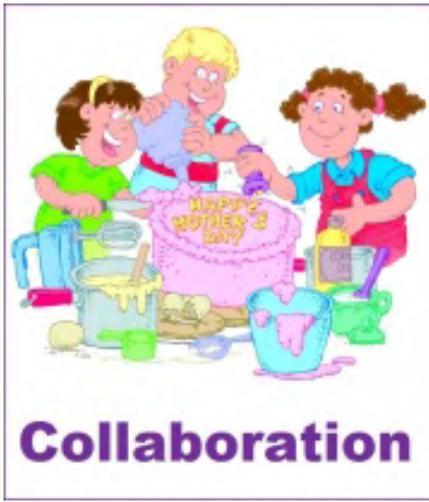# *ComputorEdge™ Online* — 06/11/10

This issue:
Internet Collaboration

The collaborative nature of the Internet has spurred a new wave of productivity tools, such as Webinars and Google Wave.

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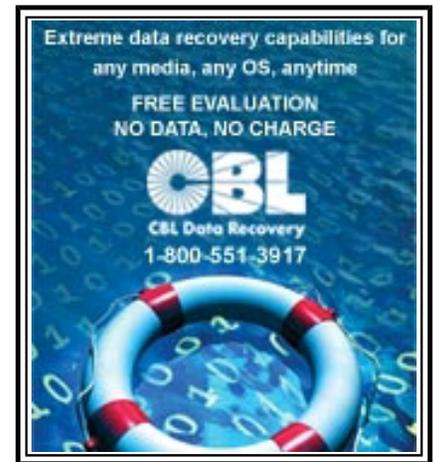
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Digital Dave

"Digital Dave answers your tech questions." by *Digital Dave*

A mysterious IP address pop-up seems to be interfering with a reader's Internet connection; there's a method to the madness of redundancy in Windows Libraries in Windows 7; why can't a reader's friend open e-mail attachments of PowerPoint files?; more info on battery charging.

Dear Digital Dave,

I have been getting Web IP address 205.188.146.146 a lot recently. I cannot surf the Net or go to other Web addresses when it pops up. The only way I can get rid of it is to shut down my computer.

Is there something else I can be doing, so 205.188.146.146 does not *interfere with my surfing to other Web sites and IP addresses?*

Thank you for your assistance.

Kent Hill
San Diego, CA

Dear Kent,

Although it may appear that the IP you mentioned is interfering with your Internet access, it is mostly a problem between the setup on your computer and your host, which is the AOL server with that same IP address.

Whenever I see an IP address popping up, I try to find out who it belongs to. This can be done on Windows computers by running the free download Whois (*technet.microsoft.com/en-us/ sysinternals/bb897435.aspx*) program (part of the Sysinternals utility (*technet.microsoft.com/en-us/sysinternals/*) programs) in the Command Prompt window. (If you don't want to download a program, there are many Web sites that will do the lookup for you. Search "look up URL.") The Whois program yields the following results:

```
C:*bckslsh*>whois 205.188.146.146
Whois v1.01 - Domain information lookup utility
Sysinternals - www.sysinternals.com
Copyright (C) 2005 Mark Russinovich
Connecting to COM.whois-servers.net...
Connecting to COM.whois-servers.net...
Connecting to whois.melbourneit.com...
Domain Name......... aol.com
```

```
  Creation Date........ 1995-06-22
  Registration Date.... 2009-10-03
  Expiry Date.......... 2010-11-24
  Organisation Name.... AOL Inc.
  Organisation Address. 22000 AOL Way
  Organisation Address.
  Organisation Address. Dulles
  Organisation Address. 20166
  Organisation Address. VA
  Organisation Address. UNITED STATES
Admin Name........... Domain Admin
  Admin Address....... AOL Inc.
  Admin Address....... 22000 AOL Way
  Admin Address....... Dulles
  Admin Address....... 20166
  Admin Address....... VA
  Admin Address....... UNITED STATES
  Admin Email......... domain-adm@corp.aol.com
  Admin Phone......... +1.7032654670
  Admin Fax...........
Tech Name............ Domain Admin
  Tech Address........ AOL Inc.
  Tech Address........ 22000 AOL Way
  Tech Address........ Dulles
  Tech Address........ 20166
  Tech Address........ VA
  Tech Address........ UNITED STATES
  Tech Email.......... domain-adm@corp.aol.com
  Tech Phone.......... +1.7032654670
  Tech Fax............
  Name Server......... DNS-02.NS.AOL.COM
  Name Server......... DNS-01.NS.AOL.COM
  Name Server......... DNS-07.NS.AOL.COM
  Name Server......... DNS-06.NS.AOL.COM
```

I'm guessing AOL is your gateway to the Internet. This is why you are seeing that particular IP address. While it's possible that something else is interfering with your connection, you will probably find your answer at AOL.

Perhaps there is another reader who has experienced this problem and can shed more light on the situation.

Digital Dave

Dear Digital Dave,

In Windows 7 Explorer, the left pane shows Libraries, which include Documents, Music, Pictures

and Video. Each one then opens to another folder with the word My in front (My Music, My Pictures, etc.). So it takes an extra step to get to the actual files/folders. Do we really need the My?

Don Hicke
San Diego, CA

Dear Don,

To understand why the apparent redundancy exists, it's necessary to understand how Windows Libraries in Windows 7 work.

A Windows Library is not an actual folder in the sense of containing a set of files. It is a virtual folder that allows you to collect previous setup folders in one place from any location—whether on the local computer or over a network. None of the collected folders are moved to the library, but rather the library creates links directly to their current location, making the library appear to hold all folders in the same location—although they are not.

Initially, the default setup of Windows Libraries includes those libraries that you mention (Documents, Music, Pictures and Video). Rather than leave those libraries empty, the default folders are included (My Music, My Pictures, etc.). These are the actual data folders that are linked by each library. If you are on a network with four computers, you could conceivably have four of each "My" folder for each library, since each library could be set up to include My Music, My Pictures, etc. from each of the network computers. The libraries and "My" folder are not actually redundant. Windows Libraries are for bringing together total collections from a variety of locations without copying the files. The "My" folders are merely one location contained within the collection—although it could be the only one.

It's important to note that when you are dealing with folders within a library, you are working with the contained files at their original location—not copies. Be careful—any changes and/or deletions will affect the original files at their home location.

Digital Dave

Dear Digital Dave,

When I forward a PowerPoint presentation to a friend, he can't open it. He is running Window XP with Microsoft Outlook. What should he do to open the file?

Jack
Chula Vista

Dear Jack,

We often assume that similar computers have all the same capabilities installed. In this case, the fact that your friend has a Windows XP computer with Microsoft Outlook installed does not mean that he can open Microsoft PowerPoint files. PowerPoint is the presentation part of the Microsoft Office suite of programs. If he doesn't have PowerPoint (or a compatible program) installed, then he will not be able to open your PowerPoint files—the files with a .PPT or .PPS

extension.

If your friend doesn't want to spring for Microsoft products, then OpenOffice.org Impress will do the trick. It is a free download as part of the OpenOffice.org productivity suite (*www.openoffice. org/*). Once he has installed the software, he should be able to open your PowerPoint files.

Digital Dave

Dear Digital Dave,

I read the iPod battery article. Does the same advice apply (50 percent charge is optimum) for laptops (specifically Toshiba) with nine-hour batteries?

Ed L.
San Diego, CA

Dear Ed,

Yes, except that you can remove the battery when you want to put it in the refrigerator (or replace it).

Digital Dave

Webinars: Collaboration on the Web

"A great alternative to in-person meetings." by Pete Choppin

One method of Internet communication that is becoming more popular and more widespread is the Webinar. Here is some information about Webinars and how to choose a Webinar service to meet your communication needs online.

It goes without saying—the Internet offers possibilities that were never imagined before, and allows people to connect in so many different ways. The Internet has become one of the most important ways for people to stay connected to each other and to friends, family and customers all over the world. One method of Internet communication that is becoming more popular and more widespread is the Webinar. Here is some information about Webinars and how to choose a Webinar service to meet your communication needs online.

A Webinar—a shortened version of "Web-based seminar"—is an Internet-based conference with audio and video support. Basically it is a live meeting of people over the Internet to discuss different topics and to discuss ideas in conditions that would normally be impossible, very expensive or highly complicated

Webinars are a great way to conduct training sessions, to promote new products or services, and to conduct meetings for companies of all shapes and sizes. But there are many different factors that must be considered to decide if you should even be using a Webinar service and which one will give you the most benefit for your money.

Choosing Services

When you are choosing a Webinar service, it is important to decide on one that will support the systems that you want to use during your presentations. For example, if you plan on using

PowerPoint for a presentation, but your Webinar service does not fully support this, it may be a bad decision for you, especially if they are unable to support or troubleshoot any problems that may come up during the presentation. You have to have the right features for what it is that you want to accomplish. You need to make sure that the applications in your presentation are compatible with the Webinar service you plan on using beforehand so that there are not problems with integration and the flow of the information.

It is often the case that a Webinar service provider or hosting site can recommend what programs will integrate with their systems the best. They are experienced and know what will and will not work well. You want your Webinar to go as smoothly as possible so that you make a good impression and present the information in the way you want. This is especially important if you are presenting to potential clients or to employees that are going to rely heavily on the information you provide to them during the presentation.

There are several good online Webinar services, all with varying levels of service and fees. Online Meeting Tools (*www.webconferencing-test.com/en/webconference_home.html*) reviewed several of the top Webinar tools. They include in their top five several detailed categories and rankings. This comparison overview should give you a pretty good look at the companies' services and features. When you look at these, try to determine what your conferencing needs are and see if the Webinar service accommodates these. Then compare prices, and if their benefits can justify the cost, it is probably a good service for you.

Ease of Access

One of the most important aspects of a Webinar is the ease of access for the people who will be attending. They are taking time out of their day for training, or to listen to what you have to say about a product or service you offer. If it is difficult to access the information you are presenting, it may alienate them and make them less confident in your abilities as a person and company. It needs to be very easy for people to access the site that you are using, the phone number and codes that will provide the audio feed, and any other systems that you will be using throughout the presentation to keep their attention. Any system that is too complicated for you to figure out on your own may be too complicated for other people as well. It is also a good idea to provide easy-to-follow instructions on setting up the needed programs and to properly inform attendees about the time the webinar will be held. A good Webinar service provider will often help arrange these things and make sure that people understand the instructions.

Additionally, it is important for the user interface to be simple and easy. When you say in your presentation to click on a certain button to get some sort of information, it should be very easy for your audience to find the button you are talking about. Time is very valuable, and the more time it takes for people to understand, the more frustrated they can become. If someone has too much trouble following the systems used or the presentation content itself, they may just log out and you may lose a good opportunity. Make sure your systems are simple and easy to use.

Feedback

It is also a good idea to either use a good polling service or make sure the Webinar system has a way to set up polling. You may want to be able to find out what was actually in the presentation after all is said and done. A Webinar is not much use if you don't know what people thought of it. It is also good to be able to follow up with people on questions that were not answered because of time or other constraints. If you are looking for potential customers, these types of feedback are particularly important and will help you improve and streamline your approach, which will allow for better response later on.

If you are holding a training session, it is critical to know how effective your presentation was. Polling and surveys also help people feel like they are more involved with the process, which almost always makes them respond better to what is being offered. If someone feels like their opinions matter, then they are more likely to be forthcoming and provide feedback.

Flexibility and Spontaneity

It is also important to have some spontaneity in your presentation and the ability to go to Web sites as well. Many services have a feature that allows Webinar attendees to see what is being done by the host on his or her computer. If a listener asks a specific question and the presenter wants the answer to be more interactive, then he can actually show you a program or Web site to demonstrate that he knows what he is talking about. It is also great for the people listening in to be able to visit the site at the same time and to follow along with what is being said. This feature is particularly useful in Webinars that are used for training purposes or are intended to be highly interactive. The video capabilities of your service provider should also be high quality and allow for some flexibility. This is especially important in situations where a live picture of the presenter is important to the content they are presenting.

Cost

One of the factors that people consider first with any type of service is the cost. If the service costs more to use than the benefit, current or future, that it will give, it is never worth the expense. It doesn't matter how cool it is to have a Webinar, if it is unproductive, it is not worth the time, trouble or expense. Many people consider Webinars as an alternative to face-to-face meetings and conferences. The value of a Webinar to replace these types of meetings must be weighed in comparison to the real costs associated with each alternative. You must consider the price of the service of course, but also the costs that could be associated with traveling, time expenses, and many, many other aspects.

There are many Webinar services that are free and others that are quite expensive and require special software and other applications, such as dedicated servers. The choice you make again will depend on what you are trying to get out of the Webinar. A free or very low-cost service will not have many of the features that are offered by a better service, such as support and troubleshooting. They may not have services that are useful, such as feedback and polling services, and may not allow you to archive or record your Webinar. These may be features that are important enough to you to justify the additional expense.

You will also need to decide if you want to use a service that charges by the minute for the service or by the number of people that are logged onto the Webinar. If you plan on having only a few people attend rather than hundreds or thousands, the choice may be very cut and dried. Many sites offer trials that allow you to test out their service before you commit to use it for real.

No matter what service you choose to go with for your Webinar, remember that it has to meet your needs. Don't pass up a feature that you really do need just because the service is more expensive. Don't necessarily use a service that has a feature you think you might use someday if you don't really need to. Make sure that it meets your needs now, and if your needs change or you determine that something else is needed after evaluation, then you can change your service. It may also be a good idea to find a place that doesn't require a contract or certain number of services provided.

Webinars are increasing in popularity, and it's no wonder. They offer a viable alternative to costly travel for corporate meetings, trainings and sales presentations; they save companies time and money; and they can provide engaging content for effective trainings and presentations. But choosing the right service involves several considerations, such as what applications and tools you need, how large your audience is, how easy and convenient it is to use, and the cost of the service.

It is important to consider all factors when looking for a Webinar service. When the right service is used and hosted properly, Webinars can be a great alternative to arranging in-person meetings.

Pete Choppin has been an IT Professional for over 15 years. He currently works as a network and systems administrator for a company called Albion based in Clearfield, Utah. He has experience in all types of hardware, software, and networking technologies. He is proficient in many operating systems including Linux, Windows and Macintosh. His interests include cooking, sci-fi, computers and technology, and Web design—a semi-professional endeavor, having designed Web sites in the dental field, e-commerce businesses, and for the Boy Scouts of America.

Pete has been a devout reader of *ComputorEdge* since 1990 and contributes regularly to featured articles as well as the Linux Lessons section of *ComputorEdge.* He can be contacted at *pchoppin@comcast.net* but prefers to have comments on *ComputorEdge* articles submitted to the editor and posted for the benefit of all readers.

Google Wave: What Is It, and How Does It Work?

"Does Google Wave measure up as a collaborative tool?" by Andrea Dunning

> Google Wave has a lot of things going for it, such as real-time communication and adaptability. How does the Internet giant's collaborative software measure up?

Continuing on its quest to be everything to everyone, Google has recently opened up its newest creation, Google Wave. While Google Docs allowed group editing of online documents, spreadsheets and presentations, Wave allows for sharing of all types of communication and the creation of a wide variety of documents. The idea is that, if everything is in one place, accessible to everyone from anywhere, smooth and easy collaboration will result. Google is not the first to produce collaborative software, but as the company has demonstrated with other products, its success comes from doing things better than the competition. So, let's see how Google Wave measures up.

Collaborative software allows work to be done virtually rather than face to face, so there are specific requirements that need to be met in order for a virtual workspace to function. People need to be able to talk to each other in real time as well as leave messages for each other. Coworkers need to be able to brainstorm. There has to be some way to manage tasks and workflow. Documents need to be easily shareable. Some collaborative software covers only one or two aspects of this equation. Collaborative platforms, such as Google Wave, offer a set of tools to covers all those needs via one program.

Most collaboration platforms include methods for real-time communication, such as instant messaging, and time-delayed communication, such as e-mail or blogging. Google Wave encompasses both forms in the same setting, as users can see what others are adding to a wave as it happens, but can also view the message after the fact. Wave is more like live blogging than e-mail, which brings up one of the downsides of using Google Wave. You can use the program to send a bit of a wave to someone along with an invitation to join the wave, but you can't just send the sum total of a wave directly to someone. This may not be an issue if you're working with a set group of people, but it would probably be a real nuisance if you're frequently called upon to send long chains of information to a variety of people.
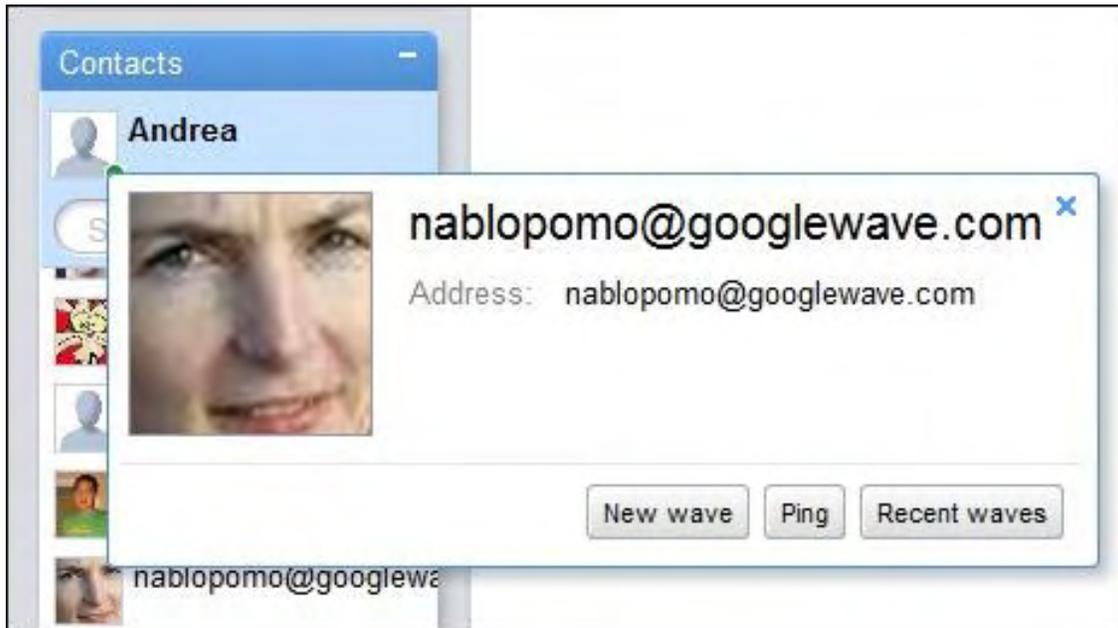
As waves require users to check their inbox and are therefore passive on the part of the sender, Google Wave also allows users to ping each other so that a user can actively try to get in contact with another. Pinging is like instant messaging, but the finished conversation becomes a wave. Conversations can be live or delayed, as a pop-up window with your message will appear whenever the person next signs into Wave.

Various collaboration platforms make use of wikis for group creation of documents. Google Wave does this within the wave. A major point in favor of Google Wave is the integration of embedding. Some wikis allow for embedding, but generally not to the degree and variety allowed in a wave. Wave allows the embedding of text, photos, videos, Web pages, documents and maps. Also, with a wiki, you can't see if someone else is editing it, but with a wave you can see the updates as they happen. The playback feature of a wave makes it very easy to review edits and additions. With wikis you can see editing history if it has been set up to do so, but it quickly becomes a confusing mess of permissions and groups.

Thanks to its live format, Wave is very conducive to brainstorming. Aside from blurbs of text, Wave also has extensions for flow charts, drawing, and voice and videoconferencing. Like applications for a mobile device, extensions are programs you can add to a wave to add functionality. If you need a feature that doesn't yet exist, you can even create your own extension. (Of course, with great power comes great irresponsibility, hence wave Sudoku.)

Productivity tools

Try some extensions to help you get things done with your colleagues.

Manage tasks

Tasky by Eyal Zach

Create a new task and track its progress with this extension.

Poll a group

Pollo by Fabian Linz

Conduct a poll with a group of people and see their votes live.

Pick a date

Waffle by Mikkel Staunsholm

Use this dynamic voting gadget to figure out the best date for an event.
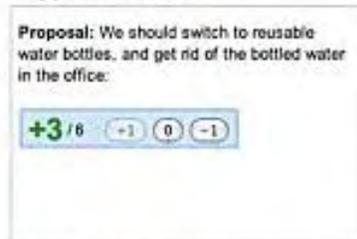
Export a wave

Ferry by Eyal Zach

Export your waves to Google Docs and keep the content synced.

Support an idea

Likey by Ben Griffiths

Give people on a wave a simple way to express their opinion.
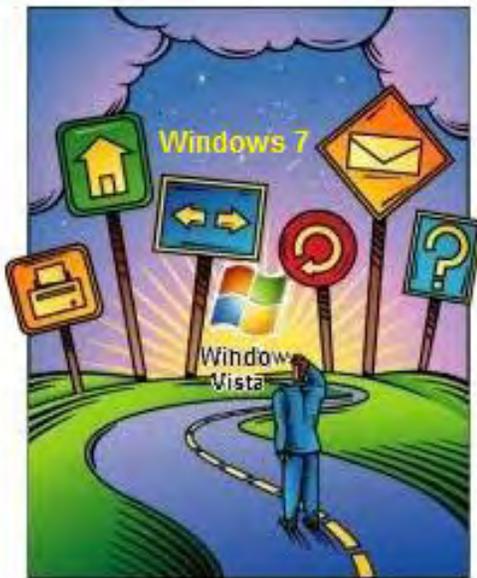
Build a mindmap

MindMap by Bruce Cooper

Construct workflow diagrams with this graphic mindmapping tool.

Google Wave has a lot of things going for it, such as real-time communication and adaptability. Plus, did I mention that it's free? There are a few detractions. Google Wave isn't integrated with e-mail, and being fairly new, people are still learning how to work with the program, so many of the extensions are buggy. Since e-mail integration is one of the more requested features, I imagine the programmers at Google will soon be hard at work adding that feature for a future update. Google Wave has a lot of potential, and I think a couple of versions down the line it will be a finely tuned force to be reckoned with.

Andrea Dunning is a digital cartographer, AutoCAD drafter, World of Warcraft player extraordinaire and blogger with a Master's in Education. She also serves as tech support for her less computer-savvy family members.

Windows Tips and Tricks: Put Your Desktop on Your Taskbar

"The Desktop Toolbar" by Jack Dunning

A tip on making the Desktop toolbar available for the Windows Taskbar, so the Taskbar will display everything that appears on the Desktop.

The last few columns I've been emphasizing adding toolbars to the Windows Taskbar. There is another default feature that needs to be covered, not because it's an obscure trick, but because it could be one of the most useful toolbars for people who use numerous different programs and folders.

The problem encountered with both the Quick Launch toolbar and the Start Menu is they can quickly become overloaded. The Start Menu becomes maxed out with a handful of entries, while the Quick Launch buttons will put icons that won't fit on the Taskbar into a pop-up menu. There are a number of ways to adjust the Quick Launch bar, but the bar itself can be made totally unnecessary if you practice keeping only relevant icons on your Desktop and use the Desktop toolbar on the Taskbar.

One of the problems with keeping your shortcuts on the Desktop is that most of the time they are hidden behind open windows. (Especially if you're like me and you keep 30 windows open at a time.) That means the Desktop will need revealing to access the contents. (That can be done by holding down the Microsoft logo key and hitting the D key.) However, this additional step can be eliminated by adding the Desktop toolbar to the Windows Taskbar. There are two configurations of the Desktop toolbar, one of which may just suit your way of computing.

The Desktop toolbar available for the Windows Taskbar will display everything that appears on the Desktop. Plus, the toolbar behaves in the exact same manner as the Quick Launch toolbar, making it a good candidate to replace it. To add the Desktop toolbar, right-click on any empty area of the Taskbar and select Toolbars/Desktop. The Desktop toolbar will be added as shown in Figure 1. Initially, only the Title "Desktop" will appear with a small double arrow in the upper right-hand corner.
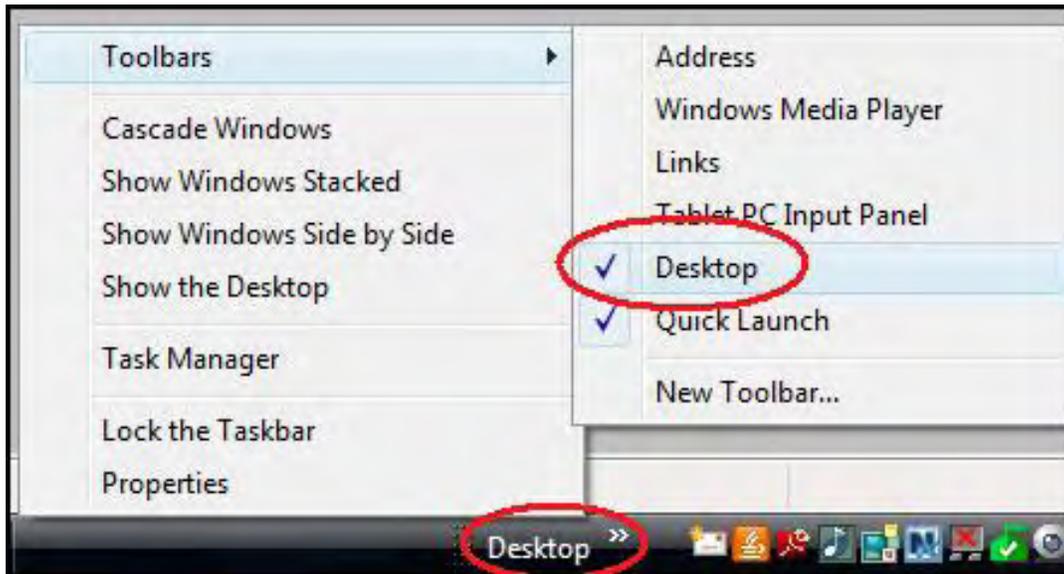
Figure 1. Adding the Desktop toolbar to the Windows Taskbar.

If you don't see the dotted area to the left of the toolbar, then your Taskbar is locked. You only need to unlock the Taskbar if you plan to move, resize, or remove text labels from the toolbar. (Right-click and uncheck Lock the Taskbar to unlock.) At this initial point you can display your entire Desktop in a pop-up menu structure—with additional pop-up menus showing subfolders as you hover over them—by clicking the small double arrows to the right of the toolbar (see Figure 2).

Figure 2. The Desktop toolbar on the Windows Taskbar will display the entire contents of the Desktop in a pop-up menu.

If you're planning to use the Desktop toolbar, you will want to keep your Desktop relatively clean. Program installations often put miscellaneous icons onto your Desktop in a effort to sell you more

garbage. You can remove any shortcuts from the Desktop with a right-click and selecting Delete. However, be sure that you are deleting a shortcut and not the actual data or program files, which also may be located on the Desktop. Shortcuts can be identified by the arrow in the lower left-hand corner of the icon.

If you want to save the folders, files or programs you see on your Desktop, but don't want them appearing, you will need to drag them to the appropriate folder. (Open Windows Explorer, Windows logo key plus E, navigate to the appropriate folder, and then left-click on the icon and hold while moving the icon to the desired folder in Windows Explorer.)

If you want to make your entire Desktop look and act like a Quick Launch toolbar on the Taskbar, you will need to first remove the title and text from the toolbar by right-clicking on the dotted area on the left side of the toolbar and unchecking those two options. (The toolbar will need to be unlocked.) Next left-click and hold on the dotted area on the left of the Desktop toolbar and drag it the left, making the icons appear (see Figure 3). Each of these icons will perform in the same manner as a Quick Launch button. If the Desktop holds everything that you want to use, you can remove the Quick Launch toolbar by right-clicking and unchecking it in the toolbar's menu.
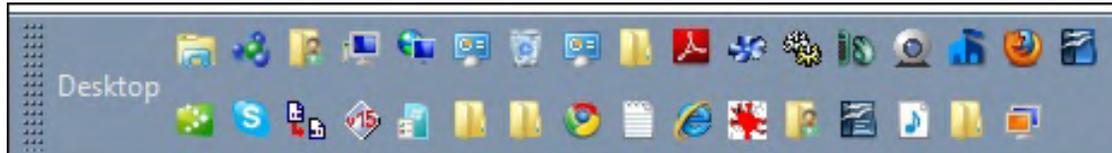

Figure 3. The Desktop toolbar on the Windows Taskbar will act as a Quick Launch when properly configured.

As you change your Desktop, the toolbar will be updated with the latest content. If you want to have both the quick-launch type Desktop toolbar and the menu, you can add a second Desktop toolbar (unadjusted) by using the add a "New Toolbar..." technique discussed in the May 28 column and selecting the Desktop from the top of the Folders list.

Jack is the publisher of *ComputorEdge* Magazine. He's been with the magazine since first issue on May 16, 1983. Back then, it was called *The Byte Buyer*. His Web site is *www.computoredge.com*. He can be reached at *ceeditor@computoredge.com*

Wally Wang's Apple Farm

"Google Wave's Collaboration Potential" by Wally Wang

Some people will find Google Wave invaluable, but will the real-time collaboration tool fill a useful niche or become something more indispensable to a broader audience? Also, odd uses for the iPad; the real reason the Macintosh is safe from hackers; a unique Photoshop feature called Puppet Warp; Apple's Developer's Conference announcements; and a tip on using the Activity window to see what your browser is downloading.

Technology for its own sake is far less interesting than unique uses for that same technology. If the idea of creating a Facebook site sounds boring, time-consuming and irrelevant, you're not alone. However, if you learn that many people are now using Facebook and similar social media sites to help them stop smoking (*www.cnn.com/2010/HEALTH/06/05/smoking.social.media/index. html?hpt=C2*), suddenly the idea of using social media becomes far more intriguing.

That's the difference between just focusing on technology and searching for ways to apply technology. Consider the difference between a personal computer and an anemometer. Lots of people can use a personal computer, but few people can use an anemometer (which is a device for measuring wind speed). It doesn't matter if the anemometer is more technically advanced than the computer. What matters is what people can do with each device.

Now apply this measuring stick to Google Wave. Google Wave doesn't focus on the technology behind it, but what you can do with it, which is real-time collaboration over the Internet.

Can different groups of people use it? Visit the Google Wave site (*wave.google.com/using-wave. html*) and you'll find stories about how the *Seattle Times* used Google Wave to provide updated news during a story of four slain police officers, and how students are using Google Wave to translate English poems into Latin. Of course, business people can use Google Wave to collaborate on a document even if one person lives in Zurich and another lives in Vancouver.

Google Wave obviously passes the criteria of versatility, but being versatile isn't always enough. After all, the Segway (*www.segway.com*) can be used by security guards, postal workers, and even polo players (*www.bayareaseg.com/Polo.htm*), but the Segway hasn't reached the level of importance and influence of the personal computer.

What may be holding the Segway back is its high price (approximately $5,000). Fortunately, Google Wave is free, so there's no price barrier. Then again, there are also plenty of other free online collaboration tools (*www.missiontolearn.com/2009/08/free-online-collaboration*). If you've never heard of such sites as Twiddla, Spicebird, or Writeboard, you might not need online

collaborative tools, or you may feel that online collaborative tools like Google Wave are more of a niche product than a universal solution like the personal computer or printing press.

There's no doubt that some people will find Google Wave invaluable, but the real question is whether it will fill a useful niche or become something more indispensable to a broader audience like Twitter or Facebook.

Google Wave represents the latest attempt to push users toward "cloud computing." The more people rely on tools like Google Wave, the less they'll need to rely on specific operating systems, and that simply plays into Google's long-term strategy for promoting its Chrome operating system.

Whether you need it or not, give Google Wave a try and see if it sparks your imagination. Then try some of Google Wave's competitors such as Writeboard or Twiddla. Online collaboration tools may be useful, or they may be more trouble than they're worth, but you'll never know until you actually try them and see how they work in your own life.

Odd Uses for the iPad

As an example of versatile technology, consider the iPad. While many people narrowly focused on whether the iPad can replace a netbook, others have simply taken advantage of its form factor to use it in ways that would be far clumsier to do with a netbook or a laptop.

JetStar Airways, a budget Australian airline, is planning to let passengers rent an iPad (*news. cnet.com/8301-17938_105-20006411-1.html*) as an entertainment device during flights. Holding and using an iPad in your hands is far more natural than holding a netbook. Technically, a netbook could do the exact same thing as the iPad, but the iPad simply makes computing easier to use within the limited confines of an airline seat.

Researchers in Mexico are now using an iPad to communicate with a dolphin (*www.examiner. com/x-25445-Pet-Rescue-Examiner~y2010m6d6-Apple-iPad-aids-in-dophinhuman-communication*). The two-year-old dolphin, named Merlin, simply taps the iPad's touchscreen with its nose to communicate with researchers. While Merlin could just as well tap a touchscreen of a laptop running Windows 7, it's far more convenient to hold an iPad in front of a dolphin instead of an ordinary Windows laptop that's heavier and bulkier.

Figure 1. Even a dolphin can use an iPad thanks to its touchscreen interface.

A restaurant (*www.news.com.au/technology/ipad/sydney-restaurant-replaces-menus-with-ipads/ story-fn5knrwy-1225874904671*) in Sydney, Australia, has eliminated paper menus in favor of handing patrons an iPad. By using the iPad, the restaurant can save on printing costs, quickly update the menu, and allow patrons to order without waiting for a server since their choices gets transferred directly to the kitchen.

Once again, a netbook or a laptop could work just as well in this case, but how much clumsier would it be to hand someone a laptop instead of an iPad? The iPad has simply transferred the power of a computer into a portable form factor that netbooks and laptops can't match. Technical features are irrelevant if they don't help make the task easier. (Would a USB port, built-in camera, or Flash support make it easier to use an iPad as an electronic menu, an in flight entertainment device, or a dolphin communication tool?)

At an elementary school in Florida, a school's instructional technology specialist took a picture of kids genuinely in awe of the iPad (*www.tampabay.com/news/humaninterest/article1099259.ece*). The photographer sent the picture to Apple, which decided to reward the children by giving them a free iPad in exchange for using that picture for a possible iPad advertisement in the future.

Anyone think these children would have been similarly awed by using an ordinary computer? Do you think these children looked at the iPad and focused on what it didn't have, or do you think they looked at the iPad and focused on what it did have and how they could use it?

The Real Reason Why the Macintosh Is Secure

Windows enthusiasts claim that hackers target Windows because it has the largest market share, therefore Windows has the largest number of viruses, Trojan horses, worm, and spyware than any other operating system in the world. Unfortunately, this reasoning that large market share directly correlates to high malware threats doesn't explain why hackers would create and distribute a Trojan horse for Microsoft's soon-to-be defunct and slowly dying Windows Mobile 6 phone operating system (*cyberinsecure.com/windows-mobile-trojan-poses-as-3d-anti-terrorist-action-war-game/*).

Hackers apparently created several games and posted them on Windows Mobile download sites. The moment someone downloads and plays the game on their Windows Mobile phone, the Trojan horse secretly dials a long-distance phone number, which incurs huge toll charges to the phone's owner.
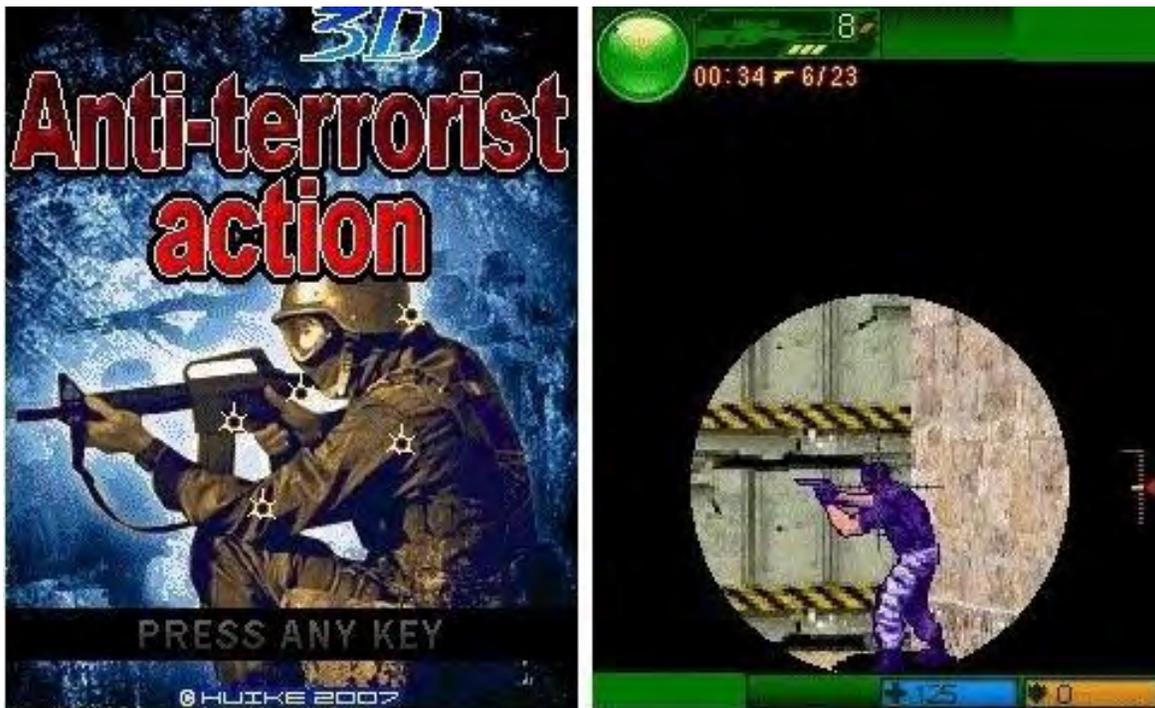
Figure 2. Windows Mobile malware programs disguise themselves as games..

According to NielsenWire (*blog.nielsen.com/nielsenwire/online_mobile/iphone-vs-android/*), RIM's BlackBerry holds 35 percent of the smartphone market while Apple's iPhone holds 28 percent. Windows Mobile 6 holds a still-respectable 19 percent of the market. So why would hackers ignore the much larger BlackBerry and iPhone market and target the dying Windows Mobile 6 market?

In this particular case, market share has nothing to do with the decision, and it's debatable whether Windows Mobile 6 is easier to hack than BlackBerry's OS or the iPhone OS. The real reason might have to do with the fact that most virus, worm, Trojan horse, and spyware creators live in Eastern Europe.

What types of computers do most people in Eastern Europe have access to on a regular basis? It's not Apple, according to the Economist magazine's puzzled article, questioning why Apple doesn't have a bigger presence in Eastern Europe (*www.economist.com/node/16056150*). Chances are good that most Eastern Europeans either use Linux (because it's free) or Windows (because it's free if they pirate a copy).

Of course, it's possible to pirate Mac OS X and get it running on a netbook (which are known as Hackintoshes (*www.hackintosh.com/*)). However, the majority of Eastern European hackers likely grew up with Windows, so they're more familiar with its inner workings. Combine the largest hacking group in the world (Eastern Europe) with a particular operating system (Windows), and it seems logical that one major reason why Windows gets attacked so often is because of its familiarity to Eastern European hackers.

Could this explain why Apple avoids Eastern Europe? Given enough time, hackers can create malware for any operating system, but if you limit their exposure to Mac OS X, then you also limit the possibility that Eastern European hackers will create malware for Mac OS X.

Now why would Eastern European hackers target Windows Mobile 6? Possibly because the same tools used to create Windows programs can also be used to create Windows Mobile 6 programs. However, most popular tools used to create Windows programs (such as Visual Studio) can't create similar iPhone, Palm, or BlackBerry programs. As a result, iPhones and BlackBerrys are less of a target (despite the higher market share) than Windows Mobile.

The bottom line is that market share and security vulnerability may have little to do with which operating systems get attacked the most. Instead, just find out what Eastern Europeans use, and that's the operating system that will likely get the most malware infections.

Another Amazing Photoshop Trick

The latest version of Adobe Photoshop offers a unique feature called Puppet Warp, which lets you bend images in a picture. First, find something in a picture that you want to modify, and select it using a tool such as the Magnetic Lasso Tool or the Magic Wand.
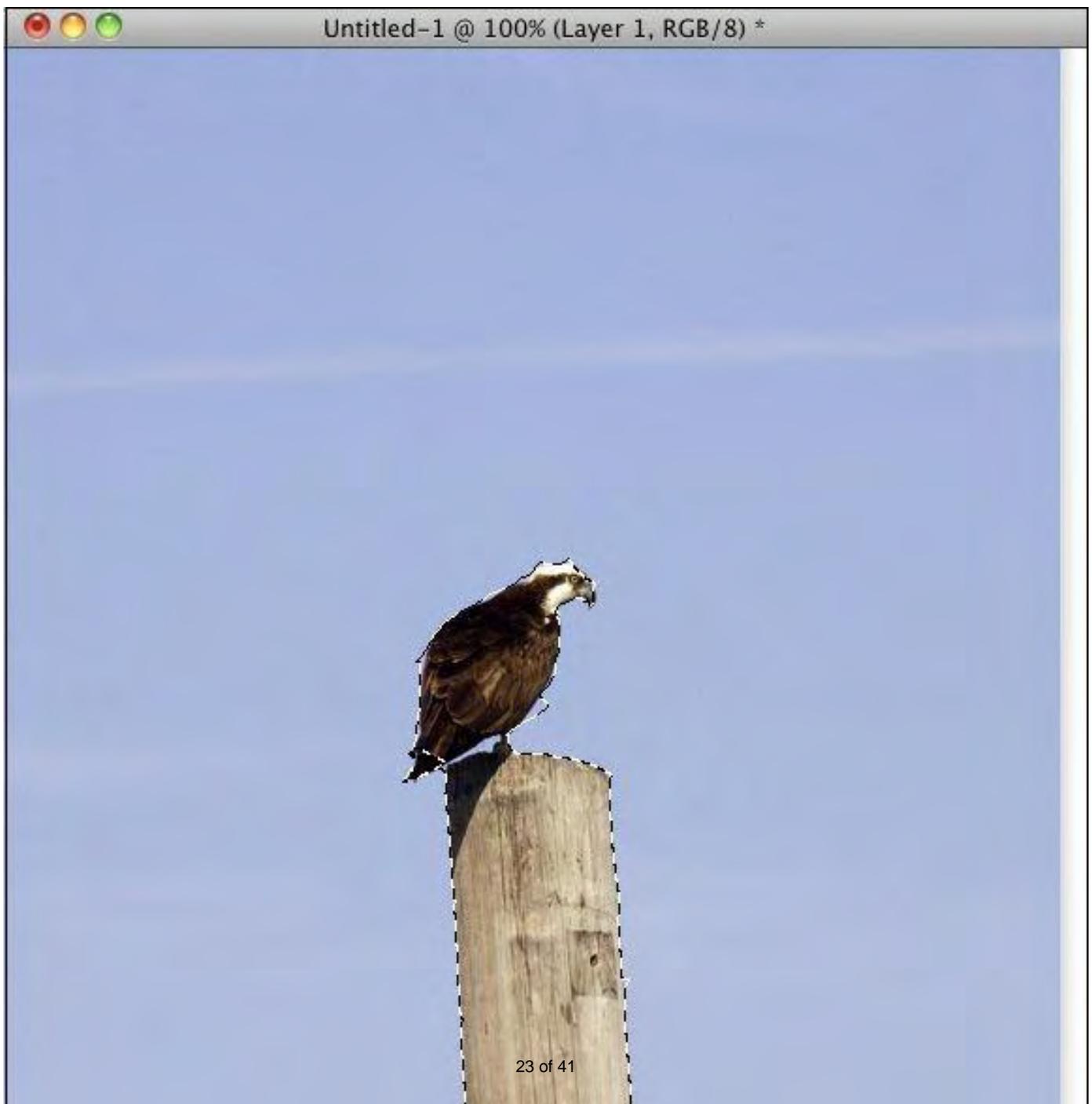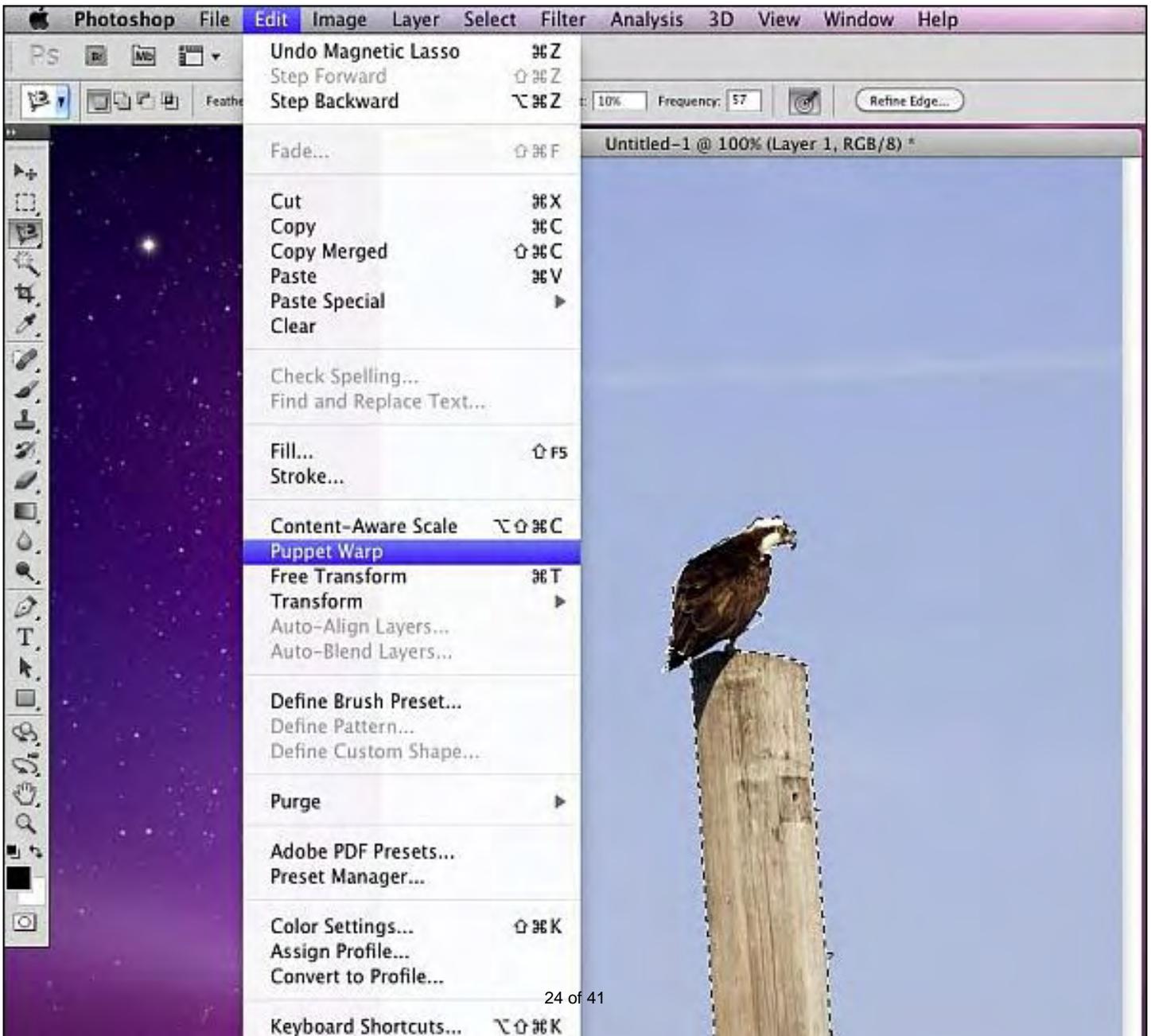
Figure 3. Select an image to bend.

After selecting the image you want to bend, choose the Puppet Warp command and click on the selected item to define where you want to bend the item.

Color Settings...   ⇧⌘K
Assign Profile...
Convert to Profile...

Keyboard Shortcuts...   ⌥⇧⌘K
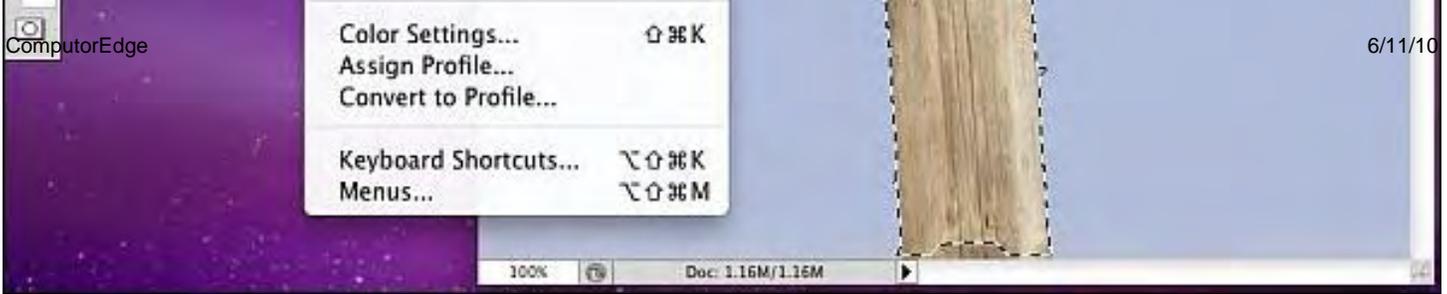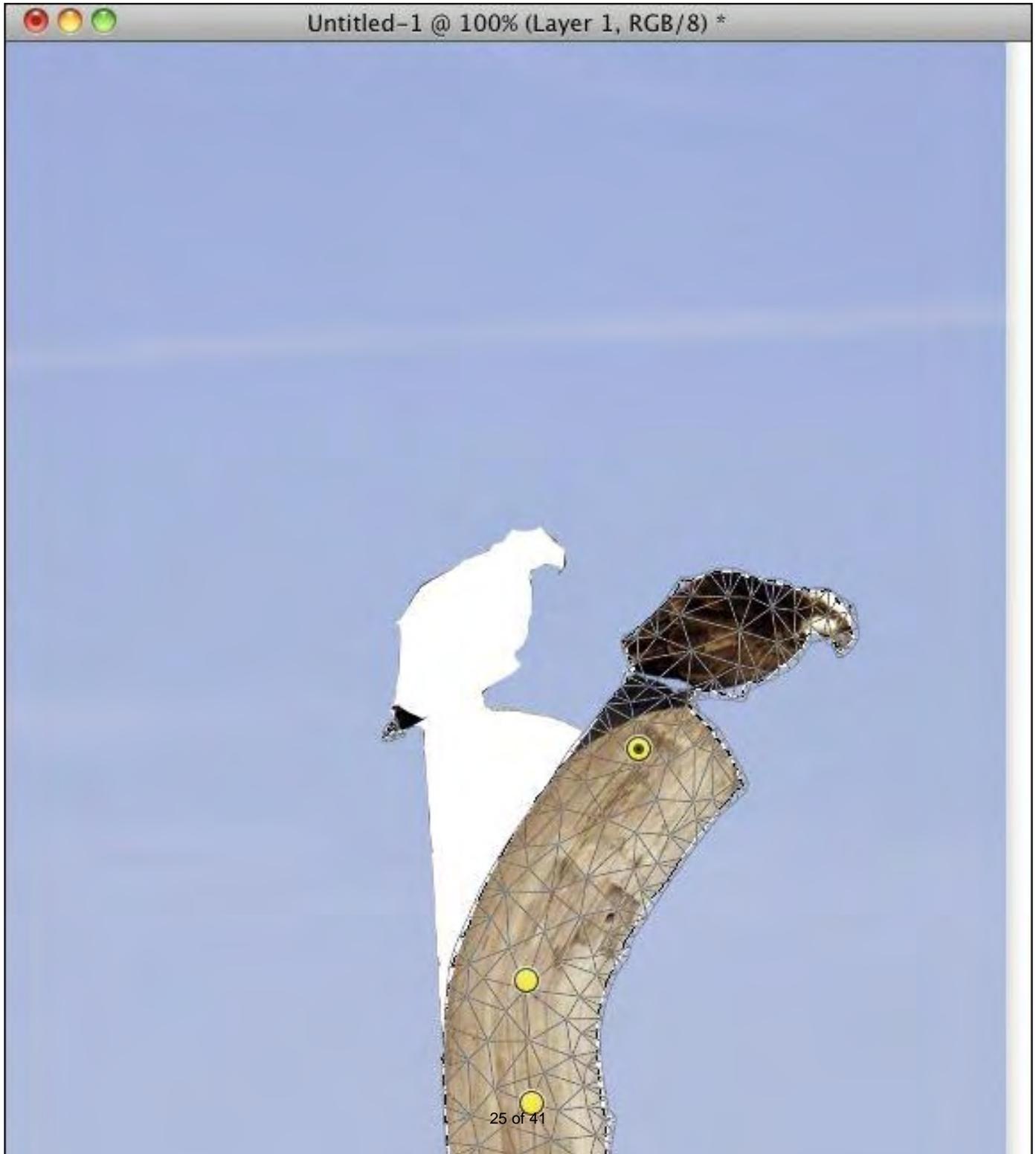Menus...   ⌥⇧⌘M

100%   Doc: 1.16M/1.16M

Figure 4. Choosing the Puppet Warp command.

Now drag the mouse and bend your selected item. Bending the item leaves a blank spot in the picture, but you can fill that spot up by just copying the surrounding area and pasting it into the blank spot.
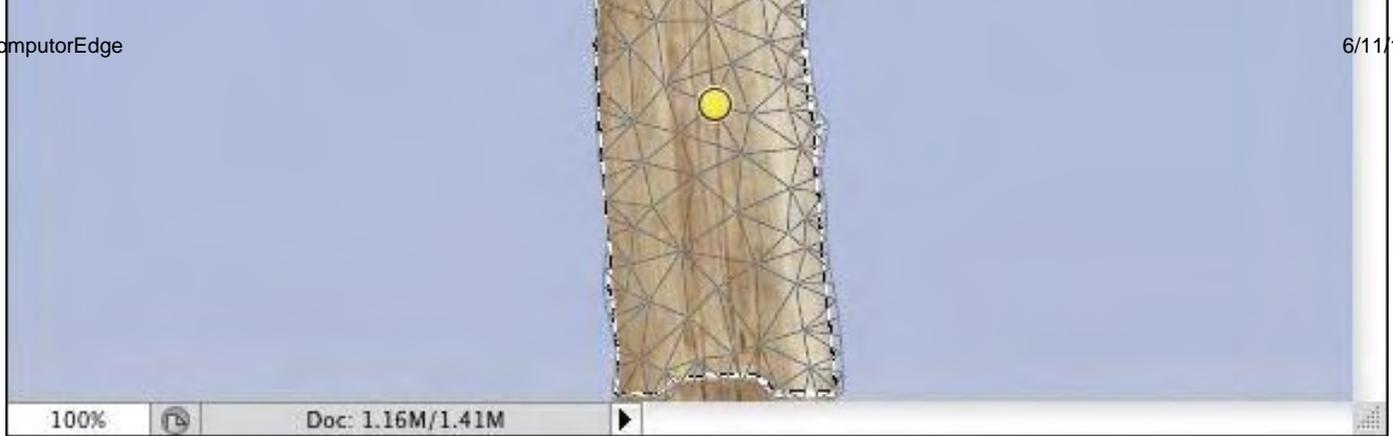
Untitled-1 @ 100% (Layer 1, RGB/8) *

Figure 5. Bending an item lets you alter the image.

This ability to bend an item lets you turn near-perfect photographs into perfect ones with a little Photoshop manipulation.

Apple's Developer's Conference Announcements

On June 7, Apple kicked off its developer's conference, where the company announced that the iPad's iBook app will now be able to open and display PDF files. (Previously the iBook app could read only files stored in the epub e-book file format standard.)

Not surprisingly, Apple also announced the new iPhone 4 that's nearly 24 percent thinner than the current iPhone, uses the same A4 processor used in the iPad (giving it a six- to 10-hour battery life), and includes a 5-megapixel camera with zoom and flash.

One remarkable new feature is the iPhone 4's "retina display," which claims a 326 ppi (pixels per inch) display that's four times sharper than the current iPhone 3GS display. Supposedly the human retina can only see up to 300 ppi, which should make the iPhone 4's retina display the sharpest image available on any mobile phone.

Besides capturing ordinary pictures, the iPhone 4's camera can also capture HD videos that you can edit using the optional $4.99 iMovie app, which works nearly identically to iMovie on the Macintosh. Not only will iMovie let you edit video, but it also lets you use themes and share your video in a variety of formats so you'll be able to capture, edit and share video completely within the iPhone.

Some minor changes include renaming the iPhone OS to just iOS 4 (since it's essentially the same operating system used to power the iPad), adding Microsoft's Bing search engine as an option (Google still remains the default search engine while Yahoo! remains as the second alternate search engine), and bringing the iBook app to the iPhone and iPod Touch so you can read e-books on three devices (iPad, iPhone and iPod Touch), while only paying for it once.

To encourage developers to make free apps for the iPhone/iPad, Apple also introduced iAd. The idea is to embed ads directly in apps so that developers can get advertising revenue rather than charge for their app. Developers get 60 percent of the advertising revenue, while Apple takes the remaining 40 percent.

Perhaps the most important new feature is the iPhone 4's front-facing camera, which allows video chatting through a Wi-Fi connection. This video chatting feature, dubbed FaceTime, also allows you to switch to the rear-facing camera if you want. Unfortunately, FaceTime does not

work over the cellular phone network due to bandwidth limitations.

One unique use for FaceTime will be allowing people to communicate through sign language. One hand needs to hold the iPhone while the other communicates, making the iPhone 4 especially attractive for the hearing-impaired.

Until other mobile phone rivals (Android, Windows Phone 7, etc.) offer video chatting, people who want this feature will need to get an iPhone, further fueling the growth of the iPhone.

The new iPhone 4 goes on sale June 24, but if you live outside of the United States, you'll have to wait until the end of September. If you have the current iPhone or iPod Touch, you'll be able to upgrade the operating system by June 21.

Given these new features, it looks like Android, BlackBerry and Windows Phone 7 will have to play catch up to Apple all over again.

<p style="text-align:center">*   *   *</p>

In case you're curious to see how many ads a Web page sends to you, choose Window/Activity in Safari and you can see an Activity window. By studying the contents of this Activity window, you can see all the ads that get sent to your browser whether you want them or not.

Figure 6. The Activity window lets you see what your browser is downloading.

In the early days, before Wally became an Internationally renowned comedian, computer book writer, and generally cool guy, Wally Wang used to hang around The Byte Buyer dangling participles with Jack Dunning and go to the gym to pump iron with Dan Gookin.

Wally is responsible for the following books:

• Microsoft Office 2007 for Dummies (*www.amazon.com/gp/product/0470009233?
ie=UTF8&tag=the15minmovme-
20&linkCode=as2&camp=1789&creative=9325&creativeASIN=0470009233*),
• Beginning Programming for Dummies (*www.amazon.com/gp/product/0470088702?
ie=UTF8&tag=the15minmovme-
20&linkCode=as2&camp=1789&creative=9325&creativeASIN=0470088702*),

• Breaking Into Acting for Dummies with Larry Garrison (*www.amazon.com/gp/product/0764554468?ie=UTF8&tag=the15minmovme-20&linkCode=as2&camp=1789&creative=9325&creativeASIN=0764554468*), Beginning Programming All-in-One Reference for Dummies (*www.amazon.com/gp/product/0470108541?ie=UTF8&tag=the15minmovme-20&linkCode=as2&camp=1789&creative=9325&creativeASIN=0470108541*),

• Steal This Computer Book 4.0 (*www.amazon.com/gp/product/1593271050?ie=UTF8&tag=the15minmovme-20&linkCode=as2&camp=1789&creative=9325&creativeASIN=1593271050*),

• Visual Basic Express 2005: Now Playing (*www.amazon.com/gp/product/1593270593?ie=UTF8&tag=the15minmovme-20&linkCode=as2&camp=1789&creative=9325&creativeASIN=1593270593*),

• My New Mac (*www.amazon.com/gp/product/1593271646?ie=UTF8&tag=the15minmovme-20&linkCode=as2&camp=1789&creative=9325&creativeASIN=1593271646*),

• My New iPhone (*www.amazon.com/gp/product/1593271956?ie=UTF8&tag=the15minmovme-20&linkCode=as2&camp=1789&creative=9325&creativeASIN=1593271956*),

• Strategic Entrepreneurism with Jon Fisher and Gerald Fisher (*www.amazon.com/gp/product/1590791894?ie=UTF8&tag=the15minmovme-20&linkCode=as2&camp=1789&creative=9325&creativeASIN=1590791894*).

When not performing stand-up comedy or writing computer books, he likes to paper trade stocks with the video game Stock Reflex (*www.plimus.com/jsp/download_trial.jsp?contractId=1722712&referrer=wwang*), using the techniques he learned from a professional Wall Street day trader.

In his spare time, Wally likes blogging about movies and writing screenplays at his site "The 15 Minute Movie Method." (*www.15minutemoviemethod.com/*) Wally can be reached at *wally@computoredge.com*.

Rob, The ComputorTutor: Technology Solutions

"Microsoft Word Pages and Tables" by Rob Spahitz

> This week, we take a step back and glance at all of the features that Word 2010 offers.

This week, we take a step back and glance at all of the features that Word 2010 offers.

File Tab

As mentioned in a previous column, people who switched from Word 2003 to Word 2007 seemed to have been confused about how to load and save a file. There was no File menu; instead you had to click on the big round "Office Button" in the top left corner of the application. Apparently, Microsoft got the message and added the menu item back as its own tab in the 2010 version. It contains the items shown in Figure 1 on the left, which are similar to those found in the previous File menu and Office Button.

The first few are pretty obvious. Save will allow you to save the current document with the current name (unless it's a new document, in which case it will prompt for a name). Save As will always prompt for a new name. Open will allow you to open an existing document, including those that are in other supported formats besides Word 2010, which we'll explore in a future column. Next, Close will close the current document.

The Info section includes a variety of things. If the product needs activation, this is where you can specify the activation key; set document permissions (who can access it, read it, copy it, change it); work with various versions; and view information about how many pages, words and other aspects of the document are defined.

The rest are also pretty obvious. New opens a new blank document; Print allows you to print the document to a defined printer (which may be a physical printer or a PDF document); Share has information about sharing the document; Help gives the standard help window; Options are additional settings (some of which we'll explore in a future column); and Exit, of course, will close the document and exit the Word session.

Home Tab

Figure 1. File Tab

The Home tab, which we have been exploring for the last few weeks, has settings that Microsoft considered to be the most commonly used features. Figure 2 shows this tab.
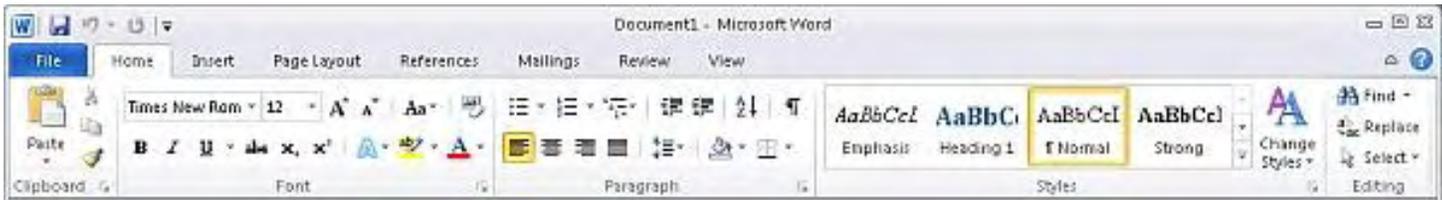
Figure 2. Home Tab.

This follows the standard Ribbon Bar design, which includes a collection of boxes that help organize the features.

Clipboard offers standard Windows information copying features (e.g., copy, paste); Font has features related to the text being typed (e.g., size, style, color); Paragraph has things related to the groups of words (e.g., alignment, line spacing); Styles contains predefined and custom styles; Editing lets you find text, replace it and select it.

Insert Tab

The next tab is related to things you'd like to insert into your document other than text, as seen in Figure 3.

Figure 3. Insert Tab.

It includes a section for special Pages (e.g., cover pages); Tables; Illustrations (e.g., pictures and shapes); Links (e.g., bookmarks); Headers and Footers (including page numbers and document information); Text for adding special things that help the document act like a form and other things; and Symbols that include non-standard characters.

This is the section that I use to insert various figures so you can see examples. And if I were creating this as a stand-alone column, I would add my own headings and footers.

Page Layout Tab

Continuing along the tabs, we see Page Layout, as seen in Figure 4.
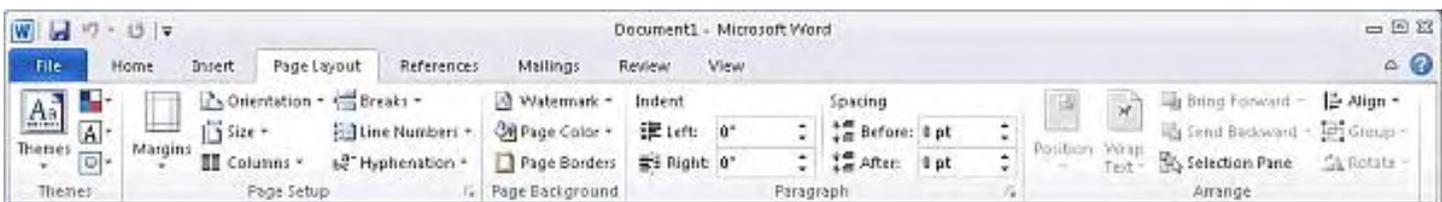

Figure 4. Page Layout Tab.

The Themes box allows you to define a collection of Styles (see the Home tab). If you like all of

your documents to appear in a certain style, rather than recreate the Styles or copy them from other documents, you can define a theme for this collection.

In the Page Setup box, you can define things related to the page layout and a few other things. This lets you set the margins around the page, the number of columns, and page and section breaks, among other things.

For Page Background, you can set a watermark (background image) or a page color in case you are printing on pages that are not white and you want to see what it will look like if, for example, you print yellow ink on a blue page.

The Paragraph box is an easy way to define paragraph indentation and line spacing.

The Arrange box allows you to define how text should appear if you insert an image. For example, you can have the picture appear within the text as though it were part of the text (good for small pictures); you can have the text wrap around the picture as though the page has a square hole in it and you want all of the text to appear on the remaining parts (plus you can adjust margins around the picture); and you can have the text appear on top of or beneath the picture (which would only be useful if the picture has transparent portions. This box also has settings for adjusting collections of objects (like pictures or form-like text boxes), since they may overlay and you want one to appear overlapping the other.

References Tab

The boxes here contain more information about the document itself, as seen in Figure 5.

Figure 5. References Tab.

Table of Contents lets you break the document into a page showing book-like chapter information (based on certain Styles). It can also be used to update this page.

Footnotes can be used to help with those pesky college papers where you have to reference the authors of various comments that you copied. This also lets you navigate through these footnotes.

Similar to footnotes, the Citations and Bibliography box is used to work with the external documents used with your footnotes.

Captions can be used to assist with text under pictures. It can also be used to create tables of these figures and other objects.

Next, Index, lets you add a section for people to locate marked keywords within the document; it will also include the page numbers where these words can be found. If you've ever looked at the back of a technical document (such as most non-literature books in college) you've probably

seen these.

Finally, related to these things, you have the Table of Authorities box. Obviously, this and similar things will be used only by serious authors with special needs.

Mailings Tab

The Mailings tab is used for one of the more common features of Word: Mailing lists, as seen in Figure 6.

Figure 6. Mailings Tab.

The Create box lets you define the type of page you are creating (e.g., envelopes or sheets of labels).

The Start Mail Merge function runs through a wizard to help you define the source of the data used fill in certain sections of your document with varying information (such as a list of people's names).

Write & Insert Fields lets you define the fields that will receive data from the data source.

Preview Results lets you see the results of the data merge before you print the results.

And, finally, Finish will complete the task, hopefully nicely aligned on your printout.

We'll try this out in a future column.

Review Tab

As seen in Figure 7, this tab has tools to help you correct or improve your document's content.

Figure 7. Review Tab.

As seen, the Proofing box handles spell-checks and a thesaurus, plus some other features; the language tab will let you define the language for the spell-check; Comments can be added to the document (which won't normally print, but help viewers with special instructions or other things as needed); Tracking lets you create versions and see what has changed from one to another; Changes lets you manage differences found from tracking; Compare lets you define the documents to compare so you can manage the changes; and Protect lets you lock the document

so viewers can do only certain things that you control.

View Tab

Finally, the View tab helps you to see document in various ways and work with a few other miscellaneous features as seen in Figure 8.

Figure 8. View Tab.

The first box, Document Views, gives you a preview, outline, or other page layout.

The Show box lets you show or hide rules, gridlines (like graph paper) and a navigation page that works well with bookmarks.

The Zoom box helps to see bigger pages or a quick view of how a collection of pages will appear.

Next, the Window box allows you to work with multiple documents and arrange them in various ways within the Word window.

Last but not least, my favorite is the Macros box. This allows you to customize Word to do pretty much anything you want. Although this feature is more difficult in Word than it is with Excel, it still offers to make Word do anything you want if you are willing to spend time learning a new (commonly used) language: Visual Basic.

More Tabs

Aside from the above mentioned tabs, more tabs may automatically appear.

For example, if you add a table to your document, there are many features related to tables. The Word developers decided that tables justified their own set of tabs. Select a table within a document and a new "Design" and "Layout" tab appears with its own sets of boxes. We'll explore these and others when we get to them.

Now that we've seen all of the features (most of which exist in prior versions), we'll continue next week by looking at more of the commonly used features, including tables.

Rob has been in the computer industry for over 25 years and is currently a part-time teacher, offering classes in Excel, Access, Visual Basic, and a variety of other technical tools. He has loved *ComputorEdge* since 1990 and can be contacted at *RSpahitz@Dogopoly.com*.

Looking for a great boardgame? Grab a copy from DOGOPOLY.com (*dogopoly. com*) and have a dog-gone great time.

Spam of the Week

"The latest in annoying and dangerous e-mail currently making the rounds." by ComputorEdge Staff

Microsoft Outlook users are being lured to a Web site—with ulterior motives.

So simple, yet so dangerous. Spammers are relentless. After you see so many of them, you start to think that you are immune to being taken in. Plus, here at *ComputorEdge* we start thinking that we are being redundant—and to some extent we are! It is hard to know what will suck someone in.

In this example, Microsoft Outlook users are being attacked (see Figure 1). There is no real attempt to make it look official. There are no links to unknown sites. There is merely an attachment (open.html).
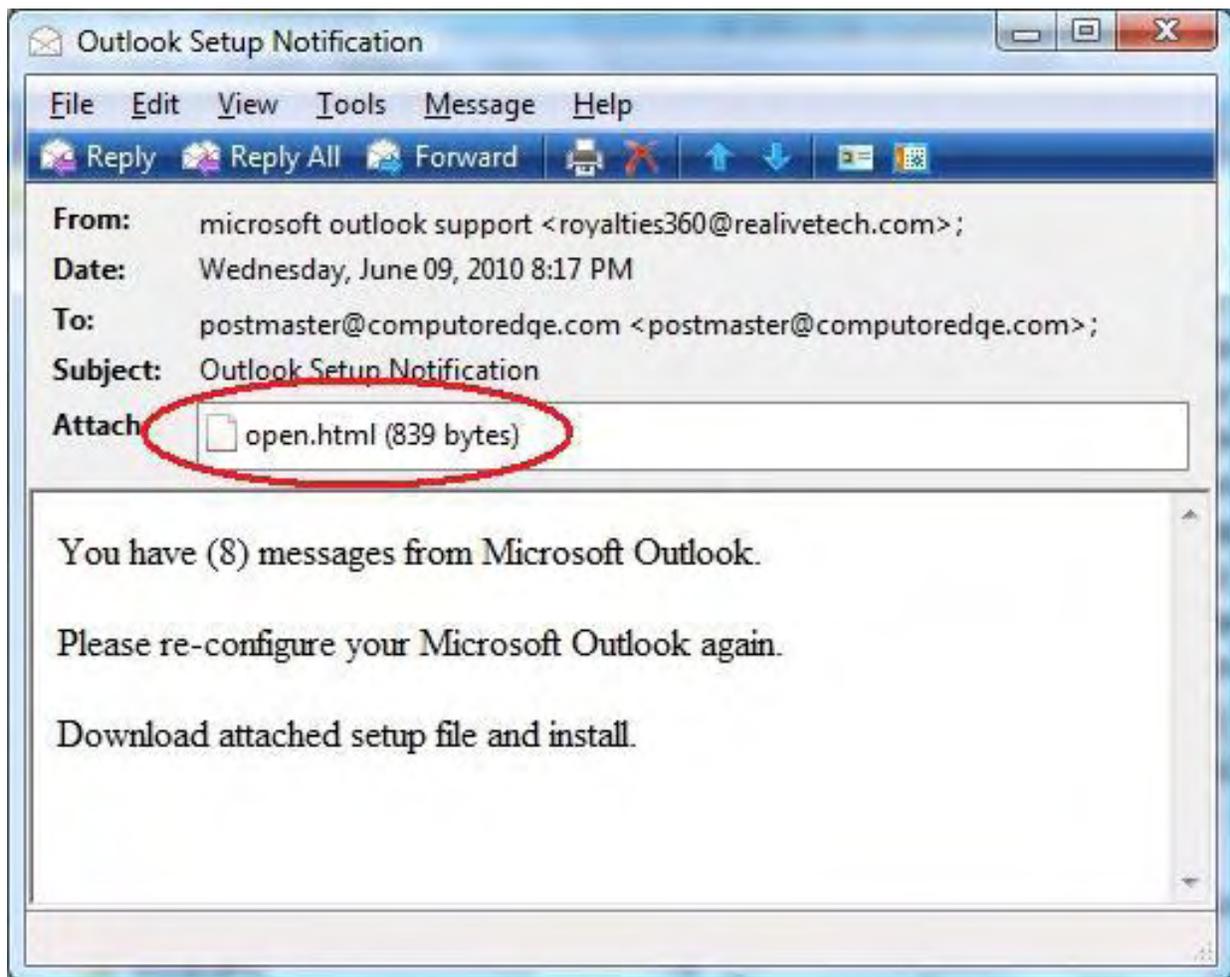
Figure 1. Don't download this attachment.

Unlike many of the phishing spams, this attachment is an HTML file. That means if you try to open it, your default Web browser will open and execute the code. (Took a look at the code, which was a JavaScript routine with various functions and regular expressions—probably to obscure the true intent. The JavaScript will run immediately upon opening with a browser.) Most likely you will be directed to a Web site offering popular products—probably pills of some type. It is possible that it is trying to exploit a bug in one of the browsers (Internet Explorer?).

Although probably not as dangerous as many phishing spams, just delete this e-mail. You don't want to do business with anyone who is trying to trick you into going to their Web site.

ComputorEdge always wants to hear from you, our readers. If you have specific comments about one of our articles, please click the "Tell us what you think about this article!" link at the top or bottom of the article/column. Your comments will be attached to the column and may appear at a later time in the "Editor's Letters" section.

If you want to submit a short "ComputorQuick Review", or yell at us, please e-mail us at *ceeditor@computoredge.com*.

EdgeWord: Let's Talk about Collaboration

"The Collaboration Habit" by Jack Dunning

Most of today's methods for sharing and working together over the Internet devolve into a kludge of various techniques, and no one technology has really taken off.

Collaboration on the Web is still in its infancy. People are using a variety of methods for working with others via their computers, but no one method or application has captured the market. In its simplest form, collaboration can be the exchange of e-mail. Most of today's methods for sharing and working together over the Internet devolve into a kludge of various techniques.

INTROVERTED DEVICES holds their office staff meetings online. No talking allowed!

For example, it is rare to see audio combined with remote-assistance programs, although in most remote-help situations the ability to talk to one another is crucial. Most of the applications include text chat, but that is next to useless in a live training/assist scenario. People usually find that they need to use a telephone connection to keep up with the session. This is fine if the people on both ends have a hands-free headset. However, using a computer while holding a telephone is pretty awkward.

The ideal solution is to integrate two-way audio into the remote connection. Some of the programs do include this capability, but that presumes that both computers have speakers and a microphone. The catch is the microphone. While laptop computers include microphones as a standard feature, it is a plug-in for desktop computers. Most of the add-on Web cameras include a microphone, but unless someone is a regular Skype user, then they are not likely to have added one to their desktop system. Most audio for training/assisting continues to default to the telephone.

Even though it's a mixed bag of techniques, in this day of low-cost long distance, using the telephone for audio support is not the worst case. One of the problems with adding audio to a remote-assistance program is the additional bandwidth required by audio. Plus, it's much easier to create a system for remote control of a desktop without the complications of adding audio support.

I've used Google Wave to pose questions to a client about a project I was working on. I could

accumulate the queries individually, then he would respond to each as he had time. It worked pretty well, but eventually we were back to trading e-mails. There was nothing wrong with using Google Wave; it just didn't become habit.

I have not yet had the time to participate in a Webinar or an online group meeting. If effective, it's easy to see how it would save a great deal on the cost of travel. This wouldn't make the airlines or the hotel industry happy. I would be interested to get comments from people who have had experiences with online meetings.

One of the main obstacles to online collaboration taking off as a new Internet industry are our old habits. We like to do things the way we have always done them. There may be an easier way, but why change what we know? Plus, when the time comes that we could use the new systems, we often just don't think of giving it a try.

For example, I'm well aware Windows Remote Assistance is built into Windows computers. With a simple e-mail, computers can be connected, allowing the viewing of one of the screens by both people. There are times when I'm trying to help someone oven the phone with their computer, but rather than initiating a remote-assistance session, I continue to use telephone audio only to walk them through the procedure. (Half the time I'm describing one part of the screen while they are looking at a totally different part.) Maybe next time, I'll use the tools I have available—if I think of it.

Jack is the publisher of *ComputorEdge* Magazine. He's been with the magazine since first issue on May 16, 1983. Back then, it was called *The Byte Buyer*. His Web site is *www.computoredge.com*. He can be reached at *ceeditor@computoredge.com*

Editor's Letters: Tips and Thoughts from Readers

"Computer and Internet tips, plus comments on the articles and columns." by ComputorEdge Staff

"Firefox Information Appreciated," "Virus-Ridden Computer", "Chrome Is Best," "CCleaner Options," "Restoring the Quick-Launch Bar in Windows 7"

Firefox Information Appreciated

[Regarding Michael J. Ross' May 21 article, "Firefox Browser Extensions":]

This [information] I can use and appreciate. Alternatives are the spice of computing.

-Cicero, Colorado Springs, CO

Virus-Ridden Computer

[Regarding the May 21 Digital Dave column:]

We had a laptop infected by an "anti-virus" program and everything we tried (and it was a lot!) failed to clear things up. Finally, we were lucky enough to be led through a long and convoluted process by an incredibly patient tech at MalWareBytes—and success! Afterward, I Googled the name of this "anti-virus" and was rewarded with a litany of links containing sad stories galore.

-Joe Silverman, San Diego CA

Dave,

I recently had this and learned a lot. First, do not click on the X or exit button to exit the window. This will install the software. Always use Alt+F4. I was able to get rid of it by booting in 16-bit mode (I have XP, don't know if other operating systems can do this), then deleting the offending file in command mode. After I got control, I went through the Registry removing all references to the software, and finally using my antivirus to finish the job.

-William Clapper, Denver, CO

I was able to rid a friend's PC of this type of virus simply by booting in safe mode and restoring an older restore point.

-Jeff, Colorado Springs

Chrome Is Best

[Regarding the May 21 EdgeWord: Google Chrome Works for Me column:]

Jack,

I have to agree with you. I have used IE, Firefox and Chrome and like the latter best. I occasionally use the Firefox plug-in for FTP purposes. My only gripe about Chrome is that there is no way to limit the amount of temp files it creates, as you can with IE. When I notice Chrome getting slow to load, I run CCleaner to get rid of the temps. I see a considerable speed-up afterward.

-Joe Nuvolini

After reading this week's article, I wanted to let you know that I have been using Chrome for a few months now and without doubt I love it. I also have IE installed, and every now and then I fire her up just for the fun of it. Using Chrome seems to run much quicker on my machine, and I do not have any problems such as crashes and such. I have added a few extensions, and for me I have all that is needed in my daily surfing.

Anyhoo, I do appreciate *ComputerEdge* as it helps me beyond any consideration. I remember the first time I picked up the magazine and I freaked when it became an online publication; however, I love it and keep on with the great info.

-Bryan, Chula Vista, Ca.

FWIW, I use Sea Monkey, formerly Mozilla, the progenitor of Firefox. It provides more control than any other browser and it's an open-source project.

-Jeff, Colorado Springs

After a three-year stint of using Linux with Firefox at least 95 percent of the time, I am now using Win7, as provided on a new computer. I have assigned IE as the default. It "goes" with things MS. Most of the time I use this new computer I use Firefox or Chrome. I am intuitively drawn toward the latter. We'll see!

-Cicero, Colorado Springs, Colorado

CCleaner Options

[Regarding the May 21 Editors Letters: Tips and Thoughts from Readers column:]

Please let Francis, Constant reader, know that in CCleaner, one only has to select Options, Cookies and move the keepers to the right column and the cleaner will leave those cookies alone.

-Ralph

Restoring the Quick-Launch Bar in Windows 7

[Regarding the May 21 Windows Tips and Tricks column:]

Jack,

You said there was no apparent way to move the quick-launch bar to the left side of the taskbar. Just unlock the taskbar, and drag the grid of the existing taskbar to the right until it bumps

against the quick-launch bar. This bounces the quick-launch bar to the far left. Then place the existing taskbar where you like and re-lock the taskbar.

I hope that is clear.

-Stephen Erway, Denver, CO

Thanks, you're right! I guess I just didn't push far enough.

-Jack, ComputorEdge

ComputorEdge always wants to hear from you, our readers. If you have specific comments about one of our articles, please click the "Tell us what you think about this article!" link at the top or bottom of the article/column. Your comments will be attached to the column and may appear at a later time in the "Editor's Letters" section.

If you want to submit a short "ComputorQuick Review", or yell at us, please e-mail us at *ceeditor@computoredge.com*.