC Technology Newsletter

Technology news from David W. Potts Consulting, LLC

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Welcome to the twenty-sixth edition of the *DWPC Technology Newsletter*. We hope you find this information helpful. If you no longer wish to receive this newsletter, please send us an email, indicating such. If you received this newsletter from a friend and wish to be added to the mailing list, please send an email to the address above and indicate your desire to receive the newsletter. Please feel free to share this newsletter with your friends.

Last chance for the free upgrade to Windows 10! As of July 28, 2016, users who wish to upgrade their computers to Windows 10 will need to purchase the upgrade. Although most users who are using Windows 8.1 will likely benefit from upgrading to Windows 10 (most users dislike the user interface of Windows 8[.1]), Microsoft will continue to support Windows 7 until 2020, so there is no pressing need to upgrade your Windows 7 computer to Windows 10. **As I have seen Windows 10 upgrades go awry, I strongly suggest performing an image backup, prior to upgrading.** Please Let David W. Potts Consulting, LLC assist you with your upgrade to Windows 10—or help you if you run into difficulties with, or after, your upgrade.

Rogue Windows 10 upgrades! Microsoft is aggressively pushing upgrading computers running Windows 7 and Windows 8.1 to Windows 10. I have received many reports of Windows 10 spontaneously upgrading computers, without the user's consent. On some occasions, this has happened on a computer that was running software that was not compatible with Windows 10 (although the majority of programs that will work with Windows 7 or Windows 8.1 should work with Windows 10). **IF WINDOWS 10 BEGINS TO UPGRADE YOUR COMPUTER, DO NOT INTERRUPT THE PROCESS, OR IT COULD MAKE YOUR COMPUTER INACCESSIBLE!** If, during the Windows 10 upgrade process, you disagree to the EULA (end-user license agreement), the upgrade will stop or revert you back to your earlier version of Windows. If your computer has completed its upgrade to Windows 10, but you want to revert back to your earlier version of Windows, Microsoft will allow this downgrade, but only for the first 30 days after the upgrade to Windows 10. If you would like assistance, migrating back to your earlier version of Windows, please call us and we will be happy to discuss this with you.

IMPORTANT—Did you stop a Windows 10 upgrade or downgrade back to an earlier version of Windows? There are instances where, when a computer is downgraded from Windows 10 (or the Windows 10 upgrade is reversed, by disagreeing with the EULA (end-user license agreement), during the Windows 10 upgrade), scheduled tasks can become corrupted and will not run. This is a problem, as some scheduled tasks can upgrade your antivirus software, upgrade Windows files, upgrade Adobe Flash Player and Acrobat Reader, perform your backup, etc. You can test your computer to see if your tasks are corrupted by opening the Task Scheduler (Start -> Control Panel -> Administrative Tools -> Task Scheduler) and see if you receive any errors of tasks that have been “corrupted or had been tampered with”. If you have corrupted tasks, it is important to resolve the issue. Please choose David W. Potts Consulting, LLC, to assist you with resolving your Windows issues.

Why is my Internet connection so slow? There are many things that can contribute to a slow Internet connection. Issues include problems with the cable or telephone connection, problems with the cable or DSL modem or gateway or your router—or the need to upgrade equipment to use the newer technologies. Problems can also be due to “provisioning”—your Internet Service Provider's (ISP's) configuring of your equipment. If you have older equipment or an older plan through your ISP, you may be able to upgrade to a higher speed at little to no charge. We will be happy to work with you and your ISP to resolve issues and to help you get the Internet speed you need—and are paying for.

Motorola introduces its new Droid Turbo 2 smartphone. I have owned a number of Motorola cell phones . . . all the way back to 1989 with my Motorola "brick". I have enjoyed my Motorola phones and have been very happy with their durability. With the Droid Turbo 2, Motorola introduces the first smartphone with a "shatterproof" display. The display sports a resolution of 2560 x 1440 (1440p Quad HD) and uses OLEDs (Organic Light Emitting Diodes). The Droid Turbo 2 has a 21MP rear camera that will record 4K UHD video at 30FPS and a 5MP front camera. The phone sports an octa-core (8 core) 2GHz processor, 3GB DDR4 RAM and runs Android 5.1.1 (Lollipop). It has 32GB of internal memory and has a slot for a microSDHC card, up to 200GB. Motorola reports the 3.76Ah battery lasts up to 48 hours and that a 15 minute "turbo power charge" provides up to 13 hours of power. The Droid Turbo 2 also supports wireless charging, with an optional accessory. It also sports an "advanced nano-coating" that repels water (although it cannot handle submersion, like some of the Samsung phones).

We are here for all your technology needs! In the last year, I have visited multiple clients who have informed me they wanted to purchase new equipment to accomplish new tasks. I was able to show many of them how to accomplish the tasks they desired, with their existing equipment. A few minutes of instruction provided the client with the functionality they desired . . . with no additional expense! I encourage my clients to query me as to how to accomplish new things . . . as, until I know you have a desire, I can't provide you with a solution. Technology can help you accomplish things from automatically watering your plants to integrating your digital life through all your devices. You can likely print to your printer from your notebook or tablet, from half way around the world. **One thing I find many clients don't consider until they have had a catastrophe is to back up your data.** Windows 7 through Windows 10 include image backup utilities, that will back up not only your data, but your programs, Windows operating system, programs and settings. An external backup drive can be purchased for under \$100 . . . a small price to pay to help ensure your data is secure.

Scam and fraud resources are available through the office of the Oregon Attorney General. As scammers are quickly creating elaborate ways to separate you from your money, I strongly suggest you use complex passwords, that you change often, and visit the Oregon Attorney General's Web site at www.oregonconsumer.gov, to keep abreast of newer scams and help learn ways to keep you and your family safer. You can also contact Ellen Klem of the Oregon Attorney General's office at ellen.klem@state.or.us or 503.507.1061.

Java and QuickTime Security Alerts! As Oracle's Java and Apple's QuickTime continue to be security risks, I am continuing to include warnings in my newsletters. You can view the alert from Homeland Security about QuickTime, here: <https://www.us-cert.gov/ncas/alerts/TA16-105A>. Oracle has published a Web page that details how to disable the Java program, at: http://www.java.com/en/download/help/disable_browser.xml. Either program can be uninstalled from the Programs and Features Control Panel. If you do need to run Java, ensure you are using the latest release and remove any old versions. If you have any questions about this or other security issues (or any other computer questions), please feel free to contact David W. Potts Consulting and we will be happy to help you.

How do I . . . Please submit questions to me via email to the email address at the top of page 1. Questions may be answered in future issues of this newsletter, or may be addressed individually. I often have clients who exclaim, after my correcting their issue, how they have been frustrated by working on an issue for weeks before calling me. Often the problem takes less than an hour to correct. Many mention how, next time, they will call me first to avoid the frustration! I have helped people do things from selecting and programming a high-tech remote control to setting up a company's network infrastructure.

David W. Potts Consulting will be happy to assist you with your hardware, software and network selection, purchase, integration, troubleshooting and training. We specialize in Microsoft Windows computers and networking and can also assist you with home theatre and other electronics and technology consulting.

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