Commonly Encountered Computer Dilemmas
Thursday, January 12th, 2017 topic

- WLM Mail will not go out.
  - Assuming it has previously worked, and no changes have been made to the configurations:
    - If configuration was changed, correct it.
  - First check for Internet connectivity.
    - Open a browser and go to web page such as gooogle.com.
    - Don't assume because the home page comes up you are connected.
      - It may be stored in the cache and comes up from memory.
    - Try a different page (unless google is your home page).
  - If not connected, look at the network icon on the lower right group of icons.
    - It will either be a small monitor icon, or a radio wave-like (multiple) curved lines.
    - If grayed-out with askerisk, means you are not connected to a network connection.
    - Click and choose wireless signal.
    - If not grayed-out, reboot the modem and router.
  - Rebooting the modem and router require a specific order.
    - First remove power from both the modem and router.
    - Second, replace the power cable into the modem (or modem/router combination), and let the lights all stabilize.
      - May take a few minutes.
    - Once lights on modem stabilized, plug back the power to the router.
    - Retest connectivity.
  - If connected and still the mail will not go:
    - Look for any remaining mail in Outbox.
    - Drag any mail found into the Draft folder
      - Or if unnecessary, delete it.
    - Then try a test email to yourself.
  - If none of these worked, restart the computer.
  - If restarting doesn't work, try repairing the Windows Essentials.
  - Uninstalling and reinstalling Windows Essentials is an option.
    - But since Windows Essentials is no longer supported, access to a new install may stop being available.
- So, make sure the install site is still available before uninstalling.

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- Driver, such as Sound, video, or wireless adapter stops working properly:
  - Open Device Manager.
    - Right-click on Windows 8 and 10 start button, and choose it from the context menu.
    - Open Control Panel and choose it.
  - Uninstall the driver in Device manager.
    - Find the grouping. Such as Network Adapters, or Sound, or Display.
      - And double-click to open the list.
    - Right-click on the offending driver, such as wireless adapter.
      - Choose uninstall from the context menu.
    - When the box comes up to confirm Uninstall, **do NOT put a check in** "Delete driver for this device."
    - Just click OK, and let it be uninstalled.
    - Restart your computer, and the driver will be reinstalled automatically.
      - Complete return when icons first appear may take slightly longer than usual.
      - Alternative to restart, is to click in Device Manager on the icon at the top labeled (on hover) "Scan for new devices."
      - Then it searches for hardware and reinstalls it.
- Wireless mouse or keyboard stop working.
  - Have you replaced the batteries?
  - Restart the computer.
    - Usually brings it back.
- Using the Keyboard as a mouse:
  - Use the Tab, ALT, arrow, numeric keypad, and ENTER keys to move from area to area, or icon to icon.
  - Enter acts as mouse click.
  - Close program or Windows with ALT-F4.
  - AL-TAB toggles active programs.
  - CTRL-S saves your work.
  - Alt brings up menus within programs.
  - Arrow keys move from item to item.
- Mouse in place of keyboard:
  - Settings/Ease of Access/Keyboard/Turn on on-screen keyboard.

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- Default Printer changed
  - Windows 10 changes default to last printer used.
  - If you used an item, such as Print to PDF, or One-note, it changes that to the default printer.
    - Not usually desired.
  - Turn this feature off (Let Windows Manage you default printer) in Settings/Devices/Printers and Scanners.
- Printer won't print
  - **Don't keep pressing Print!**
    - If you clicked print twice, that is plenty.
    - It is not going to print!
  - Networked printer: Router most likely changed the IP address.
    - But first try repairing the connection.
    - Open Control Panel and choose Devices and Printers.
      - Place an icon in your Start Menu with a right-click (Win 8 & 10).
    - If your desired printer is faded or displays "Off-line":
      - Right-click on your desired printer, and choose Troubleshoot.
      - A message will come up, and follow the prompts.
    - If this did not fix the problem, and it print the document:
      - Save the document, and restart the computer.
      - The document usually prints.
      - If it still doesn't print, shut down and restart the printer.
  - Make IP address Static instead of dynamic.
    - Find the IP address of your printer.
      - Do a status print-out from the printer menu itself (Settings).
    - Open a browser and place that IP address in the address bar.
      - **Not a search bar**.
    - Once printer page up, look for Network, or LAN, or Wired settings.
    - Make the IP address's last number large like 45 or 145.
      - Stay below 254.

- Understanding Background options
    - Personalization Settings for Background
        - Picture
            - Pictures can be formatted to Fill, Fit, Stretch, Center, Tile, or Span.
        - Slide show
            - Choose a favorite picture folder, and change pictures at intervals.
            - Use to be easy to unselect some pictures.
            - Feature still available, but must create shortcut to the feature.
        - Solid color
    - Themes
    - **Fill** shrinks or enlarges a picture, but keeps the perspective, and:
        - Fills the **width** of the monitor
        - The top and bottom thus may either be cut off (remains above or below the monitor display).
            - If the picture is too tall for the monitor.
        - Or if too small in height (versus width) a black area (bars) appears above and below the picture.
    - **Fit** also keeps the perspective, but shrinks or enlarges your photo to:
        - Fit your monitor's **height**.
        - Thus, possibly cutting off the sides (exist beyond the width of the monitor display).
        - Or black bars appear on both sides of the picture.
            - If the picture is too small in width versus height.
    - Stretch enlarges of shrinks the picture to fill the monitor to both the sides and top and bottom, but may distort the perspective (things look thinner or fatter). Center keeps the picture its original size and perspective, but either leaves black bars surrounding the picture, or cuts off both top, bottom and sides if too large. I always play with it to see what I like best, usually selecting stretch. If you have a small picture, you can also choose Tile, which repeats the picture over and over to fill the screen