



# PLATEAU PC USERS GROUP, INC GAZETTE



## July 2024

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"JOIN US FOR FUN AND LEARNING AT CROSSVILLE'S COMPUTER CLUB" July 2024

Volume 30 Issue 7

**This Month's General Meeting**  
**Tuesday, July 9, 2024**  
**will start at 3:00 P.M. @**  
**FFG Christ Lutheran Church**

**July 9th Presentation**  
**@ 3:00 P.M.**

**General PC Round Table**  
**Discussion**



**Thursday July 2024**

This month will be about regular questions and answers on day to-day PC problems.

Also a short Video will be presented on some of the Free PC program's available.



**Remember July is renewal month**



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**Please Note: All Meetings will now be on the second Tuesday of each month. Starting at 3:00 P.M.**

**Location: Christ Lutheran Church  
481 Snead Drive, Fairfield Glade TN**

**Join the Club!**

Anyone interested to attend the general meeting or any of the SIG meetings as a guest will be charged \$3.00 per person for any or all meetings in that month. Afterwards, you are encouraged to become a member of the Plateau PC Users Group. Our Club cannot exist without you, the members.

**Membership Dues**

Our annual dues are now payable July 1<sup>st</sup>. of each year. Annual dues are \$24 per single person / \$30 per family. Persons/families joining during the fiscal year have dues payable as follows:

<u>Join In</u>	<u>July - Sept</u>	<u>Oct - Dec</u>	<u>Jan - Mar</u>	<u>Apr - June</u>
Single	<b>\$24</b>	\$18	\$12	\$6
Family	<b>\$30</b>	\$22	\$15	\$7

**BOARD OF DIRECTORS DISCLAIMER**

All members of the Plateau PC Users Group are willing to help one another in the area of advice and tutorial instruction over the phone. If you should require more involved services or instruction, we have a few members who are very knowledgeable in several areas. As a responsible consumer, it is up to you to discuss, before retaining a member, any and ALL charges for repair services and time consuming tutorial activities.

It is not the desire of this Board of Directors to set fees for individuals for services rendered, nor the responsibility to intervene between members who enter into a contract among themselves.

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## Cool Tips and Tricks

### Microsoft Outlook Keyboard Shortcuts

#### Keyboard Shortcuts, Microsoft Outlook Tips & Tricks

A few clicks of the mouse can be a quick way to create a new email message, move to your Outlook calendar, or open a new task. For these and other actions, handy Microsoft Outlook keyboard shortcuts might be even faster and easier.

Try these Microsoft Outlook keyboard shortcuts with Outlook 365, Outlook 2021, Outlook 2019, and Outlook 2016:

#### To Navigate to Outlook Views:

- Mail: [Ctrl] + 1
- Calendar: [Ctrl] + 2
- Contacts: [Ctrl] + 3
- Tasks or To Do: [Ctrl] + 4 \*
- Notes or To Do: [Ctrl] + 5 \*
- Folder List: [Ctrl] + 6 \*

*\* Shortcut varies depending on the Outlook interface.*

#### To Create a New Outlook Item:

- Mail Message: [Ctrl] + N (when in Mail)
- Mail Message: [Ctrl] + [Shift] + M (from anywhere in Outlook)
- Appointment: [Ctrl] + [Shift] + A
- Meeting Request: [Ctrl] + [Shift] + Q
- Contact: [Ctrl] + [Shift] + C
- Task: [Ctrl] + [Shift] + K

**\*\* Visit the PPCUG Website \*\***

**At: [www.PPCUGinc.com](http://www.PPCUGinc.com)**. Read all about our club activities and scheduled monthly meetings, also current and past issues of the Gazette Newsletter. Links also to the Meeting Handouts on past presentations.

Send your comments and suggestions to the PPCUG Webmaster,  
Alan Baker @ [jackal33980@gmail.com](mailto:jackal33980@gmail.com) (931) 239-0877

## Can Two Files Have the Same Name?

By Jim Cerny, 1<sup>st</sup> Vice President  
Sarasota Technology Users Group  
<https://thestug.org/>  
JimCerny (at) gmail.com

It was the usual family gathering. And, as usual, Uncle Backup and Aunt Fowler were arguing. They both use Windows computers, and both save files into folders. Uncle Backup said, “NO, of course not; you cannot have two files with the same name; Windows won’t allow it!”

“Oh, don’t be silly,” said Aunt Fowler. Of course, you can. I do it myself whenever I copy a file—it copies it with the same name!”

Well, dear reader, who’s right? This is a great trick question to bring up over beverages whenever you are in a tech discussion with friends.

The answer? Well, the answer is they are both right! Well, sort of. Fortunately, their argument was overheard by the good doctor, Doc Ewewmint.

“May I help you?” interrupted the good doctor, “Yes, you CAN have two files with the same name if they are in different folders! Let me explain. If you copy a file to a different folder, it can have the same name. But now you must remember carefully which folder you put it in. If you change one of the files but not the other, even if they have the same name, they will now be different.”

“Oh, that could cause trouble,” said Aunt Fowler, “so when I copy my files to back them up on a different device, I name the folder “Backup” and the date or something. That way, I know they are not the ones I actively use and change daily. I am thankful that Windows keeps track of the date of each file.”

It happens that Aunt Fowler’s husband also overheard the discussion. “Well,” he said, “that’s all true, of course, but you can have two files that appear to have the same name in the same folder – but they would be of different file types! You could have a word processing document file created in Word, for example, and another with the same name created by Word Pad. They would have different file types -- “.docx” (or “.doc” for Word) or “.rtf” (for WordPad) -- but other than that, they could have the same name.”

“That’s because the file type is part of the name!” said Aunt Fowler. “My husband is so right about that.”

“Yes,” said the good doctor, “and the computer keeps all this straight. The computer recognizes the folder path to get to the file you want because you can have the same file name (even with the same file type or extension) in different folders. You could say that the “path” of the folders to get to the file is also part of the file name. Thus, you can never have two files with the same name!”

Well, I’m glad we all settled that and agreed! Now, should I use “Save” or “Save as”?

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## Google Drive: Issues and Details

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George Sengstock  
Plateau PC Users Group (PPCUGinc.com)  
June, 2024

### Overview

Of the several popular (free) cloud storage sites, Google Drive may be one of the more powerful to use. Some specific things to watch out for will clarify some confusion when using Google Drive and other such services. Some assumptions and immediate advice are as follows:

1. I assume that most will be casual users and likely use just the limited free storage.
2. Cloud storage is best used as a way to share large files and collaborate with others.
3. The cloud is not a magic solution to your disorganization.

Though illustrated specifically for Google Drive, most of the following points apply to OneDrive, iCloud and other consumer cloud storage offerings. All these offer possibly 3 different ways to interact with your personal cloud storage:

1. Web View
2. Automatic synchronization of cloud files with on one or more devices
3. "Backup"

### Backup

We can eliminate method 3 completely. Why, because any commands, buttons or options that refer in any way to "backup" should be disabled, ignored and never used. The cloud is not a backup solution, use physical media backup solutions instead, PERIOD.

### Web View

Like most e-mail systems, there is a "web based" way to interact with your files and a local application of some type. Half of the confusion about cloud storage is which of these you are really using at any given time. If your primary purpose is to collaborate or share large files with others then stick to the web based/web view access ONLY.

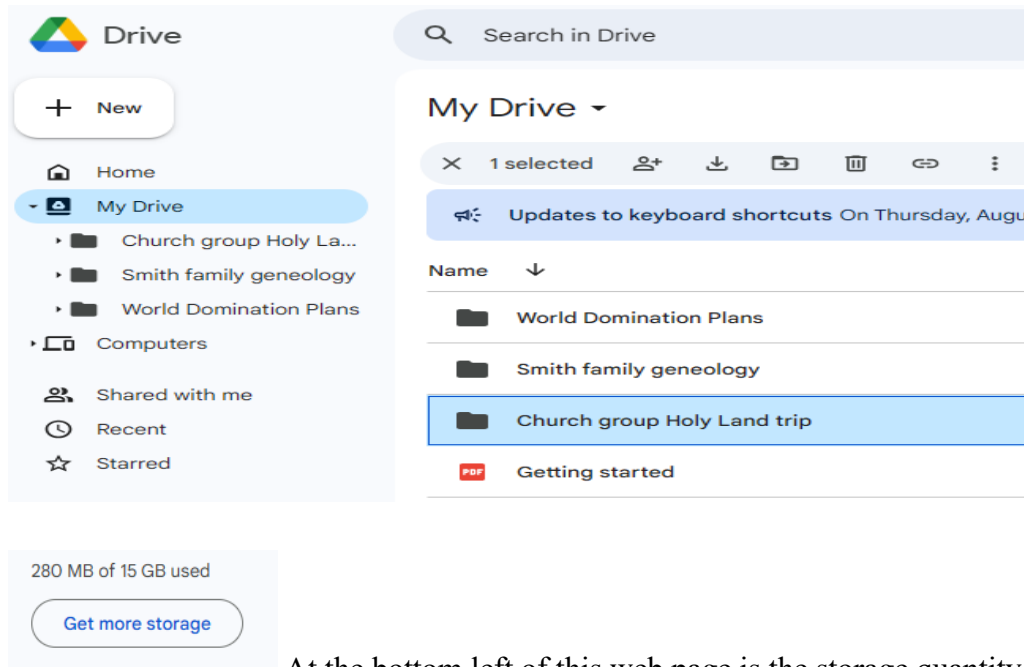
**If you do not consider yourself an advanced user this is the only way you should interact with Google Drive.**

Go to <https://www.google.com/drive/> in your web browser. Here you can establish an account for the first time. Once established, your browser will remember the login credentials and take you directly to the file/folder view. Always record your login name (usually e-mail) and password somewhere in case you forget it. Also remember that you may be using a @gmail account (in my case I never really use) as opposed to the e-mail you actually use for everyday e-mail.

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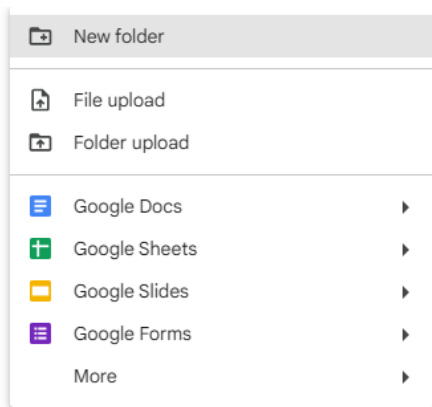
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The standard view displays a menu on the left and folders and files for the selected are in the middle/right. Folders and files mimic what they look like on a PC and you interact with them in a similar way. Below is an example:



At the bottom left of this web page is the storage quantity information and of course a way to pay and get more.

Note in this case we are viewing the contents of “My Drive” which are folders and files stored only on the cloud server. Organization is key. At the topmost level it is best to have folders specific to topic (think purposeful groups). One interacts with these files by uploading or downloading them to your local device OR editing in place. In the central overlords’ view, one ideally only works with files in the cloud, never actually uploading or downloading them from/to your device. As they say, you won’t own anything .... and like it.



If one a RIGHT+CLICKs in the open area of the folder/file list you get these options. New Folder, File Upload and Folder Upload. The remaining options all refer to ways of creating and editing files using Google’s suite of online applications. If you double-click a file, Google Drive attempts to open the file using an online app. Remember, the file is edited ”in place” on the cloud server. The really cool part is that more than one

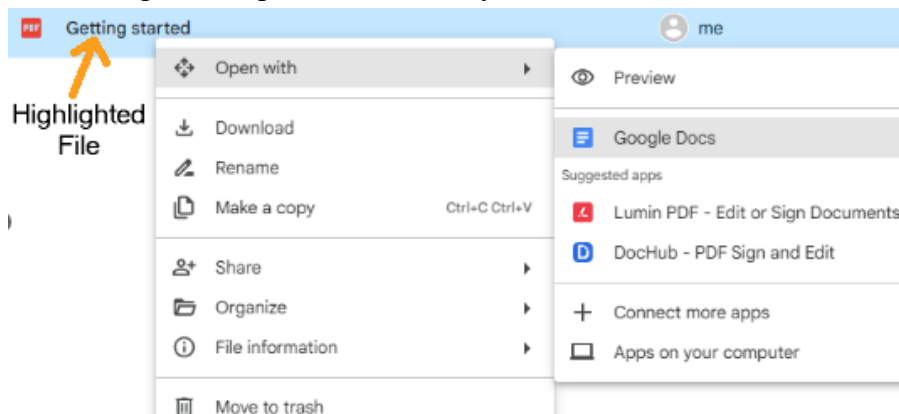
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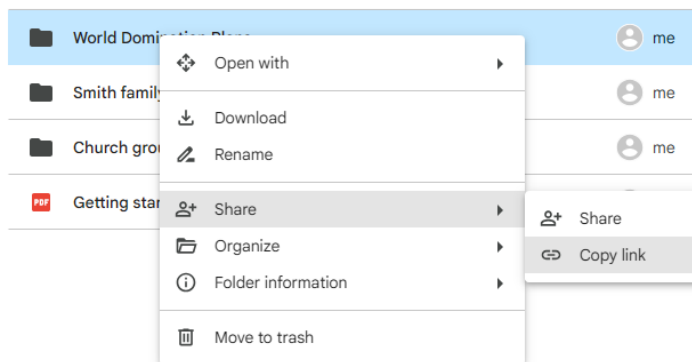
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person can edit a file at the same time and the content added or changed by one person can be seen by another in real time. OneDrive/Microsoft 365 works similarly in this regard, each using their own brand of online tools.

To send folders and files to Google drive one can simply drag and drop or use upload. To go the other direction drag and drop does not work, you must use download.



If one selects a **file** (highlighted) and RIGHT+CLICKs on it you get this menu. My most used options here are rename, copy or download an individual file. The file information features are super useful when collaborating with others.



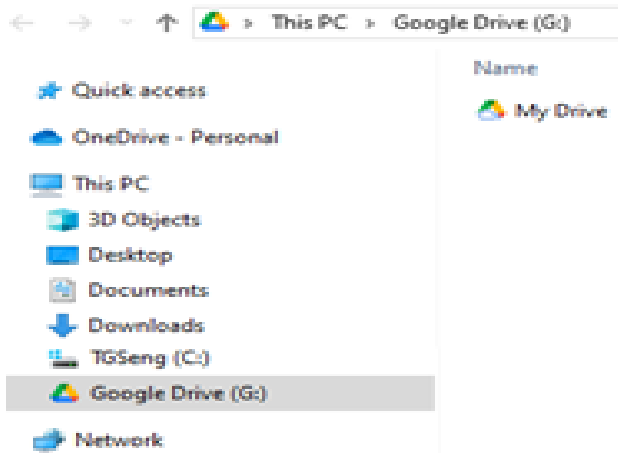
If one selects a **folder** (highlighted) and RIGHT+CLICKs on it you get this menu. My most used options here are to rename, download or **Share** an entire folder of files. Using the Share feature allows you to create a web browser link that gives access to other people using any internet connected computer. Access can be limited to read-only or full (read and write). One usually shares a folder by sending an e-mail with the copied link. The link limits access to only the selected folder (and folders/files contained within) thus facilitating a way to share isolated projects with completely different groups of people.

Periodically I select all files in my cloud storage and download them. The cloud server bundles it all into a single ZIP file. This is handy not only as a backup but also in the event of an emergency; you can still get to your files.

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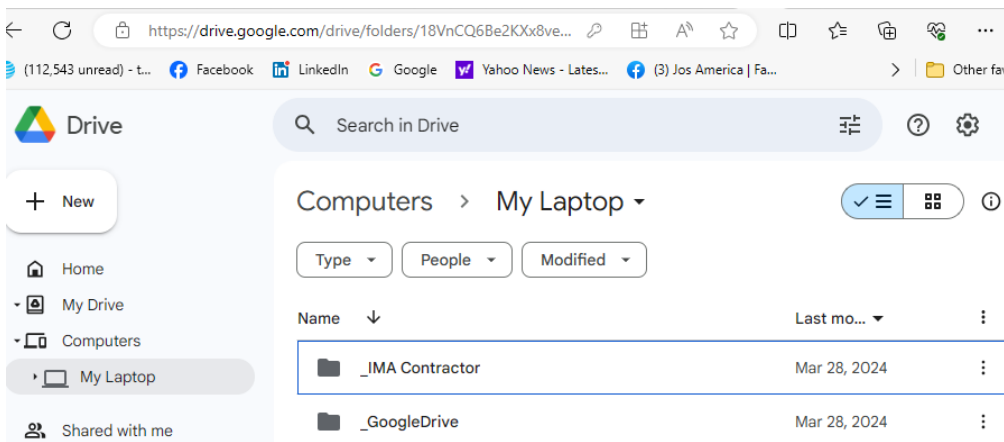
## App View & Synchronization



This is where things get more complicated. An app is installed on your PC or mobile device gives the appearance of the cloud storage being local. Unique to Google drive; the “MyDrive” appears as a drive letter like a thumb drive. What is actually happening is that the app works in the background to keep the local folder(s) and cloud server synchronized. Always consider the cloud to be the master copy. Also remember that if you edit a file locally it is not synchronized until sometime after you save the file. Also, many things can happen where synchronization is not immediate or even ‘breaks’ so I recommend using synchronization only for a limited number of files and never for collaborative projects. By default, the mirror copy (of MyDrive) is stored in “C:\Users\[username]\My Drive” but this can be changed when you first install Google Drive (app).

### Synchronizing Additional Folders

Besides the default “My Drive” folder, additional folders may be added to the synchronization scheme. In the example Web View below, you will see the folder “Computers” appears below My Drive. Within each, folders you have specifically added appear within the device. With these folders, I consider the device to be the “master copy” and the cloud server is now a mirror copy. Also consider that if you make the mistake of using the “backup folder” option it too is stored in this file structure. The problem is that such folders are NOT part of the synchronization plan so confusion will be inevitable between what is synched and un-synched!

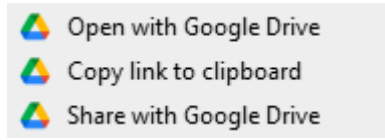







Example of two user specified folders setup for automatic synchronization.

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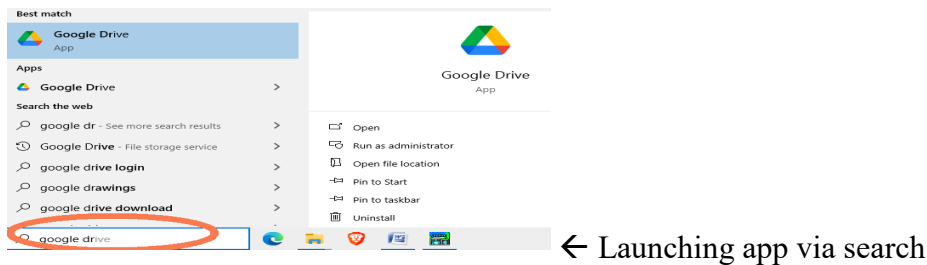
	Name	Date modified	Type
 <ul style="list-style-type: none"><li>Open with Google Drive</li><li>Copy link to clipboard</li><li>Share with Google Drive</li></ul>	 _GoogleDrive	3/28/2024 9:51 PM	File folder
	 _JMA Contractor	3/30/2024 7:52 AM	File folder
	 Program Files	3/28/2024 8:58 PM	File folder
	 Program Files (x86)	1/20/2024 10:38 PM	File folder
	 ProgramData	3/30/2024 7:42 AM	File folder

User defined synchronized folders appear with a special graphic showing synchronization status. One it offered some additional options when right clicking on such folders.

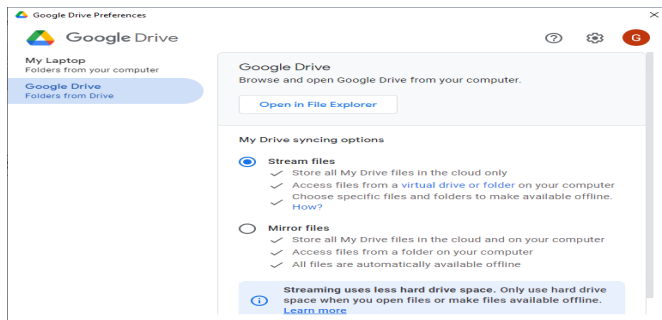
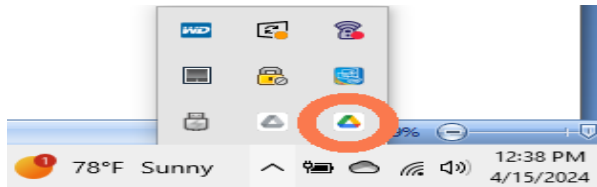
Several times I have observed that the Google Drive app has stopped working in the background (the green checkmark disappears on synched folders). This defeats the whole point of automatic synchronization and thus I have stopped using the feature!

### Basic Navigation of the Google Drive App

If you still insist on using the App, then here are some additional pointers. To launch the app, I either search for it in the windows task bar or find it in the running apps taskbar. The latter doesn't work if the background service has stopped!



Accessing app through task bar →



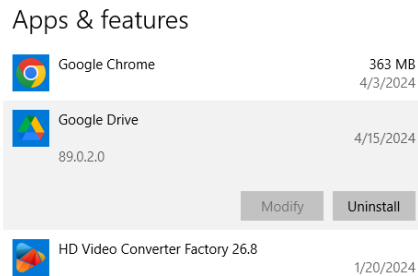
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Through the app, one can configure aspects of synchronization. Some of these only confuse the situation. For example, what is the point of using “Stream files” vs “Mirror files”. Shouldn’t the latter be the only way?

These conflicting options and the tendency of the background service to randomly stop working really has driven me away from using the Google Drive App and stick to using Web View Only.

In fact, I have yet to figure out how to remove a folder from the synchronization plan with uninstalling the App entirely! So, here is the reliable solution:



## **Clean Your Dirty Laptop**

David Kretchmar, Hardware Technician  
Sun City Summerlin Computer Club  
<https://www.scscc.club>  
tomburt89134 (at) cox.net

After being used regularly for months or years, our laptops accumulate dust, grime, skin oils, sneezes, and who knows what else. Your laptop is most likely due for a cleaning, and I'm going to pass along some suggestions for how to do it effectively without harming this delicate piece of equipment.

You know your laptop is filthy. You can see the dirt and grime on your screen and keyboard. You might also be able to see grime accumulated on your trackpad. So, it's time for a cleaning.

A shining, newly cleaned laptop should be a joy to use; the keys are clean, and the screen is free of smudges and splatters. These cleaning suggestions might also be helpful if you buy a used laptop since the previous owner doesn't always leave it in pristine condition.

### **Your Supplies**

You don't need much to clean a computer: rubbing alcohol, a mild dish detergent, soft lint-free cloths (microfiber cloths are ideal), Q-tips, and canned air. Ninety percent or higher isopropyl alcohol is what you want since it won't damage the internal components. And if you have some particularly embedded dirt, a Mr. Clean Magic Eraser (or other melamine sponge) can also work wonders. However, it should be an absolute last resort since it's abrasive and can leave permanent scratches.

Don't waste your money on specialty cleaners you see at Amazon or big box electronics stores like Best Buy. They work just fine but no better than what you already have at home.

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### **Start With the Inside**

Starting with that dirt on the keyboard and screen might be tempting, but you should start with the internals. Canned air will blow dust and dirt everywhere, so if you start cleaning the screen, you'll have to clean it again after you've used canned air. Start by blowing out the dust, then move on to the outside.

**You shouldn't have to open your laptop to clean the inside.** Turn off the laptop, unplug the power cable, and remove the battery if it pops out (removable batteries are becoming a thing of the past). Give it a quick burst away from the laptop to eliminate condensation, and then start blowing air into any cracks and crevices: the keyboard, the vents, and even the USB and other ports. Blow in short bursts since longer sprays can cause moisture to accumulate inside your computer. You can also damage the fans by making them spin too fast.

You probably won't see a significant change after doing this. The goal is to prevent dust buildup over time, which can cause your laptop to overheat and possibly spontaneously shut down. If you can see dust bunnies in the vents, you've let it go too long without a cleaning. If you see dust stuck behind the vent that you can't dislodge by blasting it with compressed air, consult your user manual to open the case. Be sure you remember which screws went where for the reassembly. Snap a picture or two of your laptop for reference before opening the case, and be super-organized with the screws as you remove them.

Smokers and pet owners should take special care to clean the inside often since you'll likely experience a much quicker buildup of dust, smoke, hair, and other dirt. Computers exposed to smokers can have their useful life cut by as much as half.

### **Wipe Down the Outside**

Remember, when cleaning a laptop (or desktop) computer, apply the cleaning product to the tool you're using to clean, NEVER directly onto the computer. So, grab your microfiber cloth, pour a little alcohol onto it, wring it out so it isn't dripping wet, and wipe down the surface. Cotton swabs and alcohol are helpful for the keyboard keys and the small spaces between them. (If there are marks that won't come off, you can try rubbing them with a Mr. Clean Magic Eraser or other cleaner very lightly, but again, they're mildly abrasive, which can alter the surface's finish.)

It may take a few passes to get all that grime off, but you should notice a dramatic difference once you do. If your laptop is particularly old, you may not be able to get rid of the shine on the keys; some of us may have worn down the top layer of plastic and even the letters on the keys. There's not much you can do about that.

You should be able to wipe fingerprints off your screen with a dry microfiber or soft terry cloth. If you need more cleaning power, a slightly damp cloth that has been thoroughly wrung out first can help. Some manufacturers, including Dell and Lenovo, even say you can use a 50:50 mixture of isopropyl alcohol and water to remove tough dirt. Avoid household cleaners with harsher chemicals like ammonia or Windex on the screen.

### **Get Rid of Bad Smells**

Let's say you have a particularly terrible case of a gross laptop, and even after the above steps, your laptop still carries the essence of whatever it has been exposed to. I've seen many laptops that smelled like smoke, and getting rid of that is challenging or impossible. Cleaning the surface can help, but many of those smells may also be inside the computer. For that, you can turn to a natural deodorizer: charcoal. Don't go digging

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through your grill for briquettes! Cooking charcoal is different from activated charcoal. Activated charcoal is made with much more (micro) surface area to be more absorbent.

Another common household item is kitty litter. It's a great odor eliminator because most kitty litter formulas have activated charcoal to neutralize litter box smells.

Seal the laptop in a bag or closable bin with a cup or so of the activated charcoal or litter and leave it for at least 24 to 48 hours. If you don't have a cat, people also had good luck with diaper pail deodorizers, which are neat little packets of charcoal you can throw away when you're done. The longer you leave the computer in the bin, the better.

### **Missing a Drive Letter? – This might help**

By Phil Sorrentino, Secretary and APCUG Rep  
Sun City Center Computer Club, FL  
<https://www.sccccomputerclub.org/>  
philsorr \*\* yahoo.com

When you plug a portable or external drive into a computer USB port, you expect the drive to be immediately available.

You may hear a few familiar sounds at first, but eventually, you expect to see an indication that the drive is usable. First, you should see the new drive in File Explorer with a new drive letter. The drive letter will typically be the next available letter in the alphabet. (Drives installed on your system start at the beginning of the alphabet with the exceptions that A: and B: are reserved for floppy drives (I wonder how many of us ever had a B: drive), and C: is reserved for the main drive, where the OS is located. So added drives can start at D: unless you have other mechanical, electrical, or optical drives.) So, in a typical laptop with a C: and D: drive, it will be assigned the E: drive letter when you add a USB drive.

Just as an aside, if you have a network of local computers, drive letters may also be assigned by the "map a network drive" feature. These drives typically start from the end of the alphabet, so the first will be Z, followed by Y, and so on. To map a network drive, open File Explorer and click "This PC." Click on the Computer tab, click "Map network drive," browse, and select the network drive from the list. (To be on the list, the drive must have been shared on the computer it is attached to.)

While we're talking about temporarily added drives, when you are finished with the drive, it is always a good idea to eject the drive in the prescribed way by first clicking the "Safely Remove Hardware and Eject Media" icon. It should be in the notification area on the right side of the taskbar. If you don't see it, you may have a taskbar setting chosen to not display the icon in the notification area, or there may be too many notifications chosen. If you don't see it and you see an up-pointing caret (^), click the caret, and the "Safely Remove Hardware and Eject Media" icon should show up.



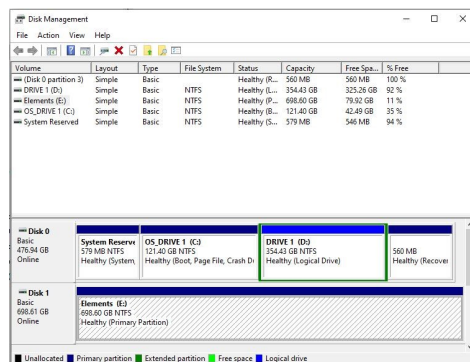
Safely Remove the Hardware and Eject Media Icon

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Yesterday, I had a house full of friends and relatives I had invited over to see some movies that I created from some family and friend activities over the past few years. Knowing this, I connected the portable drive with the movies to my computer in the living room, where everyone could comfortably enjoy the pictures and movies on the connected big-screen TV. Unfortunately, the drive never showed up, though I did hear the familiar sounds. And I could tell the computer knew a drive was there because the "Safely Remove Hardware and Eject Media" icon was in the notification area, but no new drive appeared in File Explorer.

I couldn't show any of the movies on the new drive. So, what's up? I was anxious to show the movies on the new drive to a large group of friends and relatives, so I postponed trying to solve the immediate problem. Fortunately, the living room computer is on a network, so I removed the new drive from the living room computer, the safe way, and brought it to another computer on the network. When I plugged it into the kitchen computer, the installation went as expected, and the new drive showed up as the E: drive in File Explorer. Now all I had to do was share the E: drive on the kitchen computer and then go to the living room computer and map the shared kitchen E: drive. All this went as expected, and we could watch all of the movies and pictures from the new E: drive, which was on the kitchen computer and the living room computer/TV; the party was saved. Everyone enjoyed the movies, but at the end of the day, I was still stuck with the problem of the missing drive letter.



## Disk Management

So, before I head to the Computer Lab, I always take a little time to try to solve the problem, or at least try to narrow the problem down using Google to look for a solution. I tried "no drive letter for USB device," pointing me to a few possibilities. One Google hint showed me that related areas could be found with a right-click of the start button. "Disk Management" is one of those areas. (Be very careful if you go into this area, you can easily turn your computer into a brick with a few short commands, and then you'll have no choice but to go and see "Bob.") When you click "Disk Management," you see the disk drives on your computer and their assigned letters.

After I plugged in the USB drive and got into "Disk Management" on the living room computer, I clicked on the newly added USB disk to select it. I noted that the USB drive was "Disk 1" and a "Healthy Primary Partition," all good indications, but no drive letter was assigned. So the next step was to click on the "Action" menu and then click "All Tasks," where "Change Drive Letter and Path" was found. Again, no drive letter was assigned, so I clicked "Add" to assign an unused letter, in my case, E. After I assigned E: to the USB drive, I could see the drive and its contents in File Explorer,

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as expected. When I removed and reconnected the drive, it connected as expected and had the E: drive letter.

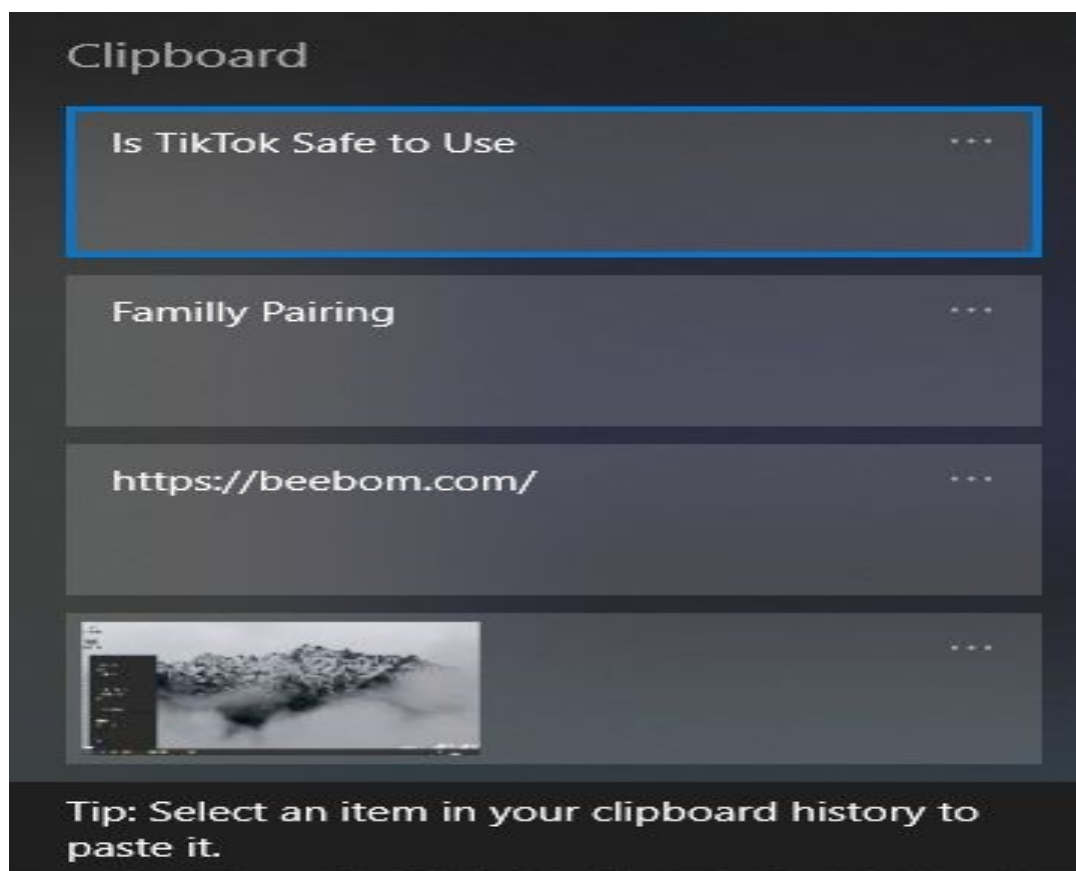
Epilog: Unfortunately, when I used a different portable drive, it reacted the same way; it showed up without a drive letter. So, now I know how to get around the problem, but I should think that any portable USB drive connected should show up with the next unused letter. So, I may still have something amiss.

## **Windows 10 - Open Windows Clipboard**

As a beginner, you should know that Windows 10 has got a new Clipboard History feature. It allows you to see all your copied items in one place. You can further paste multiple items from your clipboard history wherever you want.

This will be immensely helpful for users who use copy-paste functionality regularly.

Just **press Windows key + V together** and you will instantly get the Clipboard History window. From there, you can navigate through all the copied items and hit enter to paste a text or an image.





**Plateau PC Users Group, Inc.**  
**Application for Membership for 2025**

----- New Member

----- Renewing Member

Return this application with a check for annual dues payable to "PLATEAU PC USERS GROUP"  
 Return to the club Treasurer during our meeting or mail to  
 "PPCUG Treasurer. 215 Highland Sq. PMB 11, Crossville TN 38555"

**Our annual dues are now payable July 1<sup>st</sup>. of each fiscal year.**

Persons// families joining during the fiscal year have dues payable as follows:

<u>Join In</u>	<u>July - Sept</u>	<u>Oct - Dec</u>	<u>Jan - Mar</u>	<u>Apr - June</u>
Single	<b>\$24</b>	\$18	\$12	\$6
Family	<b>\$30</b>	\$22	\$15	\$7

Date: ----- Amount Paid: \$ ----- by Cash -----, or Check (# -----)

-----  
*Last Name*                      *First Name*                      *Family Member (if family membership)*

-----  
*Address:*

-----  
*City*                      *State*                      *Zip Code*                      (*-----*) *Phone Number*

E-Mail address: -----  
 Please Print

I have belonged to a Computer Club before: Yes ----- No -----

I have used PC's since (year): -----

I have knowledge in the following areas that I would be willing to share with club members:  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_





# August 2024



<u>Sun</u>	<u>Mon</u>	<u>Tue</u>	<u>Wed</u>	<u>Thu</u>	<u>Fri</u>	<u>Sat</u>
				1	2	3
4	5	6	7 10:00 A.M. PPCUG Board Meeting	8	9	10
11	12	13 3:00 P.M. General Mtg. Presentation. Followed by Q&A Session	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31