MᶜHENRY COUNTY COMPUTER CLUB
USERS GROUP FOR PC-COMPATIBLE SYSTEMS

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The August 2014 meeting of the McHenry County Computer Club is August 9, at the Salvation Army Building, 290 W. Crystal Lake Ave., in Crystal Lake.

Our membership is $26.00 a year. NOTE: This fee offsets the running of the club; membership benefits include help with computer problems. Please pay Lyle Giese, our treasurer, or the designated Board Member in his absence.

Meeting Agenda

- ➢ Introductions & Reports
- ➢ Office Online

The Newsletter is published monthly by McHenry County Computer Club, online.
   Editor-in-Chief: Lucë York ; Webmaster: Cindi Carrigan
Direct technical questions to MC3 at: info@Mc3ComputerClub.org
MC3 website: http://www.mc3computerclub.org/

UPCOMING DEMOS

- ➢ *August   -   Office Online   - Jack Luff*
- ➢ *September - Extended Q & A   Anniversary Luncheon*

MC³ OFFICIALS

President : Larry Freeman   lpfreeman@hotmail.com
Vice President : Bob Wagner   rmwagner@ameritech.net
Secretary : Shirley Teetsov
Treasurer: Lyle Giese   Lyle@lcrcomputer.com
Database Manager : Lem Erita
Newsletter Editor :   Lucë York   info@Mc3ComputerClub.org (for articles & suggestions ONLY)
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Questions & Answers

Q: I have a PC with Win 7 home. I ran WinXP on it for a long time. Somewhere along the way the power supply fan went out and the GPU (Graphics Processing Unit) over heated and shortly after that quit working. I fixed the above and upgraded to Win7. Now the BIOS shows checksum bad. I replaced the CMOS battery, but there was no change.

Will BCDedit help? The PC starts and will run for a short time and then crash.

A: Reference the checksum error, there should be a jumper on the motherboard for clearing the CMOS. Put a jumper over those two pins, turn on the computer for 10 to 15 seconds. Then revert the Clear CMOS jumper and restart the computer. That may fix the issue.

My understanding of BCDedit is to change Boot time options within Windows and possibly with which boot device to boot from. It's not for setting or clearing CMOS.

But the last sentence leads me to believe the motherboard is otherwise dying and will need to be replaced.

Q: IE appears to be corrupt (win7 home machine). I get screens asking to install the original viewer. Going to my bank website, I get proxy errors. Can I delete and re-install IE? Also on this computer I have two hard drives and they will stop working, power down and move hard drives to different connectors on the motherboard; and it repeats, runs for a while, and then quits.

A: Got a lot going on in this machine - more than I realized glancing at the question Saturday. My first impression, the hard drives quitting may be at the heart of all your problems. I suspect a motherboard problem, and the abnormal shutdown of windows has corrupted some of Windows critical files, including things related to IE.

I would be looking to replace the motherboard. That's my first impression, as it's unusual for SATA cables to go bad. not impossible, but unusual. Once you clear the abnormal shutdown issue, I highly recommend junking windows on those hard drives and install from scratch.

Q: I am a Magic Jack user and am considering switching to Google voice. What hardware do I need to convert?

A: With Google voice, you can place calls between your home phone or cell phone and anywhere in the world. Or you can use a headset/microphone connected to your computer. I would recommend getting a good computer headset with Microphone.

Q: I am using win7 home premium and I have been using restore points in Windows and they have worked in the past. I needed to use the last restore point and now it won't complete the boot process. Now what?

A: I did a little googling on this problem. Certain Windows Updates can corrupt restore points or mess up the ability to cleanly restore one. Microsoft never completely documented what a restore point does exactly. We are told it backs up the registry and SOME key files, but which ones? And which ones does it miss? We don't know.

You may need to take the hard drive mount it on another system to retrieve and data off it, and then format and rebuild Windows from scratch.

Q: Recently I change my home network router name, password and the security type for WiFi. Now my laptop will not connect from time to time. I can fix it by turning off the DSL modem, router and power them up in the proper sequence. Then the laptop reconnects. What gives?

A: Is the laptop not connecting to the WiFi or does it just not have Internet connection? If it's not connecting to the WiFi (esp if the laptop is WinXP), it can be related to the WiFi change in security. WinXP was made before WPA2 security and sometimes does not play nice with it.

With that said, since power cycling the router fixes things, it may be the router is flakey. Try power cycling just the router and see if that fixes things.

If your DSL signal is flakey into the DSL modem, power cycling both the DSL modem and router will fix it. You may be getting into a condition where something happens between the DSL modem and your TELCO's equipment and the router does not know about it and is unaware of the need to restart the Internet condition on it.

Hope this helps, and carefully rebooting one piece at a time may reveal the real problem in your setup.

Q: I received an email from an AOL account with a photo in the mail (not as an attachment). How can I save a copy of just the photo?

A: Right click on the photo and save the image.

Q: After the meeting, one member was asking why he could not just replace the failing capacitors on a motherboard, since that is a common failure mode for motherboards. Visual inspection will show capacitors with domed or spit tops.

A: (1) You are only noticing the ones that have had their insides expand. There will be more that have failed or about to fail, but have not domed yet. You may not (probably won't) be able to visually detect all of the bad capacitors.

(2) Motherboards today use surface mount components, have multiple layers in them and holes for leads that are plated through inside of the hole. You have to have low-wattage variable-heat soldering irons to even think of replacing components. It's also VERY easy to damage such motherboards in a manner that is not visual. You break a lead on a layer in the middle of the motherboard and you will have no idea it happened.

This surface mount technology and the density of components on today's motherboards make it very hard to determine which solder point on the reverse side of the motherboard belongs to that bad capacitor.

It is not worth the effort anymore when the chance of introducing more failure points than you can fix, let alone determining which capacitors have failed and which are going to fail tomorrow. It's not worth my time and effort any more and makes it extremely hard to recommend anyone even try to fix that problem.