

East SIG Report – October 2017

The October meeting opened with **Paul Woolard** welcoming members followed by Q&A conducted by **George Skarbek**.

Q: I use a portable hard drive connected to my computer to store videos files. As it's spinning away not doing anything most of the time, I'm wondering whether I should replace it. I've looked at 1 TB drives and the price varies from \$69 to \$149. How do I determine the reliability of these hard drives?

A: Probably the best way to determine the longevity is to look at the warranty. These will usually vary from 1 to 3 years. The "mean time between failures" figure for drive is based on 24 hour a day 365 day usage and should not be of concern to you. If you only use the drive occasionally, plug it in only when you want it. When you do purchase a portable drive, make sure its USB3.

Q: What are the advantages of using the Pro version of Windows 10 compared to the standard version? I believe with the Pro version you can determine the size of the updates and what updates you wish to install?

A: The difference between the versions is several hundred dollars. (Audience laughs) If you work in a corporate environment you can connect to a domain server with the Windows 10 Pro version. This means that if you're working from a remote office your desktop and everything will come back because you're part of the domain. The Pro version also has slightly better compression and decryption. The time the upgrades take to download will depend on your internet download speed. The amount of data to download will be greater for the Pro version because it has more features.

The city of Munich in Germany spent nine years and millions of euros moving to Linux and other open-source software and has recently announced it's planning to switch back to Windows 10.

Q: Why is Munich going back to Windows and MS Office?

A: There's a variety of reasons. The original thought was that they were going to save money because Windows and Office cost money, even though they were getting it at a cheaper rate. The first problem was support. All the IT staff had a good knowledge of Windows but didn't really know Linux. Their servers had to change, not enough staff knew Linux and there was not enough support. They hired staff who claimed they knew Linux but most had a basic understanding but often didn't know how to proficiently use the command line. The latest versions of MS Word have very good encryption and staff often couldn't communicate with others as Open Office couldn't read those files. Some of the programs they were using would only run on Windows, as there was no Linux equivalent. The cost of deploying Linux ended up costing many millions of euros to save the cost of around \$50 for the Windows licence.

Q: I've started to get many spam emails coming from my own Hotmail address. I can't block myself so is there any way around that? I've changed the password to my Hotmail account and it's made no difference.

A: Changing the password will make no difference as it's the email address that's been hacked.

Q: My modem keeps sending me emails that I've just experienced another attack. About 6 months ago I turned on a setting to send me emails anytime there's been an attack on my IP address. These reports vary from 20 to over a hundred a day.

A: I wouldn't worry about it, turn off the messages and you won't know a thing about it. These days the silicon firewalls in routers are pretty good at stopping these attacks. The cause of the email alerts is people port scanning to see if anyone has left the front door open.

Q: Recently I visited China and as China doesn't accept Gmail I installed a VPN. When I tried to connect, Google sent a message that someone is attacking my computer and then blocks my access. What can I do?

A: I suggest you leave your computer on at home while you are away and use the VPN to access mail from home. Turn the monitor off as it's not needed.

First up after Q&A was **Trevor Hudson** who played two short videos he'd prepared on "How to find your Office 2013 Product ID" and "Ten reasons for switching to Android". Both videos are available on YouTube, Vimeo and the Melbourne Computer Club websites by searching the above titles.

Next up was John Hall (our President elect) who spoke on the new Membership Management System. John urged CiviCRM Yammer users to try the test site and report any issues they may find. Current testing showed up problems with Family Memberships and these issues are now being addressed by the contractor.

To access the Membership Management System click on the **Members Area** tab on the MelbPC website (on the top drop down menu) and then select **Members Area-login**. The next step is to enter your Melbourne PC ID. A key point to note is that members IDs are their Melbourne PC email address. i.e. xxxx@melbpc.org.au. John stressed this is only for identification purposes and users can continue to use their preferred email address such as Gmail for emails. The final step is to go to the dashboard to update your profile, select SIGs you would like to receive reminders for and to pay membership subscriptions etc. John noted that credit card details are not kept in house but payment is through Paypal, Bpay or your credit card providers. The system is very close to being rolled out and John expects that to happen within the next month.

After a short break **Phil Mustoe** National Sales Manager for Cartridge World spoke about the company and its products. Cartridge World started in Adelaide in 1988 and is 100% franchise owned. It is now a worldwide company with over 1,400 stores. After a venture capital purchase of the company some years ago it is now Hong Kong owned and growing again.

Phil noted that there are 3 categories of cartridges, OEMs, Cartridge World and Compatibles. Cartridge World manufactures cartridges for most printer manufacturers but sells theirs at a much cheaper rate. Cartridge World is able to do this because it doesn't need to recoup the cost of printers which the manufactures usually sell at cost price.

In its laser cartridges, Cartridge World uses polymerized (circular) toner rather than inferior pulverised toner found in most compatible cartridges. Phil recommended the use of good quality paper stating it is false economy to use cheap paper in a laser printer, as these are more wearing on the print drum.

Cartridge World will refill your original cartridges but most people prefer to swap theirs for an identical refilled cartridge. If you want your cartridge refilled, the cartridge will need to be dropped off and picked up later. Most Cartridge World stores offer this service. Inks used are the same as the OEM inks according to Phil. Cartridge World guarantees that if its cartridges damage your printer, the printer will be repaired or replaced.

Phil detailed a number of business solutions Cartridge World now offers businesses. Services offered include the initial purchase and ongoing maintenance of office printers to the supply of all printing consumable items or both. These include genuine, compatible and refilled inkjet and

laser cartridges and supply of paper. Computer systems are in place that monitors printer life and cartridge and paper usage. These systems ensure a continual supply of printer consumables and working printers, freeing up a business's staff from the task of printer maintenance.

Neil Muller