

**COMPUTER CLUB OF SUN CITY**  
**BOARD MEETING**  
**October 5, 2017**

President Robert Heath called the meeting to order at 8:59 a.m.

**PRESENT:** Robert Heath, Gene Stashick, Claudia Hinson, Jim Schulz, Charley Housler, Virginia Geile, Betty DeRentis, Steve Snedden and Donna Dempsey

**MINUTES:** (Donna Dempsey) It was moved, seconded, and carried unanimously to dispense with the reading of last month's minutes, and to accept them as submitted.

**PRESIDENT:** (Bob Heath) Bob addressed the addition or cancelation of Events, Classes, Presentations, SIGS and Workshops. All Events, Presentations, SIGS and Workshops are to go through Vice President (Gene), he in turn will send the information on to Webmaster (Bob). All classes are to be cleared by Education Chair (Jim Schulz) and he will turn it into the Webmaster. Before any changes are to appear on the Webpage such as calendar, SIGs, Classes, and Presentations the Webmaster will inform the person in charge of the change.

Bob reviewed the days and time of the November Appreciation Luncheon and the General Membership Meeting. The RCSC requires that booking a room needs to be one hour before the time of the event, giving them time to set up the room.

On November 17<sup>th</sup> the club will close at 12:30 giving everyone time to get to the General Membership Meeting at the Sundial West Hall by 1:00 P.M.

**VICE PRESIDENT:** (Gene Stashick) SIG attendance for September was 61 and Workshop attendance was 100.

Gene is working on a tentative list of aids, monitors and Web Team members to call for the luncheon. He will need a list of guests along with a check from each guest by November 9<sup>th</sup>. Betty will bring a check to pay for the luncheon on November 16<sup>th</sup>.

**TREASURER:** (Betty DeRentis) Income for the month of September totaled \$864.58 and expenses were \$986.09 but because of a \$953.33 credit from Konica our expense reflects only \$32.76. Current bank balances are: Checking: \$3,090.69; Savings: \$26.22; and the Money Market Account: \$40,622.30.

**MEMBERSHIP:** (Claudia Hinson) As of the end of September we have 1046 members. There were 707 club members and 41 visitors (including new members) in attendance last month with 24 days of activity. We processed 41 new members and 2 renewals. Current membership is 1046.

In November sign up will be on Monday, Wednesday and Friday and at least two people are needed for each shift.

Membership Roster was emailed to clubs@sunaz.com.

**PROPERTY:** (Charley Housler) **(This is a combined report for August and September)**

**A Room** Over the past few months, there have been incidents in the A room regarding the overall configuration of the equipment. Since switching over from the old VGA-PS2 switch box to the newer HDMI switchbox, there have been numerous experiences/failures to get that room setup properly for

SIGs, and general activities. HDMI is notorious for synchronization issues, relating to video and sound. The latest event involved Bob Nolan and his Saturday morning SIG, trying to get the sound to activate over the ceiling speakers. I finally got sound by plugging in standard PC speakers into the Win7 machine in that room. I feel this issue should be investigated and other options considered.

A loose wire was discovered in the A room, on the connector that plugs into the wall and directs sound to the room speakers. Allan from RCSC came over and was able to fix the wire issue; and sound is now playing over the room speakers using the HDMI cables, as it should be. Hopefully, this has fixed part or all of the problem.

**B Room** The machines in this room have been assigned static IP addresses. It is desirable, at times, to monitor the activity in the B room, to prevent users from monopolizing the Club's bandwidth.

Assigning static IP addresses allows Property to attach a packet sniffer to switches and monitor the individual machines. This is necessary to ensure proper operation of the switches, and gives Property a general look at the health of the network.

**C Room** The machines have been re-imaged to Win10 version 1703, build .540. This was completed without incident. Classes as usual in this room.

**D Room** The computers have also been re-imaged to Win10 version 1703, build .540. There were some problems activating these computers immediately after imaging, but the image was recreated and prepped in a manner that will allow the license activation code to be input without the machines reporting their activation are already in use by other machines.

**E Room** The machines have been imaged version 1703, build 413. The machines may remain at that version until the next major update has been released and the build has been verified as stable. Allan also fixed the VGA connector that had come loose from the wall jack.

**Teachers' Room** A new HP M402 LaserJet printer was purchased and installed. The two new TPI machines have been configured to print from either this printer or the new Konica/Minolta printer.

**Administration** Numerous administrative activities have taken place during the past two months. The IDF closet, out from the patch panel, has been rewired. Each of the two 24-port switches is now connected to the patch panel with 1ft patch cables, replacing the longer, bulkier 2-3ft cables. All switches in the Club have been reassigned new IP addresses, which match the data drop number.

There were intermittent problems with the network that began around the last week of August. (Not sure of the exact date). Users began complaining about no Internet access, and general slow response. This was reported intermittently, so troubleshooting was difficult at first. On about the 5<sup>th</sup> of September, several rooms were unable to access the Internet. Local network access was sporadic; communication between local machines in the same subnet would fail, and other times it would work okay. Machines were not receiving an IP address from the router. A service call to Cox on the morning of September 6<sup>th</sup> revealed that the modem, which is Cox's responsibility, seemed to be in a failure mode where static IP

assignments were intermittent. A Cox serviceman came out and replaced the modem, which did seem to solve some of the connectivity issues.

As of the Board meeting on September 7<sup>th</sup>, no further troubleshooting was done until the Firemen were in and out of the D room. Internet connectivity in the D room for the fireman was determined to be a top priority. This was briefly discussed at the Board meeting, and generally agreed on.

The Firemen were unable to use the network connection in the D room as planned, because their Remove Server was not properly authenticating them, so they worked offline. With the morning of the 11<sup>th</sup> free, I could connect the monitoring laptop to different switches to check the packets. After monitoring the network at different locations, I located the one switch in the C room, that was looping. This was affecting only the network segments that were connected to this switch, which explained why the D room and the B room were not affected.

Apparently, the power glitch/surge had put the switch in a loop mode. This was corrected, and the network was reconnected. This appears to have been the root cause of the failure. On the morning of September 18<sup>th</sup>, the network was again stable.

Sometime around the 3<sup>rd</sup> week of August, the Attendance computer was reported not working. After removing it and troubleshooting, it was discovered that the motherboard appeared dead. The power supply was tested, and it tested good. We were able to find an old TPI machine, and get the machine to boot into WinXP. The associated batch files were not working, however. After reviewing them, and working with Claudia, we have managed to get most of the Attendance duties working on the new hardware.

Update: The review of the batch files was conducted, and the necessary modifications were implemented. As far as we know, at this time, the Attendance computer is officially back in production. Thanks to Claudia, for her help getting this critical Club machine back online.

Thanks to Gene and Jimbo for all their assistance during the network troubleshooting period. Their help and support is greatly appreciated.

**EDUCATION:** (Jim Schulz) Jim reported that Steve will have his On-line Excel next week so far, he has 4 signed up. Dick is planning on teaching Office Excel later this month – so far no one has signed up. Jim has Dick's room blocked for January-April. Bob Heath has 12 signed up for his Operating class next week. Kathy Abramowitz is wanting to teach Word or Libra Office showing how to make flyers, possibly as a workshop.

**MONITORS:** (Virginia Geile) Virginia has October covered and is working on November.

**PUBLIC RELATIONS:** (Steve Snedden)  
Mass Email Report for September

Topic of Email	Date	Sent	Opened	Bounced
Windows 10 Workshop	9/5	916	323	29
Google Photos Workshops	9/6	915	274	21
Internet/Email SIG	9/8	908	314	31
Excel Online Class	9/9	908	333	22
Election of Board Candidates	9/9	905	309	3
Windows 10 Workshop	9/18	905	303	3
Android Beginners Workshop	9/19	905	292	24
Backup and Recovery SIG	9/19	905	292	24
Hardware Workshop	9/20	904	315	19
Windows 10 Workshop	9/25	902	292	30

Steve suggested having the Hardware SIG and Android Clinic on the same day, they will be listed separately but held at the same time the Hardware SIG in the A Room and the Android Clinic in the E Room.

**WEB TEAM:** Robbin Owens has moved out of Sun City, no longer a club member.

**OLD BUSINESS:** Cleanup of Data Server files-we will come back to this at our November board meeting.

Phone Messages - Bob will change the answering machine message to reflect the winter hours.

**NEW BUSINESS:**

We have 18 MSI-Clear computers to get rid of, Charley will put Open Office on them along with Adobe and a browser. It was decided to sell them for \$5 each, no keyboards or mouse. We want the computers to go to people who have been a monitor or an aide, they must register by email or in person by December 1<sup>st</sup>, they must be a 2018-member, drawing will be on December 15 and pick up by January 19, 2018. This will be announced at the general meeting.

We have tables and a printer to either sell or give away.

The meeting was adjourned at 10:12 a.m. the next meeting will be November 2, 2017.

Respectfully submitted:

*Donna Dempsey, Secretary*