

THE
GIGABYTE
GAZETTE

The Monthly Newsletter
of the
Sun City Summerlin
Computer Club

July, 2017

Table of Contents

President’s Message	1
Issue Contributors	2
Submissions Welcome	2
SCSCC Board of Directors Actions	2
General Membership Meeting	3
Welcome New Members	3
July 2017 Calendars	3
Special Interest Groups	4
Kaffee Klatches	6
July 2017 Classes	7
July 2017 Seminars, Q&As and Workshops	11
Tom’s Tech-Notes	13
Kretchmar’s Korner	17
July Lab Monitor Schedule	19



President's Message

by Howard Verne

Dear Computer Club and friends

General Membership Meeting: There will be no general meetings in July or August, but all other Computer Club activities will continue. Meeting chair, Jeff Wilkinson, is planning some exciting programs for the fall. Tom Burt is scheduling classes and seminars during the summer. Please check our website at www.scsccl.com so you don't miss out on anything.

Open Lab: The Computer Lab will continue to stay open during its regular Open Lab times all summer. Open lab times are every Wednesday and Saturday from 9am to noon. You can get a copy of the month's calendar of events, ask questions about the club, use a computer if yours is not working or pay your dues if you haven't done so.

Hardware SIG: The hardware SIG will continue to function every Tuesday afternoon all summer. Call me if you need more information. Membership: Half-year membership dues have gone into effect. Here's the best bargain in town: \$5.00 per member for the remainder of 2017. Checks payable to "SCSCC" are appreciated.

SCAM ALERT: Still around - if you get a telephone call from anyone saying they have detected malware infections on your PC and offering to fix them if you allow them to remotely connect to your PC, DON'T DO IT! Just hang up. This is a scam to infect your PC and also to scan your hard drive for account information and passwords so they can steal your identity and your money

Reminder: If you haven't subscribed to the **SCSCC News** group, you are missing out on some important Club news and announcements. To subscribe send an email to: [SCSCC News-subscribe@yahoo.com](mailto:SCSCC%20News-subscribe@yahoo.com). You can either click on this link or copy and paste it into the "To" column of an email message. Be sure to use the email address at which you want to receive messages.

Have a safe and happy Independence Day

Howard Verne, President
(702) 527-4056 pres.scsccl@gmail.com

Issue Contributors

Tom Burt	Kathy Kirby
David Kretchmar	Pat Lemay
Howard Verne	

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. Thank you to everyone for your contributions.

SCSCC Board of Directors Actions

There was no Computer Club Board of Directors meeting in June.

General Membership Meeting

There will be NO General Meetings in July or August 2017. Our next General meeting will be held at 7 PM on Thursday, September 7th, 2017 in Desert Vista Room 5.

Regular club educational activities (SIGs, Q&As, Seminars, Classes and the Repair Lab) will continue throughout the summer.

For Club information go to www.scscclab.com, contact Howard Verne, President at 702-527-4056 or email him at pres.scscclab@gmail.com.

Welcome New Members

The following new members joined the Computer Club between May 27th and June 28th.

Janet Bailey
Ana Kelleher

Wanda Raggio
Millie Zien

July 2017 Calendars

To view this month's classroom and lab calendars, click the following hyperlink:

http://www.scscclab.com/Calendars/scscclab_calendar_2017-07Jul.pdf

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> **Dark Jul - Aug**

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**.

Internet Investing <W/M>

3rd Thursday, 9:00 a.m. in even months
Next meeting: August 17.
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.

GMail <W/M> Dark **Jul - Aug**

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.

iPad <iPod, iPhone, iPad> **Dark Aug**

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.

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.**

Macintosh Users' Group **Dark Jul - Aug**

2nd and 4th Tuesday, 6:30 p.m.
Kathy Yeko (818-414-6110)

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

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.

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](#).

Beginner's Digital Photography <W>

Dark Jul - Sep

3rd Mondays, 1:00 p.m.

Stu Gershon (702-255-3309)

Picasa is still a viable, reliable photo editor for beginners, but this year we will also take a look at Google Photos and other FREE editing programs. You're invited to bring your equipment (Laptops or Cameras) so that you can have that "hands on" experience!

This SIG's target audience is beginner to intermediate digital photography users, but all members are welcome.

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 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.

July 2017 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.



Windows 10 Conquering the Basics and Beyond

Making the Easy Transition From Earlier
Editions of Windows
A Nine-Hour Hands-On Course
Limited to 12 Participants

No Classes in July

Lead Instructor: Bill Wilkinson

Prerequisites: Club Membership for 2017 (\$10); Comfortable with using a mouse; some basic knowledge of an earlier edition of MS Windows (XP, Vista, 7 or 8/8.1).

Place Your Name on the Pre-Registration List for an upcoming three-Session Class

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 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 message will be promptly acknowledged by return email. No telephone inquiries please.

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

Announcing a BRAND NEW Windows 10 Hands-on Class!

**GET PERSONAL: Seventy-Five Ways to Give Your
Windows 10 Computer Your Personal Touch**

**Presented by Bill Wilkinson,
with Support from His Great Team of Coaches
July 24, 25, and 27 (Monday, Tuesday, Thursday)
9:00 AM – 12:00 Noon
Enrollment limited to 12 Participants**

Prerequisites:

**2017 membership in the Computer Club
Currently using Windows 10 or will be by the first day of class**

Just a sample of the topics to be covered:

Remove multiple shortcuts from the desktop in one motion.
Place your favorite website on the desktop for easy access.
Find the secret desktop button.
Choose the primary folders you want to appear on the Start menu.
Don't let Adobe Reader or Flash spoil your day.
Find the fast way to search and find an available app.
Access 20 special controls with just two keystrokes.
Place the hidden Control Panel icon where you can find it.
Pin a favorite website to the apps menu.
Personalize both the Desktop's background and theme.
Add a splash of color to Start, the Taskbar, and the Action Center.
Add a "slide to shutdown" icon to your desktop.

Customize the taskbar.
Use the taskbar's calendar to record important events.
Show important system icons on the taskbar.
Give your computer a new name.
Set which Quick Action icons appear on the Action Center.
Have Notifications advise you of important issues.
Don't let the Search box or Task View add to the clutter.
Create quick access to your data files that matter most.
Easily change or delete your password(s) for your local accounts.
Avoid both a Lock Screen and a login screen when you sign-in.
Stop background apps from running.
Use the new Dynamic Theme app.

**To express your interest and pre-register, send an email message to
Bill Wilkinson at wilkinlv5@cox.net.**

It is essential that your email message include the following information:

Subject of Your Message: Get Personal

Body of Message: Your Full Name and Email Address

All inquiries will be acknowledged!



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

No classes in July
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:

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

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



The Genealogy Computer Lab Workshop

Presenter: Karen Ristic

Location: SCSCC Lab

Dark Jul - Aug

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.

July 2017 Seminars, Q&As and Workshops

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



Desert Survival Class

Wednesday, July 12th

Presenter: Mary Miles

Location: SCSCC Classroom

Living here in Las Vegas, we know how brutal the hot sun and high temperatures can be in the summer. Your GPS led you out into the middle of the desert. You are out of gas and stranded. Your cell phone batteries are dead. Now what do you do. You have 15 items in your car that may save your life. The fun part of the class is you get to rank them by importance. *You might be surprised at what the top three items turn out to be.*

This is a really fun class and gets you to put your thinking cap on and use the best computer that you have with you - YOUR BRAIN!

There will be a prize for whomever gets the #1 item that you need correct.

All you need to bring is a pen or pencil. See you there!!!!



Managing Documents, Files and Folders

10 AM Saturday, July 29th

Presenter: Gail Weiss

Location: SCSCC Classroom

Do you know how to organize your files on your computer? Are you having trouble finding files that you just recently saved? In my next class, come learn how to name and save your computer files so that you can find them easily and how to create folders to organize your files.

I come to Sun City as a recent resident with over twenty years of computer training experience in conducting classes from basic to advanced features in all MS Office applications (Outlook, Word, Excel, PowerPoint and Access). Whether you are looking for a new job that requires knowledge of MS Office applications or just want to know more about using these applications for personal use, please email me your ideas for future classes at: gweiss5@cox.net.



Cutting the Cord - 2017 Las Vegas TV and Internet Service Options

Thursday, July 27th at 9:30 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 in 2017.

We'll briefly explain broadcast digital TV technology so you can better determine what may be causing reception issues. We'll compare the services' features and pricing so you can be an informed shopper. For prospective cord cutters, we'll also include some discussion of the various Internet streaming TV services like Sling, NetFlix, Hulu and YouTube. And we'll include a generous amount of time for questions and discussion.

The latest seminar notes will be available about **July 24th** at: <http://www.scscclclub/smnr>



Tom's Tech-Notes

Troubleshooting Your Cox Cable Internet Connection - Update

Tom Burt, SCSCC Vice-President

This is an update to an article I wrote in September, 2016. I recently had to have the Cox repair techs out again (fourth time in two years) due to persistent, but intermittent “No Internet Connection” issues with my Cox Premier (50 Mbps) high speed Internet service. In this article, I’ll talk about some of the more common cable Internet 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 now had Cox service techs out four times to re-do many of these connections. During one 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 that visit, because the upstream signals were weak, the tech put a signal booster on the back of my cable modem.

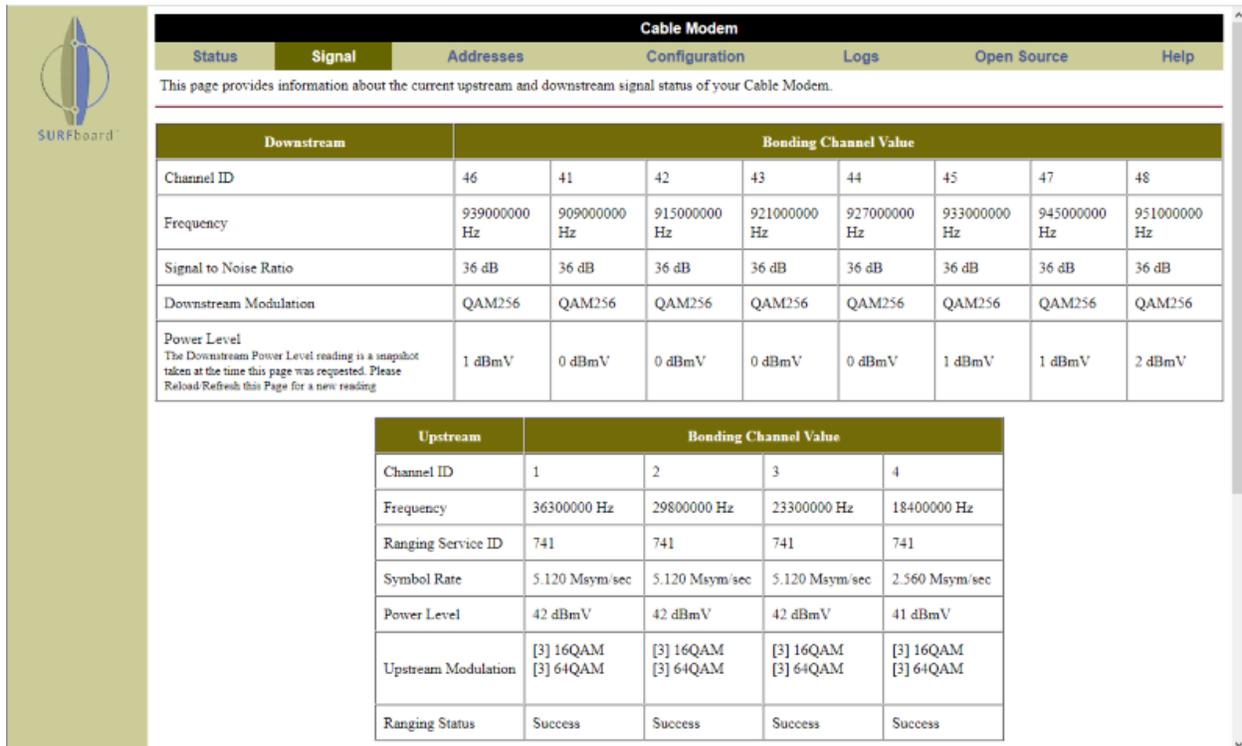
Things worked well for a few months and then I was back to getting the “No Internet Connection” alert several times a day. Resetting the modem and router would usually, but not always get the connection back. The modem’s status display showed the upstream signal levels were way above specs, indicating interference with the upstream signal. When I called Cox and got to the service tech, she was unable to “see” my modem from her monitor console. So she arranged for a senior tech to come out the next day.

He did some checking and agreed the upstream signals were way too high. He checked the cable connections in the street and came back and told me he had removed an old, possibly corroded “data trap” (an analog bandpass filter) that had been installed by Cox when I switched to DirecTV about 2001. Its purpose was to block the low 64 analog channels from coming into my home. He said that since Cox

is now all-digital, that filter was no longer needed. Since that change, my Internet connection has worked extremely reliably. When I checked the error logs on the modem, it shows weeks of continuous operation with no errors.

Checking Your Modem's Status

If your Internet service seems to be slow, especially if you often see a wait cursor (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:



The screenshot shows the 'Cable Modem' status page with a navigation menu (Status, Signal, Addresses, Configuration, Logs, Open Source, Help) and a main content area. The main content area contains two tables: a 'Downstream' table with 8 columns (Channel ID, Frequency, Signal to Noise Ratio, Downstream Modulation, Power Level) and 9 rows, and an 'Upstream' table with 4 columns (Channel ID, Frequency, Ranging Service ID, Symbol Rate, Power Level, Upstream Modulation, Ranging Status) and 7 rows. The 'Downstream' table shows signal to noise ratios of 36 dB and power levels of 1 dBmV and 2 dBmV. The 'Upstream' table shows power levels of 42 dBmV and 41 dBmV, and ranging status of 'Success'.

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		36 dB	36 dB	36 dB	36 dB	36 dB	36 dB	36 dB	36 dB
Downstream Modulation		QAM256	QAM256	QAM256	QAM256	QAM256	QAM256	QAM256	QAM256
Power Level		1 dBmV	0 dBmV	0 dBmV	0 dBmV	0 dBmV	1 dBmV	1 dBmV	2 dBmV
<small>Power Level 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>									
Upstream		Bonding Channel Value							
Channel ID		1	2	3	4				
Frequency		36300000 Hz	29800000 Hz	23300000 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	42 dBmV	42 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 data rate of up to about 64 megabits per second. On the Signal tab, the signal to noise ratio on each downstream channel should be about 36 or 37 dBmV and the power level should be close to 0 dBmV. On the upstream channels, the power level should be 40 to 42 dBmV.

You can also click the Logs tab to display up to about 30 recent events. If you see lots of ranging errors or other timeouts, this indicates problems with the upstream signals.

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:fl: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:fl: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:fl: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:fl: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:fl: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:fl:80:f0:64;CM-QOS=1.1;CM-VER=3.0;

Basic Troubleshooting

Before calling Cox, there are some simple things you can try: 1) Make sure the coax cable 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.)

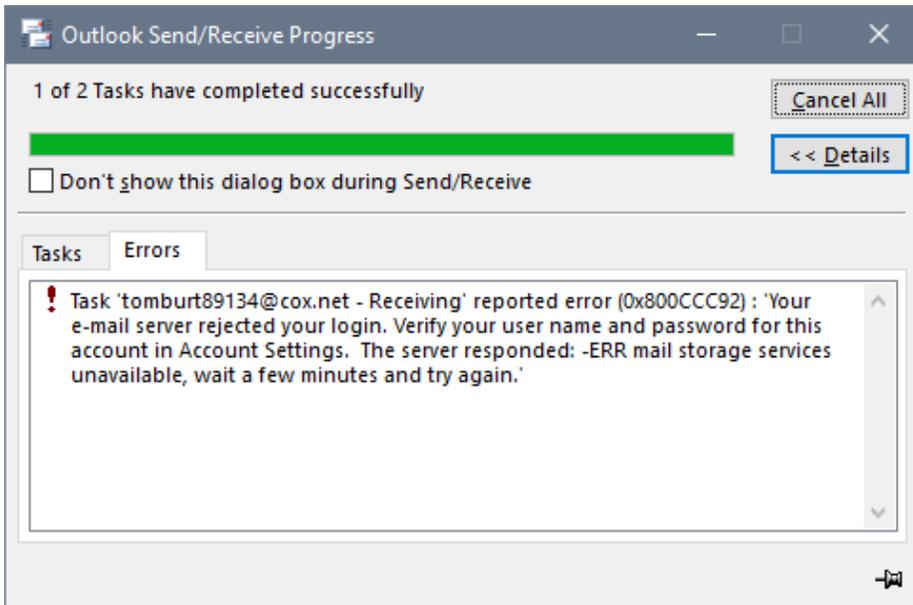
Try power cycling the cable modem and router. Unplug the power from both devices. Wait about 30 seconds. Plug in the modem power and let the modem completely come up. Then plug in the router and let it come up. Often, this resolves problems.

Try running a Speed Test (e.g. www.speedtest.net) to see if you're getting the download and upload speeds associated with your Cox Internet service level. Their middle tier Premier 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.

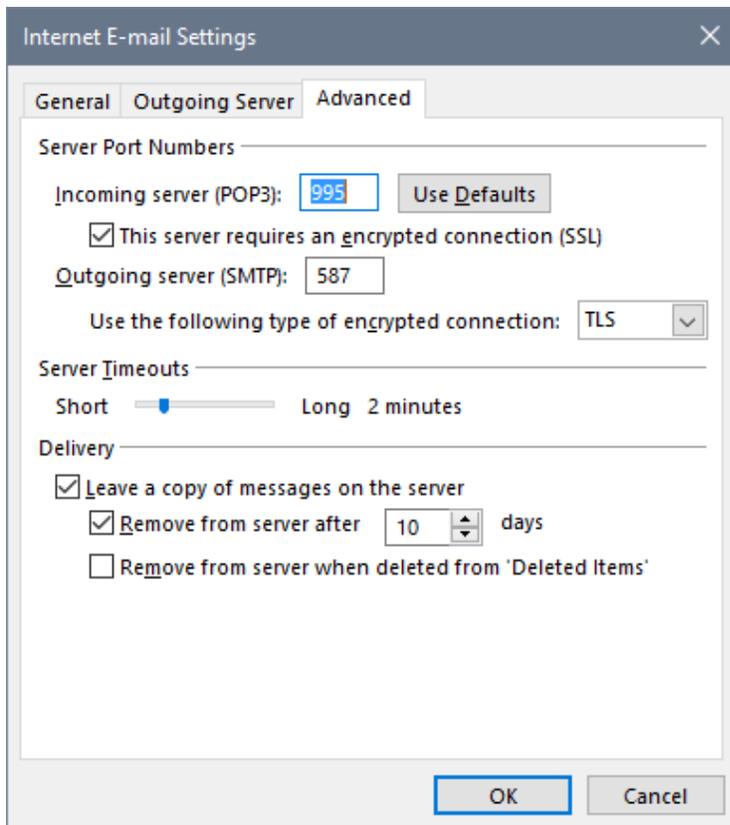
Cox Email Service Problems

Another problem that has recently been occurring a lot is e-mail error messages indicating the connection to Cox's e-mail servers was rejected, usually because the server was unavailable. The message often looks like the one shown below, which is from MS Outlook:



The error display will vary depending on what software program 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 e-mail 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, when talking to the tech, 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

Invisible Browsing and Searching Protecting Your Privacy on the Internet

As you browse the web, your browser remembers lots of information for you - like the sites you've visited. There may be times when you don't want people with access to your computer to see this information. Invisible (AKA InPrivate, Private, or Incognito browsing depending on the browser you use) allows you to browse the Internet without saving any information on your computer about searches you've made, or websites and pages you've visited.

Any files you download and save to your computer while you are invisible mode will still remain on your system.



Private browsing helps keep you from being bombarded with advertisements relating to any product or service you've researched or bought on the Internet. Searches done privately cannot be filtered or modified based on any information previously gathered about you; therefore you can be assured you will get a less pre-selected and filtered view of the world.

Remember that any browser's private mode only keeps that *browser* from storing information about the websites that you have visited. The websites you visit may still have a record of your visit, although they should *not* be able to identify you by name or know personal information about you, unless you provide it. A site on the Internet will only see you as your Internet Protocol (IP) address; an IP address is something like, "68.227.63.194". This is all a site knows about you by virtue of your viewing the site, either in private mode or not. An analysis of that address reveals it belongs to Cox Communications in Las Vegas or possibly Summerlin, but that's about all.

Internet Service Providers such as Cox and CenturyLink can and do store information about your surfing habits, which could make that 'incognito' surfing session on Google Chrome a little less incognito than you might think. Cox and CenturyLink do not reveal a customer's IP address logs without process (usually a summons or court order).

Cox states that it retains surfing records up to 6 months, and CenturyLink says it retains these records for a year.

Currently there are no mandatory data retention laws in the United States. In Europe, Internet providers are required to track IP-address assignments so these can be linked to specific subscriber accounts.

There are Congressional proponents in favor of passing laws that would effectively reduce privacy on the Internet. This will be accomplished under a bill titled something like, “Protecting Children from Internet Pornographers Act” or “Securing our Homeland from Terrorists Act”; ISPs will be required to keep detailed IP-address logs for a specific period of time.

For now, however, no logs are required by law.

If you want to get serious about protecting your privacy on the Internet, here’s how private browsing works in Internet Explorer, Mozilla Firefox, and Google Chrome.

Internet Explorer

Open Internet Explorer, click on the Gear icon in the upper right corner of you Internet Explorer browser window, Safety, and then select “InPrivate Browsing”. Alternately if you are showing your menu bar the path is Tools, “InPrivate Browsing”.

Mozilla Firefox

Open Firefox, click on the 3 horizontal lines at the top right corner of the window, and click on “New Private Window”. Mozilla also makes the Tor browser, a favorite of users who visit the “Dark Net” anonymously.

Google Chrome

Open Chrome, click on the 3 vertical dots at the top right corner of the window, and click on “New Incognito Window”.

Another Privacy Tool: DuckDuckGo “The search engine that doesn’t track you.”

DuckDuckGo is an anonymous search engine that has been around for just about 6 years. It can be accessed using any browser by entering duckduckgo.com in the browser address bar.

DuckDuckGo was completely redesigned and released in May 2014, so if you’ve been disappointed by the product in the past, you might want to give it another try.

I compared DuckDuckGo to Google in searching power, and the results were very similar. DuckDuckGo calls itself a search engine of search engines and I have to wonder if Google results are among the results included.



DuckDuckGo is weak in such areas as maps and conversions and of course cannot offer anything close to the full Google Chrome experience (and privacy compromise).

DuckDuckGo has a porn filter on by default, which might be a plus for some. It also seems to do a slightly better job than Google of identifying which search result are paid ads, and which results are from a reasonably reliable source.

By Doing a search in DuckDuckGo or in invisible mode in your browser, you can maintain your privacy and avoid the advertising thrown at you based on data harvested from your Internet activity.

July Lab Monitor Schedule

Open Lab sessions are held twice per week: 9 am to noon on Wednesdays and Saturdays.

JULY 2017	Monitor Schedule
Marcy Ishum	SATURDAY
Donna Bailey	July 1, 2017
Jeff Southwell	WEDNESDAY
Marilyn Gramms	July 5, 2017
Fred Cohen	SATURDAY
Susie Scott	July 8, 2017
Jan Edwards	WEDNESDAY
Jim Edwards	July 12, 2017
Mary Hedin	SATURDAY
John Zuzich	July 15, 2017
Blanche York	WEDNESDAY
Donna Bailey	July 19, 2017
Linda McMullin	SATURDAY
John Zuzich	July 22, 2017
Joyce Davidson	WEDNESDAY
Susie Scott	July 26, 2017
Linda McMullin	SATURDAY
Susie Scott	July 29, 2017