

## Part II – Windows SIG Q & A

1. What is an email client?
  - a. An email client is a software application that is installed on a User's computer
2. What is webmail?
  - a. Webmail is a "cloud" app that is accessed via an Internet browser
3. Name three advantages of an email client VS. Webmail?
  - a. Improved security,
  - b. No advertising
  - c. The inability of advertisers to track,
  - d. A potential reduction in spam
  - e. A User controls his or her data and contacts
4. Is Windows Live Mail still supported by Microsoft?
  - a. No!
5. Is an email program included with Windows 10?
  - a. Yes, it is entitled Mail and is available on the Start Menu, in the program listing and via search
6. Name at least three, free, email clients that are compatible with Windows 10?
  - a. AOL - <http://discover.aol.com/products-and-services/aol-desktop-for-windows>
  - b. eM Client - <http://www.emclient.com/download>
  - c. Mail – the app that is included with the Windows 10 operating system
  - d. Mailbird - <https://www.getmailbird.com/>

- e. Thunderbird -  
<http://email.about.com/od/mozillathunderbird/fr/Mozilla-Thunderbird-Review-Free-EmailProgram.htm>.

## Browsers

7. Name two ways to “fix” a browser if it is acting wonky?
  - a. Reset the browser, and or.
  - b. Uninstall, reboot and reinstall the browser
8. When I try and access a website my screen freezes and or blue screens, what should I do?
  - a. No browser works with all websites
  - b. Copy the web address and paste it into the address bar of another browser, chances are, the problem is that there is something on the website that is not compatible with the browser
9. Why is the best practice guidance to have more the one browser pinned to your taskbar?
  - a. Best practice is to have multiple browsers pinned to your Taskbar, since a browser may not work property with a website. The “fix” is to switch to another browser and normally that will resolve the problem
10. Most browsers apps will prompt a User to save a password for future access, is that a good practice, yes or no and if so why or why not?
  - a. No, it is a poor practice! Never ever save a password in a browser, all browsers are potentially unsafe.
11. What is the default browser in Windows 10 and should it be used as your primary browser?

- a. The default browser for Win10 is Microsoft Edge. No, Edge should not currently be used as a primary browser, currently it does not accommodate enough “extensions”, more extensions are included with each update and Edge employs Bing for search which is inferior to Google
12. Describe the process for changing the default browser in Windows 10
- a. Download another browser, click the Windows icon > Settings, in the search box type browser and in the results click “default browser” and from the list click the browser you want as the default

### System Recovery

13. Describe two ways to access “System Restore” in a Windows 10 operating system
- a. Click Start > Run > type... msconfig > OK, then click to Tools tab at the top then page down the list to System Restore and click Launch and follow the prompts
  - b. Hold down the Shift Key and click Restart to boot into the WIN10 Troubleshooting tools, click Troubleshoot >> Advanced > System Restore and follow the prompts
  - c. If the machine is not running, press the Start button and attempt to boot from the Media Creation Tool, if so, click Troubleshoot >> Advanced > System Restore and follow the prompts
14. What Recovery Media that should be used when attempting to recover from a complete system failure if you have used the Windows 7 Backup Tool to create your image?

- a. The Media Creation Tool (MCT), flash Drive, or DVD disk, or
  - b. A “System Repair” disk can also be created from the link in the left panel of the Windows 7 Backup page (File History > go to “Windows 7 Backup and Restore”)
15. What does the Windows 10 Reset option accomplish?
- a. If a system is acting wonky a reset will put a fresh copy of Win10 on your system
  - b. There are two options
    - i. User files will be retained, or
    - ii. All User files will be deleted (not recommended unless the intent is to dispose of the machine)
  - c. A refresh will require the re-installation of all apps not included with Win10
16. Describe the difference between a Windows 10 “Upgrade” and a clean install
- a. An upgrade will retain parts of an old system, plus components of the new OS
  - b. A clean install will erase everything on a hard drive and install only the new operating system.
  - c. Before you begin a clean install it is important to have a copy of all User files, programs and license keys of those apps
17. What result would you expect when performing a clean install?
- a. Normally you get a significant performance increase after completing a clean install.
  - b. All systems degrade with use and a clean install will add “life” to a computer and should be done periodically.

## Password Management

18. What are three features of Password Management software?
  - a. The ability to generate random “strong” passwords
  - b. The ability to generate different strong passwords for each site
  - c. The ability to remember those passwords
  - d. The ability to automatically log a User into a “remembered” website
  - e. The ability to fill forms
  - f. The ability to remember credit card numbers and “auto” fill credit card info
19. Name at least two free Password Management tools?
  - a. Dashlane
  - b. KeePass
  - c. LastPass
  - d. RoboForm
20. What are at least four components of “strong passwords”?
  - a. Upper case alpha
  - b. Lower case alpha
  - c. Numbers, and
  - d. Symbols
  - e. Eight or more characters in length, longer is better
  - f. A different password for every website, and
  - g. Frequently changing all passwords
21. Why is using a Password Management tool considered to be a “best practice”

- a. If you believe in the efficacy of strong password management, it is virtually impossible to accomplish the guidance without an automated tool

## Installing & Locating Free Apps

- 22. What is the best way to access a variety of free software?
  - a. [www.ninite.com](http://www.ninite.com)
- 23. What should a User do if the free program they want is not offered on Ninite?
  - a. Only download software not offered by [www.ninite.com](http://www.ninite.com) from the official website of the application vendor.
  - b. e.g. CCleaner is not offered on [www.ninite.com](http://www.ninite.com) therefore the only place that the app should be downloaded is from the vendor website which is Piriform, [www.piriform.com](http://www.piriform.com)

## Backup

- 24. Name two backup features built into the Windows 10 operating system?
  - a. File History
  - b. Windows 7 Backup (poorly named it works with Win 10)
  - c. Describe the principle features on File History?
    - i. File History is automated, set it and forget it!
    - ii. By default, the app will make a copy of all User files and revisions

- iii. The app is customizable, folders and number of revisions can be adjusted
  - iv. The app permits backup to flash drives, CD DVDs or external drives (external drive preferred)
25. The Windows 7 backup tool will not backup Windows 10, correct or not?
- a. The statement is incorrect, the Windows 7 backup tool that is included with Win10 will in fact backup Win10
26. Describe the features of the Windows 7 backup tool?
- a. Initially, the Win7 backup tool will make a complete File & Folder backup, plus an Image backup of the entire system
  - b. Subsequent backups are incremental, meaning only changes are backed up
27. Why is it important to have more than one backup?
- a. Backups, sometimes, especially image backups get corrupted and do not work
28. Name at least one free backup application, in addition to the Windows 7 backup tools, that has been discussed in the SIG
- a. EaseUS ToDo backup, here's the link <http://www.todo-backup.com/products/home/free-backup-software.htm> , or
  - b. Veeam Endpoint backup, here's the link <https://www.veeam.com/endpoint-backup-free.html?ad=menu-products>

29. What does “endpoint” e.g. Veeam Endpoint Backup mean?
- a. Endpoint means a backup application specifically for laptops and desktops
30. If you choose to have multiple backups, do you need “Recovery Media” for each vendor, or is just one recovery media adequate? Yes, or no?
- a. Recovery Media is required for each vendor product used
31. What is the optimum destination (location) for a File History and or a Files & Folder and Image Backup?
- a. Either an external hard drive or a NAS drive (network attached storage), although
  - b. Backup to flash drives, CDs and DVDs is permitted but not recommended
32. What is the difference between an external hard drive and a NAS drive?
- a. An external hard drive is typically attached directly to a computer via a USB connection. A NAS drive is attached to a router via an Ethernet connection.

### Unsolicited Vendor Calls

33. Microsoft, as a service to Users, will frequently call a User if there is a problem with their computer, yes or no?
- a. No! Microsoft will never, ever make an unsolicited call to a User
34. If your computer suddenly prompts you to call a number because you have a virus, should you do so?



- a. Never, a prompt to call is malware and should be removed immediately

## Wi-Fi & Routers

- 35. What are the two most current versions of routers known as?
  - a. N routers, or
  - b. AC routers
- 36. A wireless router will only accommodate wireless connections, true or false?
  - a. False, a wireless router will accommodate both wired and wireless connections
- 37. How many wired connections does the typical router have?
  - a. The typical router has four wired connections
- 38. What is the principal difference between a comparable “N” and an “AC” router?
  - a. AC routers typically have better range and speed
- 39. To make changes to a wireless network must a wired computer be used? Yes or No?
  - a. Yes
- 40. Why do AC routers provide two or more wireless networks?
  - a. The basic wireless network (2.4 GHz) is shared by all wireless Users and as a result has become very “crowded”. AC routers have another wireless

network that is 5 GHZ which is less “known” and less crowded

41. What two things must a User know to connect to a secure wireless network?
  - a. To connect to a secure network, you must know the name of the network (SSID) and the password for that network
42. If you wish to change the name of your wireless network or change your wireless password how do you locate your router?
  - a. Right click the Windows icon > select Command Prompt (Admin) > type... ipconfig > Enter.
  - b. Opposite “Default Gateway” will be the address of your router (e.g. 192.168.xx.xx)
43. How do you access the GUI (Graphical User Interface) of a router?
  - a. You open an Internet browser and in the address bar enter the IP address of your router > Enter
  - b. You will be prompted for the router password, which is typically,
    - i. User Name- admin, Password, either admin, or password (case sensitive) or in a few cases you can leave the password blank, try each on to gain access.
    - ii. If none work, click the reset “button” on the back of the router,
    - iii. After depressing the reset, the settings are removed and you will to access your router and create a network name and password.

## Cloud Storage

44. Name three major vendors of Cloud storage
  - a. Microsoft
  - b. Google
  - c. Amazon
  - d. Dropbox
  - e. iCloud
  
45. If the objective is to sync a User folder by using OneDrive, describe the process?
  - a. Open File Explorer
  - b. In the left panel, navigate to the folder that you want to sync with OneDrive
  - c. Click the folder to select, hold down the “left” mouse key and move the folder to the OneDrive folder and release.
  
46. What is the principle advantage of cloud storage?
  - a. Does not require a separate hardware appliance
  - b. Normally, some amount of “free” storage is offered and additional storage is available at a reasonable price
  - c. The ability to access files from anywhere in the world from a device that has Internet access
  - d. A “safer” place for storing files, chances of ever losing files is remote because of the backup functionality provided by most leading vendors.

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