

How Do I Find the IP Address of My NAS Drive?

Question: *I would like to connect my laptop to our home NAS box. On my PC this always works perfectly when I type <NAS Name\Share name>, into the Run dialogue. Unfortunately my laptop can't find the NAS box using its name. I've heard it's possible to connect to the NAS device using its IP address rather than its name, but how can I find its IP address?*

Robin Myers

Answer: You can find out the IP address of your NAS (Network Attached Storage) device on your desktop PC by following the steps below:

1. First of all press **⊞** + **R** and type `cmd.exe` into the Open field, then click OK.
2. At the command prompt, type `net use` and press **⏎**. You will see a list of your connected network drives.
3. Make a note of the name of your NAS device. For example, if you see the name `\\roadrunner\share`, just note the name `roadrunner`.

4. At the command prompt, type in `ping nasname` (e.g. `ping roadrunner`) and press **⏎**. The IP address will be shown on screen.
5. To connect your laptop to your NAS device using the IP address, right-click on **This PC (Computer in Windows 7)** in Explorer, then select **Map network drive**.
6. Enter the IP address and share name as follows: `\\192.168.1.100\Share`. Instead of `192.168.1.100`, use the IP address that you just discovered.

```

Command Prompt
Microsoft Windows [Version 10.0.14393]
(c) 2016 Microsoft Corporation. All rights reserved.

C:\Users\steve>net use
New connections will be remembered.

Status      Local        Remote              Network
-----
K           \\roadrunner\share  Microsoft Windows Network

The command completed successfully.

C:\Users\steve>ping roadrunner

Pinging roadrunner.lan [192.168.2.16] with 32 bytes of data:
Reply from 192.168.2.16: bytes=32 time=1ms TTL=63

Ping statistics for 192.168.2.16:

```

You can find all of the network drives connected to your system using the net use command



Questions & Answers

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How Can I Move a Window that is No Longer Visible Back onto the Desktop?

Question: *I usually have multiple windows open on my desktop but just recently the following occurred: I clicked on a window, keeping the left mouse button pressed, and moved it so far to the right that it disappeared from the visible desktop area. I can still see the application in the taskbar but I can't access the window anymore. Is there a way to move the window in question back into the visible desktop area?*

Natasha Stephens

Answer: You can move windows outside of the visible desktop area without Windows giving you any warning. However, this doesn't mean you no longer have any access to that Window.

Thankfully there is a key combination that you can use to move a missing window back into the visible desktop area. To do so, proceed as follows:

1. First, select the missing window by pressing **Alt** + **Tab** until the window you want is highlighted. If the window has completely disappeared from the screen, keep pressing the key combination until no window is highlighted.
2. Press the key combination **Alt** + **Space** + **V**. You will now be able to use the arrow keys on the keyboard to move the window back into the visible desktop area.

In some cases, even a maximised window may be outside the visible desktop area. Before moving the window, press the **Win** + **Down Arrow** key combination. This will minimise the window so that it can be moved.



Why Does the Office Activation Wizard Keep Appearing?

Question: *I successfully installed Microsoft Office, and then I activated it over the Internet the first time I launched it. It worked without problems.*

However, the Activation Wizard keeps appearing, asking me to activate Office. How can I get rid of this Office Activation Wizard?

Margaret Stratton

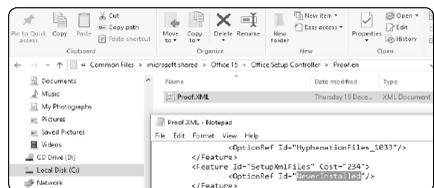
Answer: The Activation Wizard is usually only displayed if you've had a system crash, if an Office application was open at the time of the crash.

In some cases, this damages one of the Office files, which causes the wizard to keep being reloaded. These problems are caused by a corrupt setting in the Proof.xml file, which you can correct as follows:

1. Press **Windows** + **E** to open Explorer.
2. Navigate to the Office installation folder at **C:\Program Files (x86)\CommonFiles\MicrosoftShared\{64-bit systems}** or **C:\Program Files\CommonFiles\MicrosoftShared**
3. Open the Office folder. The name of the folder differs depending on which version of Office you're using. Consult the table below for the correct version number:

Office Version	Folder
Microsoft Office 2000	9
Microsoft Office XP	10
Microsoft Office 2003	11
Microsoft Office 2007	12
Microsoft Office 2010	14
Microsoft Office 2013	15
Microsoft Office 2016	16

4. Open the **Office Setup Controller** folder and there double-click on the **proof.en** folder.
5. Right-click on **Proof.xml** and choose **Open with > Notepad**.
6. Change the entry under **SetupXmlFiles** from **Always-Installed** to **NeverInstalled** as shown in the image below.
7. Save the file and you can open Office again without the Activation request.



Get around the constant activation demands from Microsoft Office



How Can I Reactivate a Hard Drive in Offline Mode?

Question: *My PC has two hard drives but I no longer have access to one of them. When I go to **Control Panel > Administrative Tools > Computer Management > Disk Management**, the drive is marked 'Offline'. What can I do to get to the data stored on this hard drive?*

Dominic Brookes

Answer: If one of your dynamic drives is in Offline mode, the first thing you should check is whether the drive is switched on and is correctly connected.

If it is, but the drive is still shown as Offline in the Disk Management Console, you can try to restore the Online status by using the **Action > Rescan Disks** command.

If the status remains Offline, remove the drive from your system by right-clicking on it and selecting **Eject**, then replace the disk.

If the drive that is marked Offline isn't also tagged as Missing, try the following to restore it:

- Right-click on the drive and select **Online** from the menu to switch the drive back into Online mode. If the disk continues to show the Offline

status, check your cables. Fix any problems and reactivate the drive again. All volumes on the drive should automatically be mounted with an 'error-free' status.

- Check in the Event Viewer (**Control Panel > Administrative Tools > Event Viewer**) to find information relating to the error. Using the error codes shown in the event logs you can track down and correct the drive problem.
- Try connecting the drive to another computer to see if you can activate Online mode on that machine.

If you have moved a disk from one computer to another, the status may be marked as Foreign and shown with a warning symbol. The data needed to configure a dynamic disk is stored directly on the dynamic disk itself. If the disk crashes, all the information is therefore lost, meaning that the configuration of the disk cannot be accessed.

When this happens add the disk to your system by importing the disk marked Foreign by right-clicking on the disk and then selecting **Import foreign disks**.



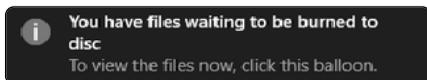
Can I Delete Annoying Notifications Telling Me there are Files to Write to Disc?

Question: After burning something to DVD, I keep seeing a notification telling me that files are waiting to be burned to disc. However, I've already completed the burn procedure. How can I get rid of these messages?

Stephen Matthews

Answer: This notification keeps popping up when there are files waiting to be burned to disc, before the process is carried out. This means that you have previously done one of the following:

- Used the Windows standard built-in burning feature
- Copied files onto the CD/DVD burner using drag & drop
- Slipped on the touchpad while moving files and accidentally placed them on the CD/DVD drive.



One click on the icon will show you the files in question

To fix this:

1. Launch Explorer by pressing  + , then navigate to

the folder: C:\Users*<user-name>*\AppData\Local\Microsoft\Windows\Burn.

2. Now delete the content of the folder (but not the folder itself), and you will see the message will disappear.
3. If you can't see the folder, open the Control Panel by pressing  +  and clicking **Control Panel** (Windows 10/8.1) or by clicking **Start > Control Panel** (Windows 7).
4. Go to **File Explorer (Folder Options** in versions prior to Windows 10) then click **View**, then deactivate the option **Hide protected operating system files (recommended)** and activate the option **Show hidden files, folders, and drives**.

Tip: On Windows 10 you can delete these files even quicker: open Explorer by pressing  + . Right-click on your DVD drive and select **Delete temporary files** from the pop-up menu and confirm with **Yes**.



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Why is My Internet Sometimes Very Slow in Windows 10?

Question: *My Internet connection is sometimes very slow. I have already called my ISP's help desk and they informed me that there is nothing wrong with the connection. I can usually surf the Internet at a reasonable speed, but now and again when I try and open a website or download files, it is very slow. What can I do?*

Kevin Josephs

Answer: If you have Windows 10, Microsoft is probably using your computer as a distribution point for updates. If you have downloaded one or more updates onto your PC, Windows 10 will send this data to other computers over the Internet. This eases the load on Microsoft's servers at your expense, making your network connection perform slowly.

To disable this feature, you should proceed as follows:

1. First, press  +  to open Settings.
2. Click on Update & Security, then click on Windows Update on the left-hand side.

3. Click on **Advanced options**.
4. Next, click on **Delivery optimisation**.
5. Set the **Allow downloads from other PCs** option to **Off**.

 Delivery Optimization
reliably.

Allow downloads from other PCs

If you have an unreliable Internet connection or are updating multiple devices, allowing downloads from other PCs can help speed up the process.

If you turn this on, your PC may send parts of previously downloaded Windows updates and apps to PCs on your local network or on the Internet. Your PC won't upload content to other PCs on the Internet when you're on a metered network.
[Learn more](#)

Allow downloads from other PCs

Off

PCs on my local network

Turn this feature off to boost your Internet performance

In my opinion, this feature is outrageous, especially since it leaves so many questions unanswered. Has Microsoft considered what would happen if a virus infected PC were to distribute malware to other systems using this feature? Obviously not, which is why I recommend disabling the forwarding of updates for security reasons.

