COMPUTER NEWS from the

As found on the web and other sources

Microsoft Fix It Solution Center

Category: [Windows](#) From "askbobrankin.com".

Are you having a problem using or understanding certain Windows features? Are you getting error messages you don't understand? Having trouble with audio, video, printing, or getting connected to a network? Maybe you're concerned about privacy, security or performance. If so, the Microsoft Fix It Solution Center might be able to solve the problem with just a few clicks…

What Kind of Problems can "Fix It" Fix?

Most of the time Windows works just fine. You point, click, and your program opens; your document prints; your music and videos play. But occasionally, things get fouled up -- it could be due to malware, poorly written application software, hardware glitches, or obscure bugs in the operating system.

Perhaps your Word document won't open… you can't install a new printer… a certain file can't be deleted… or maybe your system is freezing up, crashing or displaying error messages that are

laden with geeky jargon and hexidecimal codes. The Microsoft Fix It Solution Center can help with these and many other common problems.

There are over 270 solutions in the Fix It Center as of this writing. That's a large number but they're organized well and clearly labeled. In the first step of using the Fix It Center, you can narrow down the scope of your search by specifying what you're having problems with. Step 1 asks you to select a problem area, such as Top Solutions, WIndows, Internet Explorer, Windows Media Player, Entertainment, Office or Other.

If you're not sure which problem area to start with, try Top Solutions. Step 2 asks: "What are you trying to do?" and offers several options:

- Use Desktop features, or open programs & files
- Play games, music, or sounds, pictures or video
- Connect to the Internet or networks
- Install or upgrade hardware or software
- Print, fax, scan, share, or save
- Fix performance, errors, or crashes
- Fix security, privacy, or user accounts

I'm not sure these choices cover all the bases, but they seem pretty comprehensive. After selecting one of the above categories, a list of solutions will appear in the Step 3. You can further narrow your search with keywords, using the Filter Solutions box. For example, if you selected "Install or upgrade software or hardware", you might enter "USB" as a keyword to narrow the list of solutions.

Run Now or Learn More?

If you don't get the help you need from the Fixit Solution Center, try these links to find other free tools that I recommend:

- [Free Troubleshooting Tools for Windows](#)
- [Free Anti-Virus Programs](#)
- [HOWTO: Clean Up Your Hard Drive](#)
- [Fix Windows Problems With System Restore](#)

Search results are displayed 10 at a time by default. Each result consists of a clear "statement of symptoms" such as, "Windows Aero Glass visual effects are not working or displayed."

Well, of course they aren't; most people have disabled Aero Glass and don't recall how turn it on again. But for those rare users who want to re-enable Aero Glass, there's a Fix It Solution; just click the green "Run Now" button to the left of the search result, and you will get the option to run the Fix without saving it to your hard drive or to download a copy to your drive.

If you want details of what the Fix It program will do before you click "Run Now," click on "learn more" under the "Run Now" button. Each Fix It program gives you the option to let it run automatically and apply all of its fixes, or to review the problems it finds and decide for yourself which fix(es) you wish to apply.

Microsoft Fix It Solutions may not always be the best of their breeds. For instance, one Solution promises to "Fix Windows system performance problems on slow Windows computers… Automatically troubleshoot and repair Windows performance problems. Improve, optimize and speed up Windows computers and make slow running PCs faster."

That sounds like the type of work that CCleaner, Privazer, Advanced System Care, and many other third-party tune-up utilities will do. But clicking to "learn more" reveals that this Fix is rather limited. What it fixes...

- Power plan is set to power saver
- More than one user is logged on to this computer
- Multiple anti-virus programs are running
- Several programs are running when Windows starts
- Running advanced visual effects (like Vista transparency) and running multiple programs at once may affect performance

There's nothing about cleaning up junk files, freeing RAM, correcting registry errors, deep scanning for malware, fixing corrupted Master File Tables, and many other problems that can diminish PC performance.

So, try the Microsoft Fix It Solution Center because it's free and it won't hurt. Another plus is that the solutions are automated. You don't have to perform a series of steps on your own, enter cryptic commands, or manually fiddle with the registry. If you're happy with the results, fine. If not, there are other solutions to most Windows problems. See the inset above for links to related articles with more free, powerful tools to help you solve Windows-related problems.

64 bit Google Chrome users update.

A stable 64-bit version of Google Chrome for Windows became available on August 26. On 64-bit machines, it's 15% faster than 32-bit Chrome and more secure. To switch from 32-bit Chrome, go to the Chrome download page and click the "64-bit Windows" text link just beneath the green "Download" button. All of your existing extensions will be preserved.

Banking update:

"Since the introduction of EMV, the banks have operated a "liability shift" as they describe it, which means that when a transaction is disputed, then if a PIN was used the customer is held liable, while if no PIN was used the transaction is charged back to the merchant. Disputed transactions where the bank's records show a PIN was used are seen by the banks not as frauds AGAINST the customer but as attempted frauds BY the customer..."

Get 15GB Cloud Storage Free from Microsoft; 1TB for Office 365

By Brandon Dimmel

Microsoft is drastically expanding the amount of cloud storage available to both its OneDrive users (formerly SkyDrive), and Office 365 software suite: from 7GB to 15GB, and from 25GB to 1TB respectively.

The changes are likely made to increase awareness of Office 365, and slated to take effect some time next month. If you want to synchronize data across multiple devices for free, this is a great opportunity to experiment with cloud-based storage. Typical usage includes data backup and sharing documents or pictures.

Microsoft OneDrive is available to the general public (for free), so long as you have a Microsoft Live account. On the other hand, Office 365 is a subscription-based software package, which is essentially a mobile version of Microsoft Office.

Office 365 1TB Storage Increase to Compete with Google

The increase in storage for Office 365 could have a dramatic impact on the number of people subscribing to Office 365, a web-based software package that adds cloud integration to Microsoft's traditional Office suite. Like the standard Office package, Office 365 offers users access to business programs like Word, Excel, and PowerPoint. One major difference is that files created using Office 365 are automatically backed up to Microsoft's cloud storage service, OneDrive.

Now, Office 365 Home users who typically pay $9.99 per month for their subscription will get 1TB per person, with up to five people being able to create their own accounts. The deal is also available to Office 365 University subscribers, who pay just $79.99 for a four-year subscription. Microsoft says current and new Office 365 users won't need to make any changes; they'll see their storage ceiling increase by next month.

To put the new deal into perspective, consider that users of Google's cloud service (Google Drive) must pay just under $120 for a one-year subscription equipped with 1TB of online storage. Comparatively speaking, Office 365 subscribers are getting Office applications like Word, PowerPoint, and Excel for free at the same price point. (Source: **computerworld.com**)

15GB OneDrive Storage Increase Available to General Public

Microsoft isn't just cutting costs for Office 365 users. The Redmond, Washington-based firm is also offering OneDrive users who don't have an Office 365 subscription 15GB of storage at no charge. The current storage limit is set at 7GB, but will increase some time in July. (Source: **zdnet.com**)

Microsoft Office 365 Login / OneDrive Login - How To

To access OneDrive, you first need to have a **Microsoft Live account** (free).

Users can then access the OneDrive free cloud storage by either visiting the **OneDrive website** directly or by installing the **OneDrive app** on their PC or mobile devices (supported are: iOS, Android, Windows Phone, Xbox, and Windows Tablet).

The benefit of installing the app (even on a PC) is that it allows for seamless operation. For example: you can access OneDrive services like it was a folder on your desktop, rather than having to login to the OneDrive website in order to upload a file. You can then share the same file across multiple devices simultaneously as it will be accessible on cloud storage. You can download **OneDrive for Windows Vista, 7 and 8** Microsoft's site, and there's also separate instructions for **OneDrive for Windows 8.1**.

Analysts Impressed with Microsoft's Move

Most industry analysts say the move should increase the popularity of Office 365, leading more people to purchase subscriptions.

"Clearly, Microsoft has been pushing hard on Office 365, and if it can incentivize customers based on value, it can raise subscriptions over time," noted Reticle Research analyst Ross Rubin. Directions on Microsoft analyst Wes Miller agrees, calling the move a "big win" for Office 365 users and people interesting in purchasing Office 365 subscriptions. (Source: **computerworld.com**)

Still, experts say the move is less likely to hurt Google, one of Microsoft's most significant competitors, than smaller cloud storage companies like Dropbox and Box. These firms simply don't have the capital or market presence to compete with Microsoft if it's going to offer users such a large amount of storage at little to no cost.

I found these two programs interesting you might take a look.
Bob

'Unknown Device Identifier 8.01', and 'Wise Auto Shutdown 1.41.69'

> Unknown Device Identifier 8.01 Have you found an unknown device that
> Windows can't identify? This handy little tool can provide the solution
> by giving you a detailed summary for most hard-to-identify devices.
> Displayed information includes manufacturer name, device type, and
> device model. Wise Auto Shutdown 1.41.69 Program an automatic shutdown
> time for your computer with Wise Auto Shutdown. This useful program
> features one easy-to-use interface that makes it easy to specify when
> to tell the system to shut down, restart, or go to ...

http://www.infopackets.com/news/9299/unknown-device-identifier-801-and-wise-auto-shutdown-14169

GETTING OLDER

A distraught senior citizen phoned her doctor's office. "Is it true," she wanted to know, "that the medication you prescribed has to be taken for the

rest of my life?" "'Yes, I'm afraid so,'" the doctor told her.

There was a moment of silence before the senior lady replied, "I'm wondering, then, just how serious is my condition because this prescription is marked

'NO REFILLS'."