

The Aspect Diary



I say, I say, I say ... when is a reboot not a reboot? As you'll have discovered inside on our FAQs, the answer is "when you have Windows 10". Oh, such larks we had with that in July!! For reasons way too complicated to go into, we had to get an awful lot of end users to forcibly reboot their computers. The poor Win10 users were sure they had, but computer said no. It decided it knew best & just opted for 40 winks instead. (Could you imagine going in for an operation & being given a couple of spoonfuls of Night Nurse instead of an anaesthetic with the benefit that "you'll wake up quicker"....?) Sometimes computers amaze us. And we don't necessarily mean in a good way.

Can't believe this is issue 40. By the time number 50 comes along (Spring 2021), we will have Brexited (well maybe - who even knows anymore?), Windows 7 will be defunct (yeah, right - we're not convinced people will have finally let go of XP by then) & it's predicted that global internet traffic will be approaching 222 exabytes. That's 222 quintillion bytes (no, a quintillion is not a dance. It's 1000⁶ bytes). How to put that in context? It's estimated 5 exabytes could store all the words ever spoken by human beings. So yes, it's a lot & to continue the analogy, probably includes a large percentage of total & utter twaddle. All the same, when we reflect on our life before the internet, there's simply no comparison. No toting 3-inch thick technical manuals around anymore. Access to knowledge-bases that help you find instant answers to problems & if those fail you, the ability to post a question online & tap into the brains & experience of techies from all over the world. It's truly amazing. And the cat videos are fun too.

Speaking of the internet, the latest scam phone calls advise that your BT internet line is about to be terminated. No doubt they proceed to ask for a payment; we wouldn't know, as we hang up long before they get to that bit. Perhaps we ought to persevere in the interests of giving you a full rundown on the scam, but we have more pressing demands on our time (see: cat videos, above).

We had a bizarre conversation recently with a supplier who'd sold us a faulty laptop. One of the memory slots didn't work, so basically, you put memory in that slot & the laptop wouldn't boot anymore. See? F-a-u-l-t-y. Nuh-unh. Not according to the supplier. "As shipped, it worked". Well yes, but you can't put any more memory in it. To this, they countered that you're not supposed to; it's only warrantied to work as shipped. Excuse me? So what does the manufacturer put the extra memory slot in for? Decoration? Grrrr.

Our Call Logging system was upgraded in late Aug. Ummm.... Eeek? Suddenly it's on information overload. There's new colours! There's warning triangles & exclamation marks! There's stuff coming at you from all directions, except nothing is quite where it was before. For the first few days, it was very bewildering. Old dog, meet new tricks.

Well that's your lot for this issue, folks. We will see you at ... whisper it ... Christmas. Done your shopping yet? (Don'tsayyesdon'tsayyesdon'tsayyes....)

The Last Laugh



"Thank you for holding. Your wait time is approximately...well, let's just say this might be a good time to cancel any vacation plans."



"Right now we're only hiring twins. One for the office and a backup copy for the cloud."

Go to the Preferences File, click on the pull-down menu, find the option that says "Nothing Works Right" and uncheck it.



The Aspect Newsletter

Issue 40 - Autumn 2018



Ah, they don't write 'em like that anymore. Or in the first place. See, those of you who got this issue in hard copy thought the cover was pumpkin-coloured, didn't you? (Din't ya?) *Au contraire*, it's Aspect-coloured. Proprietary, much? Today, a newsletter, tomorrow, the world. *Mwah-ha-ha-ha-haaa!*

For the record, you don't have to be mad to work here; we've already met our quota. This will undoubtedly be a relief to Jonathan, who's just joined us - we'll introduce you next time, as we only met him a few days ago ourselves and this newsletter's got to go before the editor heads for Crete. (Just making you jealous if your holidays are over!)

Welcome to the Autumn issue, bringing an official end (maybe) to one of the hottest summers in living memory (well, depending how long you've been living. *Some* of us vividly remember the summer of '76, when the sun blazed throughout the entire school holidays. This year, of course, it started raining two hours after the schools broke up). May we extend a big thank you to our lovely clients for their restraint during holiday season - only one of you this year felt the need to contact us for support while abroad. It's always such fun to hear how hot / sunny / idyllic it is where you are. As we've said before, we don't have a life. Being permitted to share in yours, even in such a small way, means 50-000 much.



In a packed programme inside, we have our usual mix of hints, tips and explanations, plus the last of our Movie Quotations quizzes (for now anyway - the Christmas quiz is still going to be centred around films, but of a very specific *type*. Be afraid. Be very afraid ...)

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Aspect BC FAQs

I can't see my Outlook folders. It's like my folders have folded.

That's a good description, because they sort of have. There's a little arrowhead above the folder list - click it when it's pointing *left* and it'll effectively close that section, leaving you with just a vertical summary (see right). Click it when it's pointing *right* and it'll expand it again. If you look, there's a bunch of these teeny crosses and arrowheads all over your Outlook, all poised to close down sections of your view if you click them. Other applications with a left-hand overview (such as Powerpoint or Publisher) have them too.



Settle an argument please:- Tech Support asked me to shut my PC down, and I did, but they say I didn't.

Let us guess ... Windows 10 machine? Uh-huh. Win 10 has a default setting called Fast Start, so-called because it makes starting up from a reboot faster. How? By not *actually* shutting down. You click all the right buttons, but what actually happens is a kind of hybrid hibernation. Chances are the only time your machine really shuts down is when Windows does it itself to apply updates.

So, you can choose to disable it entirely: Click **Start** -> **Control Panel** -> **Power Options** and click "Choose what the power buttons do" from the column on the left. Scroll down to "Shutdown settings" and **uncheck** the box marked "Turn on fast startup". Click **Save Changes**.

... or you can override it as and when to force a real shutdown - click **Start**, but hold down the **[Shift]** key when you press the power symbol.

PS. Windows 8.1 has a similar fast start feature. Bring up the Start menu using the Windows key + X and choose Shut Down from *that* menu to effect a proper shut down.

We'd love to hear your comments and feedback.
Just email:
newsletter@aspectbc.co.uk

(Recent issues are on the website if you missed them).

Restoring from previous versions

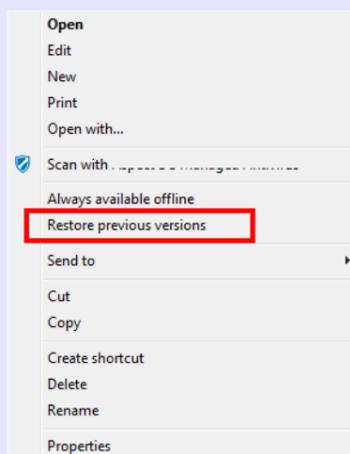
Picture the scene ... you've just loaded up the large, detailed and incredibly important spreadsheet containing last quarter's budgets and you're going to use it to prep a new spreadsheet for the next quarter. One hour of careful work later ... *a-a-and* you save it over the top of last quarter by mistake.



Didn't want to do that, did you? Well you've got backups, of course (repeat after us: - *o-f-c-o-u-r-s-e*), but is there a quicker way? Well there might be.

You might have **Previous Versions** turned on. This does exactly what it sounds like - it stores previous versions of files. Now obviously there's a storage overhead involved here so (a) it's not certain it will have been turned on at all, and (b) even if it is, it's not going to hold every version of every file going back months. But for this kind of 'oops' moment (because that's what you said when it happened, wasn't it? 'Oops'...), it's ideal.

OK, so if you **overwrote** a file, you want to browse through your folders to the actual filename and right click on it. If you **deleted** a file, you want to browse to the **folder** it lived in and right click on that. Depending whether it was a file or a folder you clicked on, the resulting menu will vary a little, but you're looking for this:



Click on **Restore previous versions**, and wait. It might take a few minutes. It'll then bring up a list of the dates/times of the versions it's holding. Either open the file you want, or, if you're at folder level, expand the folder to locate the file you want and open it. Once it's on your screen, you can save it again.

File - and sanity - restored!!

Senior moments for senior staff

Recently, a user had problems with her monitor after a PC reboot. One of her displays had shifted so that the icons and the Start button were off the screen. So she'd right-clicked on the desktop, tried every menu option, changed resolution, nothing worked.

In despair, she collared a colleague. He walked over, glanced at the screen, touched the menu button under the actual monitor and *pop!* ... it moved back into place.

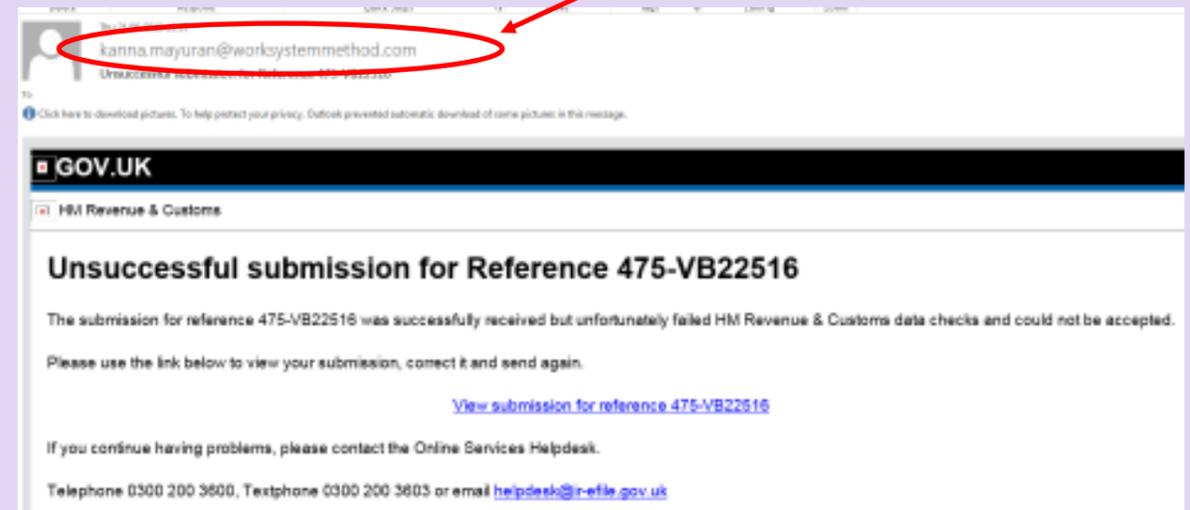
I relate this tale primarily for your entertainment, because the user was me and the colleague was Steve, and no, I'm not going to live it down anytime soon.

Look, I do mouse clicks and screen menus, OK? I don't do buttons!

Spotting fake emails

... The point being to try and spot the fakeness *before* clicking anything. Odds are, *after* clicking, it'd become painfully obvious but we're hoping to prevent the pain.

First thing you want to do is **look round the edges**. Your eye's drawn to the main body of the email; of course it is, that's why they work so hard to make it impressive. They don't expect you to look anywhere else, so often there's less effort expended. **Look at the actual sender's address. This is really important.** In this case, they're trying to make you believe you've been contacted by HMRC. They've got the overall look and feel right. They've put the right contact number. But is the sender's address *actually* HMRC? Nope.



ct it and send again.

<http://worksystemmethod.com/notifications>
Click to follow link

[View submission for reference 475-VB22516](#)

What else (though that'd be enough, wouldn't it?)? Well there's **the link** to view the supposed submission. You don't have to click it to see where it goes (and please **don't**) - just hover your mouse over it and a little box will come up to tell you where you'd be taken. Again, is this HMRC? No it isn't.

With the best will in the world, spam filters are always playing catch-up. **The last line of defence is you.**

We can only stress time and time again: **THINK BEFORE YOU CLICK.** Email says your Netflix subscription is expiring - well, maybe, but why are they emailing your *works* address? Email says your Sage subscription needs renewing. Do you run Sage? If you do, is it even *on* monthly subscription? These scammers run a scattergun campaign, firing out thousands of these emails, hoping to hit people who have Netflix or Sage, or whatever. The bonus for them is the people who actually don't, but open the emails anyway. **Don't let that be you.**

See? See what we do for you?

Since we invariably set up your new computers before you get them, we've come to realise you're missing out on the incomparable experience that is Windows 10 configuration. Poor you!

We've robbed you of the opportunity, nay, the compulsion, to scream "shut up!!!" at Cortana, the digital assistant with the perpetually excited voice ("Hi!! I'm Cortana!!" ...) who pipes up even when you could've sworn you'd turned her off. Ditto the opportunity to scroll through screen after screen of options, turning them off one by one (FYI, you can't turn off adverts. You can opt to have them be relevant to you or not relevant to you, but as it helpfully points out, you'll actually still get the same number of ads. Oh goody).

And the updates! Ohhhhhh, the updates... The ancient Greek gods may have thought they had torture down to a fine art (viz. Sisyphus, Tantalus etc) but they never envisaged Windows updates. Terry Pratchett's Patrician employed a clock with an irregular tick to turn his visitor's brains to custard, but only because he didn't know about Windows updates. Said updates will seem to be galloping along and then will sit at 61% for *hours*, all the time warning you not to turn your computer off, leaving you with the dilemma of wondering if it's died while being too scared to do anything about it. They're also fond of the 93% sticking point, just to taunt you with the chequered flag which - trust us - still turns out to be much farther away than you thought it was. At the time of writing, there is an update numbered 1803 which is the Captain Oates of updates ("I'm going to run this update now; I may be some time.") The 1803 update is the cue to simply go home and check again in the morning.

Yes, we can only apologise for taking all this away from you.



Jargon Buster #30 - Can you ping it?

(In our heads, we're singing The Mock Turtles *Can You Dig It?* with different words ... OK, that was just us then ...)



Have you heard the phrase before? We ICT folks are fond of trotting it out so there's a good chance you have. If it sounds a bit sonar-ish (not to mention looks a bit, given the illustration) that's because it's exactly where the notion derives from. (Bad grammar, sorry) - it is from there that the notion derives. (Better, but clunky. Anyway, this isn't English 1.0.1. Let's go back to pinging).

When we want to determine if a device can be seen on the network, we try to ping its IP address. Exactly like a sonar, what we're hoping is that the signal we're sending hits it and bounces back to us. *Pi-i-iiing!* If we get a reply, it's there and responding. If it doesn't reply, it might be off.

Or we've made a typo. Either is entirely possible. You can ping within a local network using a local IP address, or the internet at large using a public IP or web address (though not everything is configured to respond).

So what is the ping command? (You'll never guess). **PING**. (Oh, you did). You go to a command prompt, type something along the lines of ping 192.168.10.254 and you'll get four responses. If they all say "Reply from ...", happy days. If there's an ominous wait followed by four "Request timed out" messages, not so good.

(Oh, and please? If we ask you to type ping [space] <IP address>, we mean [space] as in "hit the space bar". Please don't type s-p-a-c-e. Has anybody ever, you laugh? Yes)

Are your TLS protocols up-to-date?



We debated whether to make this the Jargon Buster, but figured you'd be put off by the title wherever we put it. Hey, sometimes there's just not a clever title you can stick on something and goodness knows we try.

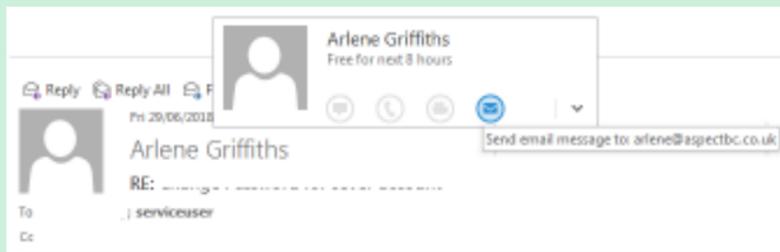
TLS (or **Transport Layer Security**) protocols provide secure communications on the internet for eg. emails, payment processing and so on. The current version is **TLS 1.2**, but older versions (1.0 and 1.1) are still hanging around here and there. But they have got to go. Microsoft Office 365, for example, is discontinuing support for the older versions from 31 October this year. Other mail server operators have already ditched them. Soon, they will be deader than Monty Python's parrot.

How does this affect you? Well, say you're on an older version of Microsoft Exchange for your emails - you may not have TLS 1.2 enabled. Sending mail servers that have made the change and ditched support for the old versions will refuse to talk to you. In a nutshell, their emails won't be able to get through to you. Also, if you're still using old versions of web browsers (though this is less likely, since they tend to scream at you to upgrade), they won't have the new protocol and again, you'll find yourself blocked from sites that care, and there will be lots of those.

To be fair, the versions of Exchange that are going to have a problem are already well on their way down the spiral to extinction. But we all know that doesn't mean people out there aren't still using them

Re: that message you sent me 2 years ago ...

We get the odd confusing email, where the subject line bears no relation to what the message is actually about. We know *why* it happens - the sender has grabbed an old email we've sent and replied to it, just to quickly get hold of the right email address. But you don't need to rope in all that superfluous correspondence.



Find an email from the person you want to send to. When it's open on your screen (either fully, or in preview form), hover the mouse over their name. A little window will pop up with an envelope symbol. Slide your mouse across to click on the envelope.

Hey presto!

A new email, to the right person, with no excess baggage.

(PS. The screenshot is misinformed. I am much closer to "reassuringly expensive" than to "free"....)

Even more movie quotations!

Okay, last one of these for now. Famous lines from famous films; put the movie titles in the grid, and the blue squares will spell out another famous quotation and the movie it's from. Words are separated by the bold lines, and the clues are strewn about with no regard for alphabetical - or indeed any - order.

Answers on the website - follow the link from the newsletter page.

V Nobody's perfect.

I Blue flower, red thorns. Blue flower, red thorns. Blue flower, red thorns. This would be so much easier if I wasn't COLOR-BLIND!

Q You call that a knife? That's not a knife ... THAT'S a knife.

G Just smile and wave, boys. Smile and wave.

T Why so serious?

J Don't call me stupid!

B If you build it, he will come.

K It's showtime!

H Well I ain't sorry for you no more, ya crazy, psalm-singing, skinny old maid!

U With great power comes great responsibility.

A They call it a Royale with cheese.

C Welcome to earth!

E You can't handle the truth!

D I've been slimed.

M Fill your hands, you son of a bitch!

N There can be only one.

O To infinity and beyond!

L By Grabthar's hammer, by the suns of Worvan, you shall be avenged.

S I am not an animal! I am a human being! I am a man!

R I wish I knew how to quit you.

D Please sir, can I have some more?

F Twenty-three nineteen! We have a twenty-three nineteen!

Do you have a .eu domain?



Well you may not have it for much longer

It's another impending casualty of Brexit.

If you availed yourself of a .eu domain, then unless it's registered to a postal address within the (remaining) European Union, it will automatically be cancelled after Brexit. Specifically, it will be cancelled on 30 March 2019 if we exit with no deal, or 1 January 2021 if we exit with a deal.

Document Backups

We mentioned a couple of issues ago about our **Document Backup** offering, but as we've just seen a laptop user lose everything when his hard drive died, we thought it might be an opportune time to mention it again.

For less than 10p per user per day, you can have all your documents backed up to the Cloud.

Automatically. Securely.

You probably have policies in place about backing up eg. laptops, but if you have remote workers who don't hit the office very often or for very long, it's easy for that pit-stop for synchronisation to be forgotten.

Why not take the stress out of having to remember?



Give us a call to find out more.

Vassilly's Blog

Fri 22 Jun

I am not have holidays yet, but I am do barbecuing this weekend like I am promise. Everyone is plan for bringing things. Nikki and Bogdan is bring burgers. Telecomms Boss Man is bring sausages. Engineer David is bring kebababobs. Payrolls lady say she is bring two fire extinguishers, fire blanket and £10 bet that what she bring will get used most.



Mon 25 Jun

OK, so payslip is being £10 short this week, but I am argue that Mrs Big Safety Person is not know everything. Is she warn that metal skewers is get very hot when they is put on top of fire? No she is not. And is she warn that they is able to fly quite long way when tossed from burnt paw? No she is not. So I am maintain that what is happen is not my fault. Anyways, Sergei is wear glasses, so is not like it is *actually* hit him in eye.

Tues 26 Jun

Heatwave is bring tragicness!!! No, is not sight of Sergei with no vest, though is not pretty even if he is still wear shirt and two sweaters. No loyal fans. Is much worse..... **KIT-KATS HAS MELT!!!**

Mon 9 Jul

Is .. no .. end .. to hotness ... Can't ... go ... on.... Ooooooh! Chilled Twix Bar!!! Ooowwwwww!! ... I am bweak toof! I am take fractured fang to Payrolls lady to make complainings. She is ask if she is look like the Tooth Fairy. I am make riposte of great wittiness and say they is not making wings big enough to be lifting her! *Snh-snh-snh-snhhhhh...* !@!!\$*%! Payrolls lady is ask if I am see why this is not funny. Not yet, no, but maybe when swelling is go down.

Wed 25 Jul

Payrolls lady say I am person no gratins because I am put Gus's water bowl in middle of corridor and she is trip over it. (what is this to do with cheese ...?) She is give me choice:- go to North Wales with IT Boss Man or go to Ireland with Telecomms Boss Man. I am have to say, IT Boss Man is make very strong case for Ireland. He is even offer to pack it. But I am remind him that I am still on no-fly lists, so is him and me for north Wales! Road trip!!!

Thurs 26 Jul

OK, so maybe I am ask once or twice if we is there yet. Half dozen times tops. Or so. Is long journey peoples! IT Boss Man is ask, what is difference between Ford Mondeo car and Jaguar car? I say I am not know. He say with Mondeo, having 'kat stuck to front of bonnet is optional

Wed 15 Aug

I am get letter from loyal fan. (Yes, I am only allowed snail mails. IT Boss Man is take away email address long time ago. Do you think Nigerian prince is miss me, peoples? Or is he find new friend to help him in sad predicaments?) Anyways, yes, I am get letter. Loyal fan is say "Dear Vassilly - We've been reading your Blog and we think you're exactly the kind of writer we're looking for! Please send us more examples of your work along with a nominal set up fee of £1,500 to assist with publishing costs. We very much look forward to working with you!!" ??? Is he think I am stupid? If he is really read Blog, he is know I am never leave Aspects. Is pity for him, because otherwise is good deal, no?

Fri 24 Aug

Is bank holiday weekend. I am never really understanding this. Is bank holiday, but most everybody is off. Why? When is school holidays, only schools is off. I am decide to take holidayabobs when Payrolls lady is away in Sept. Colleagues is say I am lot less productive when she is not here, so is good plan. Payrolls lady say she is sure this is not true. She say there is normal production level for me and only thing below that is coma.

Fri 31 Aug

Three times now I am apply for engineer job at Aspects and three times IT Boss Man is tell me I am not on short list. Huh. He is have to go long way to be finding applicant who is more short than me.

Tues 11 Sept

That is all I am have space for, peoples, I am sorry. I am try to push Brexit-y thing off page and get more room, but Payrolls lady is ask then where she is supposed to put it. I am raise paw, but she is snap that she is not putting it where sun is not shine. Huh??? I am not even think of Port Talbot.

The Helpdesk of HORROR ...

The picture is new (well, notwithstanding the CRT monitor).
The stories well, they never get old.



"Are you in the office or are you remote?"

"What do you mean by that?"

"Well, are you in the office or are you at home?"

"Sorry, I'm not technically savvy."

"This isn't a technical question. Where are you?"

"I don't know."

"Maybe you need a vacation."

"Right, I've changed your password to the word RED."

"Red?"

"Yes. Romeo-Echo-Delta."

"Hang on. I get to the 'h' in Echo but then it won't let me type any more characters."

"... no, I just explained - I ordered the computer and I received [item] and [item], but [item], [item] and [item] didn't arrive.... What? You want me to take a photo of the missing parts?... A photo? Of the bits we *haven't* got? How about I take a photo of my desk with nothing on it?"

"OK, now bring up Google for me."

"OK, I'm on Google."

"All right, good, that means you're connected to the internet."

"Is there any way we can verify that?"

"Well, you just brought up Google."

"But how do I know this is the Google?"

"I was on a boat at the weekend and I dropped my phone in the water. I want to retrieve my pictures off it - can you do that?"

"Well we can certainly try. Where is it?"

"Oh it's at the bottom of the harbour. You can still get the photos though, right?"

"So you can't set your password? What did you want to set it to?"

"Well I know it needs some special characters, so I want my middle name, but with a dollar sign in place of the S, then the down-and-back arrow and then a bit of my phone number."

"The down-and-back arrow?"

"Yeah, it's a special character, right?"

"I'm not familiar with a down-and-back arrow. Do you mean one of the slashes?"

"No. The down-and-back arrow. It's above the Shift key"

"You mean the Enter key?"

"Yeah, that one."

"Uhh, when you hit the Enter key, it thinks you're done entering your password."

"Oh."

"I can't remember my password."

"Just a second OK, the hint is 'wife's name'."

"C**p. Which one?"

"Which ...? Uhh.. It starts with an 'M'?"

"Oh, that one. Thanks!"

"Go ahead and open up your internet browser. Let me know when you're ready and I'll g—"

"I'm ready."

"—ive you the addr—"

"I'M READY!"

"—ess to ... OK, great. The address is www—"

"Hang on, hang on! I need to find the box!"

"That's 'X' as in x-ray."

"What?"

"X, for x-ray?"

"X-ray starts with an 'E'. Didn't you go to school?"

"It really doesn't, sir."

"Fine, have it your way then."

"I can't get my laptop to connect to the wireless."

"You just need to press and hold the FN key, then tap F6."

"Don't get impatient with me!"

"I'm not. Press and hold the FN key ..."

"I want to speak to your supervisor!"

"But"

"Supervisor!!!"

"This is [Supervisor], how can I help?"

"Your tech is being rude and telling me to press the FN key over and over! It's unprofessional!"

"Ah. Do you see your space bar?"

"Yes."

"Look three keys to the left. What does it say?"

"Oh my God. I thought he was telling me to press the effin' key! I'm so sorry!"

"OK, if you could right-click on 'Computer' for me, you'll get a little menu."

"No."

"Really? Describe exactly what you're doing."

"I put the mouse cursor over the right half of the word 'Computer' and I click."

"This password you gave me isn't working!"

"We've got it listed as Hamster7, yes?"

"Yes, that's what I asked for, but it doesn't work."

"And you are using the number 7, not s-e-v-e-n? So it's H-a-m-s-t-e-r-7?"

"Well that's what's wrong. You forgot the 'p'."

"The what?"

"The 'p' in hamster."

"There isn't a 'p' in hamster."

"Really?"

"Is the light on your modem blinking?"

"No."

"So it's solid then?"

"Yes, it's solid, then it's off, then it's solid again, then it's off again ..."