

## Tips, Tricks, and Fixes 2016

### First, a warning about Ransomware!

- Ransomware describes a form of malicious computer threat which essentially holds your data for ransom.
- The early forms of these programs simply displayed a message and locked your computer from access.
  - These were alarming, and annoying, but usually fairly straight-forward to eradicate.
- The current variety, occurring with rapidly increasing frequency encrypt your common file-types, and demand you pay them a fee via an Internet currency dealer such as Bitcoin before they provide you with the decryption key.
  - Unlike earlier, although the ransomware itself can be readily removed using various antimalware tools, the data is irretrievable.
- They encrypt not only your computer files, but also your backup files if the drive is attached when attached.
  - Thus the old rule of keeping your external backup drive always attached has changed.
  - Now you should detach it as soon as you have completed a backup, and reattach it before the next scheduled backup.
- How do you become infected?
  - Opening email attachments
  - Installing downloaded programs for unconfirmed or unreliable sources
  - Visiting compromised websites
    - Clicking unverified links.
  - Using infected removable drives.
- How to avoid malware
  - Avoid opening unverified email attachments, clicking on embedded links to compromised (hacked) websites, or visiting malicious or compromised websites directly.
    - Which can start the ransomware installation process.
  - Back up your important files using the 3-2-1 rule: create three backup copies on two different media, with one of the backups in a separate location.
  - Regularly update software, programs, and applications, to ensure your apps are current, with the latest protections against new vulnerabilities.
  - Install good Antiviral software.

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### Some Tips

- Open a second program window of your taskbar program:
  - Right-click the Taskbar button (icon) and click on the program name.
  - Hold down the SHIFT key while clicking the Taskbar button opens a second program window (similar to right-click)
- When in Internet Explorer, CTRL + N opens a second window at the same web page (URL).
  - This does not work with Microsoft Edge, or other browsers (Chrome).
- When using File (Windows) Explorer
  - When using Windows Explorer, ALT + up arrow moves to parent folder.
  - **Windows 7 only:** Hold the SHIFT while right-clicking a file to bring up a context menu containing the command "Pin to Start Menu."
    - The Windows 8 and 10 right-click menu contains a "Pin to Start" command for folders, but not files.
  - ALT + D jumps to the address (path) bar.
    - Works also with most browsers.
  - CTRL-SHIFT + N creates a new folder (like right-click\New\Folder)
    - Like right-click, W, F.
  - In Details view, CTRL + Plus sign **on numeric keypad** expands the columns to see entire text.
- Demonstrate using check boxes for selecting
  - View ribbon | Options | View tab | Use check boxes to select items
    - Or Tools (may need to use the ALT key) | Folder Options (Windows 7 and earlier)
- Word shortcuts
  - Find and replace
    - CTRL+F
  - Go to page, section, line, etc.
    - CTRL+G
  - Change case
    - SHIFT+F3
- Ever upgraded your version of Windows?
  - If so, the process creates a folder labeled Windows.old.
    - It will not just delete.
  - Free up disk space by cleaning out the Windows.old folder.
    - Only do this if you have no intention of returning to an older version.
    - Open disk Cleanup, and then choose the **Clean up system files** button.
    - Check the box next to **Previous Windows installation(s)**, and then Delete Files. You will then need to navigate through several warning prompts.

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### Windows 10 Tips

- File Explorer on Windows 10 opens in the Quick Access view.
  - This can be quite cluttered.
    - And you have all the Quick Access folders readily displayed in the left pane.
  - Open it in This PC (formerly My Computer), like Windows 8 did.
    - Open File Explorer and switch to the View ribbon.
    - On the View ribbon, click on Options (far right) and choose Change Folder and Search Options.
    - On the top of the General tab, change "Open File Explorer to" from Quick Access to This PC.
    - Apply and OK.
- Windows 10 may have System Restore turned off by default.  
Turn it back on (or check that it is already on):
  - Right-click on the Start button and choose **System**.
  - In the left column, click on System Protection.
  - Under the Protection Settings section (half-way down), a window displays your drives.
  - Choose the C: drive (system). If it says Protection is off:
    - Click on Configure, and change it to System Protection is on.
    - Click Apply, and then OK.
  - Note, this is also how you get to System Restore if needing it.
- Reminding you of the Get Started App on Windows 10.
- Windows 10 has a new feature. By default, Windows 10 keep changing the last printer you used to the default.
  - If you have only one printer, this is not an issue.
  - If you have more than one and change for special circumstances, this can be an aggravation.
  - To turn this feature off:
    - Open Settings from the Start menu.
    - Choose Devices, and then Printers and Scanners
    - Turn off **Let Windows manage my default printer**.

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### Tricks

- Word: Ever find yourself placing a picture, a text box, or some other object behind the text?
  - Now you cannot select it to edit or move it.
  - On the Home ribbon at the far right, look for the word Select in the Editing Group
  - From the drop-down, click on Select Objects.
  - Now it will ignore the fact you are behind text, so you can click on it.
- Ever see those strange characters “ replacing quotes or apostrophes?
  - That is caused by "smart quotes," a feature used by both Word and Windows Live Mail. It involves both quote marks and apostrophes.
    - Smart quote marks are slanted toward characters to be fancier.
  - Correct this in Microsoft Word:
    - File/Options/Proofing/Autocorrect Options/Autocorrect as you type/ and remove the check from replace straight quotes with smart quotes, and OK.
  - Correct this in Windows Live Mail with a registry tweak:
    - Open regedit.exe (type that into the Start menu search and hit Enter)
      - Or Windows logo+R for the Run box
    - Navigate to the following key:  
HKEY\_CURRENT\_USER\Software\Microsoft\Windows Live Mail\Compose\Preferences\PostEditor\Autoreplace
    - Right-click and export that key for safety.
    - In the right-hand pane, double-click on the SmartQuotes value and change it (from 1) to 0 (zero).
    - Optional: while there, you can also disable the replacing of other symbols:
      - Hyphens controls the replacing of hyphens with em-- and en-dashes
      - Emoticons controls the replacing of sequences like :) with respective emoticon images, though this can of course be toggled from within the program settings as well (File/Options/Mail/Compose tab and remove check from Convert special keystrokes to emoticons.
    - Finally restart Windows Live Mail for changes to be applied.

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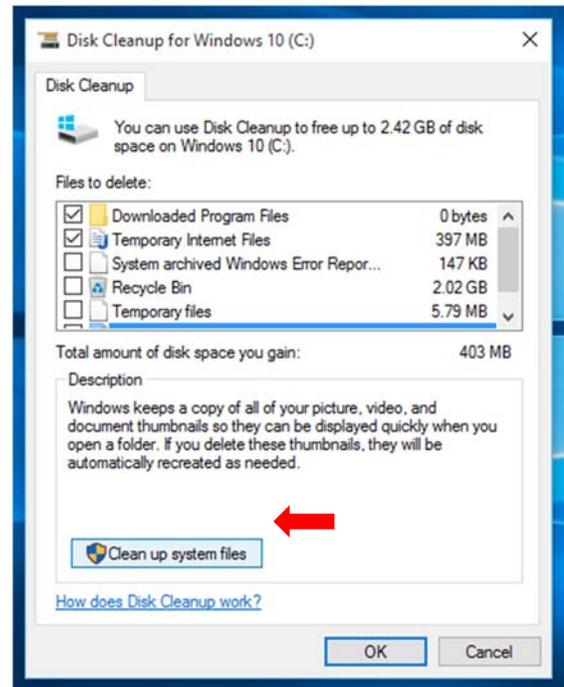
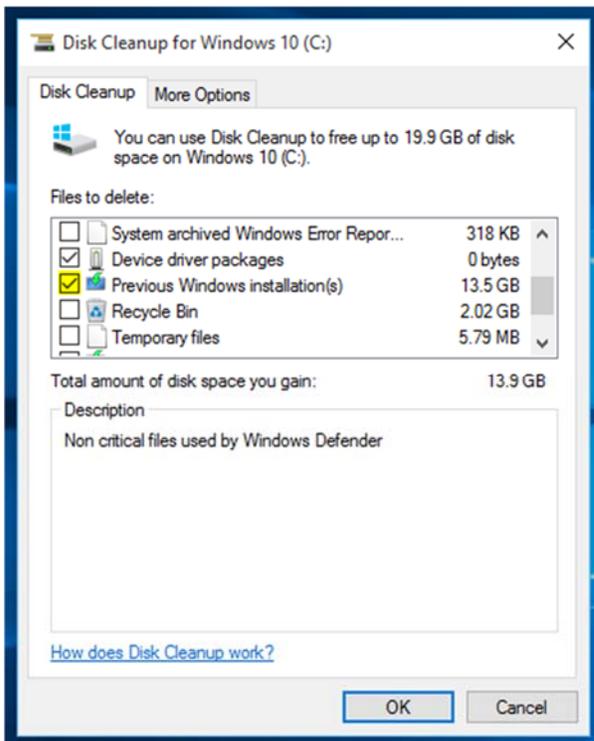
### More Tricks

- Organize the right pane in Windows 10 Start menu:
  - Add apps by dragging items from the All Apps view to the right side.
    - Or right-clicking an All Apps item and choosing Pin to Start.
    - Similarly, you can pin an All Apps item to the Taskbar; found in "More".
  - Rearrange items by dragging up or down.
  - Create new groups by dragging an item above or below the last group.
    - You will see a band appear, and then drop the item.
  - Name or rename groups by clicking above each group.
- Rearranging or reorganizing the All Apps view is much more complicated.
  - The majority of programs are found under the C:\ProgramData\Microsoft\Windows\Start Menu\Programs.
    - However, adding, grouping, and moving items does not necessarily work as it did in Windows 7 or earlier.
  - But you may just have to experiment. Nothing seems to work consistently.

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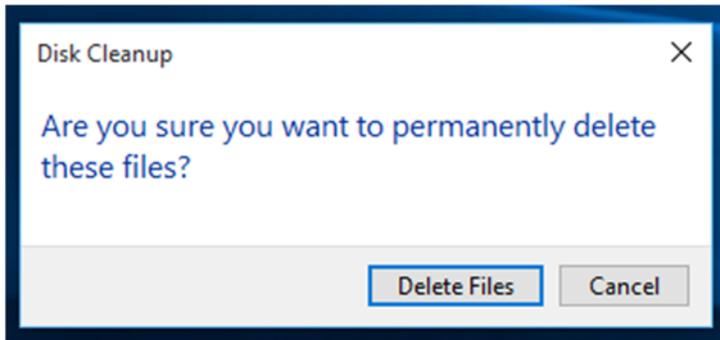
### Detailed instructions for cleaning up the Windows.old folder(s)

- If you previously upgraded from an earlier version of Windows, you likely will find one or more Windows.old folder(s) on the root (usually C drive) of your hard drive from old Windows version(s). This folder can take up a significant amount of space (several gigabytes) and is no longer needed after you have upgraded and are content with the new operating system. If you are looking to free up disk space, cleaning this folder is the perfect candidate. Unfortunately, deleting it is more complicated than deleting a normal folder.
- Trying to simply delete the Windows.old folder from File Explorer will result in a lot of permission denied errors. This is a special system folder that can only be deleted using the disk cleanup application. The process is as follows:
  1. Click on the Start Button and type in **Disk Cleanup** and hit Enter.
  2. When the Disk Cleanup utility has loaded, click on the Clean up system files button under the Description section.
  3. After the utility scans your computer, scroll through the list and check the box next to **Previous Windows installation(s)**.

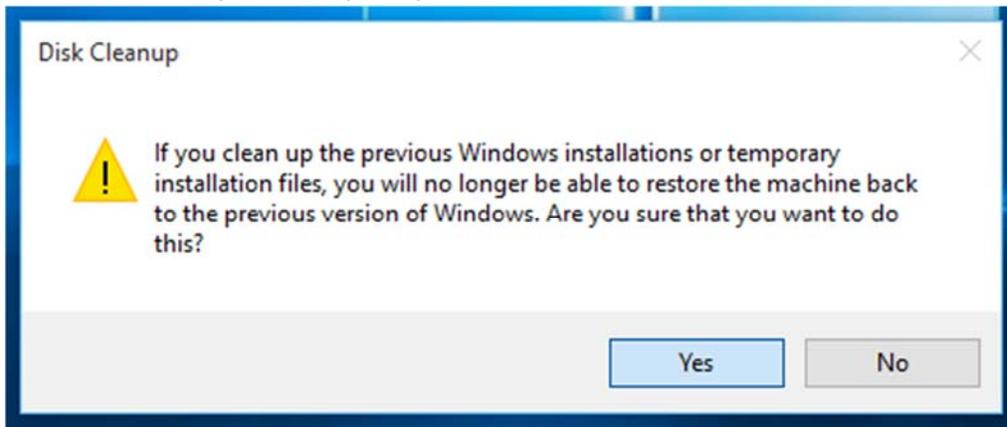


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4. Click **OK**, and then click the **Delete Files** button on the confirmation screen to proceed.



5. As the Disk Cleanup utility begins processing, you will be warned that once the old Windows installation files are deleted, you will no longer be able to return to the previous version of Windows. Click yes when prompted.



6. The delete process will probably take some time, so be patient. As confirmation of completion, the Disk Cleanup utility will close and files in the Windows.old folder will be removed freeing up a significant amount of disk space.