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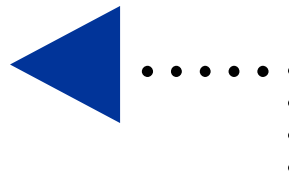
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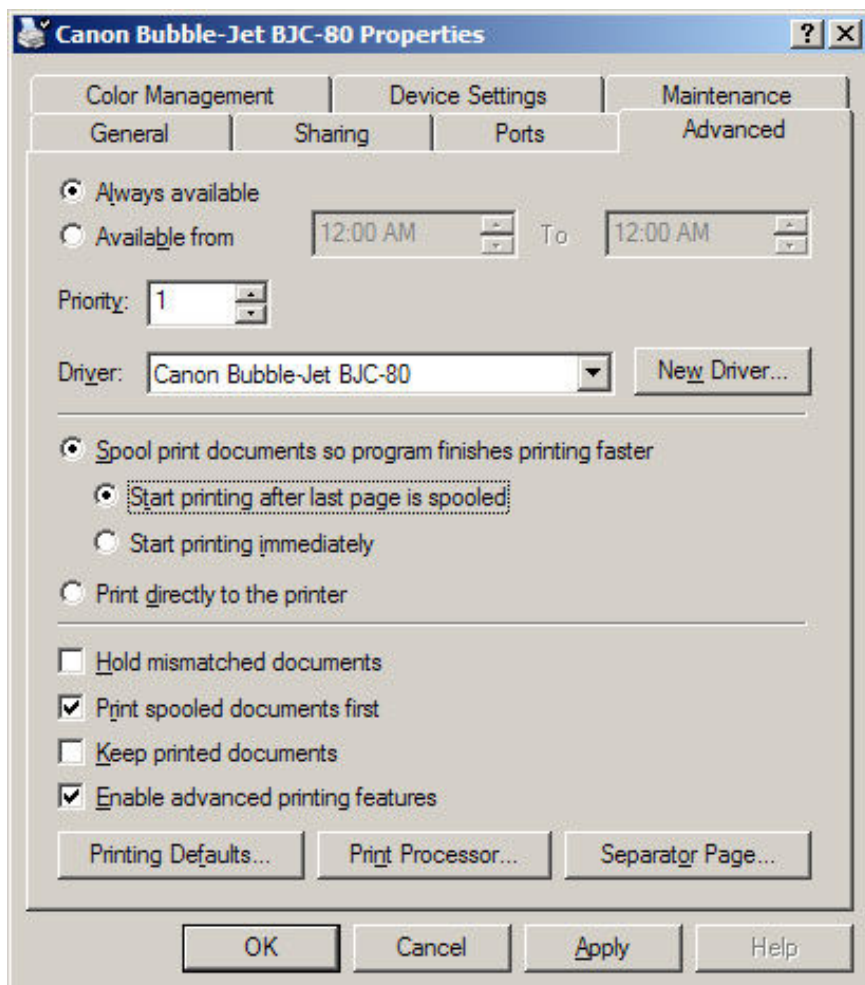
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Take one!



Store Hours: Mon – Fri 8:00 – 6:00 Sat & Sun 10:00 – 12:00

Perk Up Printing in Windows XP



Vol 7 Issue 15 Aug. Part 1 Newsletter

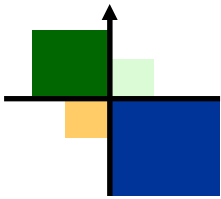
IN THIS ISSUE:

COMPUTER TALK:

- **CONSUMER REPORTS ON 'STATE OF THE NET'**
- **IRS FREELY GIVES OUT EMPLOYEE USER NAME/PASSWORD INFO**
- **BRAIN ELECTRODES HELP INJURED MAN TO SPEAK AGAIN**
- **TECHNOLOGY TO STOP DRUNK DRIVING**

A BIT OF ADVICE:

- **PERK UP PRINTING**
- **SHUTDOWN:**
- **COMPUTER STUPIDITIES**



COMPUTER TALK

Consumer Reports on 'State of the Net': It's a jungle out there

<http://www.networkworld.com/community/node/18117>

A "State of the Net" survey due out Monday from Consumer Reports, the most widely trusted name in consumer protection, makes clear that Americans continue to have ample cause to distrust Internet interactions ... yet many remain woefully ignorant in terms of protecting themselves -- and their children -- from the most obvious dangers.

The combination has cost consumers \$7 billion over two years, according to Consumer Reports. (It also reminds us that IRS employees are hired from the same gene pool in which we all swim.—VCI: see next article)

The sweeping study does include nuggets of good news, however, including a contention that less spam is hitting consumer inboxes.

In addition to the survey, a related Consumer Reports test of nine security software suites finds that one from Trend Micro offers the best combination of performance and price.

Among the survey findings:

Computer viruses have prompted 1.8 million households to junk their PCs over the past two years, while spyware has claimed another 850,000 machines in just the past six months.

Not surprisingly given those numbers, 17 percent of PC users lack any virus protection and a third of respondents fail to guard their machines against spyware.

Extrapolating from the survey results, some 650,000 people have bitten on a spam-promoted product or service offerings over the past six months (and there's no way that they all live in Florida).

Five percent of those surveyed who have children under the age of 18 report that their kids have inadvertently been exposed to pornography through spam, while the Consumer Reports press release made no mention of how many kids opened smutty spam on purpose.

While lawmakers continue to hound MySpace 24/7, we learn that not all parents are worried sick over the notion that Junior or Missy may be divulging too much 411 online: Among respondents whose kids go online, 13 percent of the youngsters registered on MySpace failed to meet the site's 14-year-old age minimum, and 3 percent were younger than 10. As the press release notes: "And those were just the ones the parents knew about."

The September issue of Consumer Reports includes all of the gory details.

IRS Freely Gives Out Employee User Name/Password Info

<http://it.slashdot.org/it/07/08/05/1834201.shtml>

The Treasury Inspector General for Tax Administration reports that its inspectors were able to get IRS employees to improperly disclose their user names and passwords over 61% of the time. 60,000 of the IRS's 100,000 employees and contractors thus are susceptible to computer hackers, putting personal taxpayer information at risk for unauthorized disclosure, theft and fraud. 'Only eight of the 102 employees contacted either the inspector general's office or IRS security offices to validate the legitimacy of the caller ... The IRS agreed with recommendations from the inspector general that it should take steps to make employees more aware of hacker tactics such as posing as an internal employee and to remind people to report such incidents to security officials.

Brain Electrodes Help Injured Man To Speak Again

<http://science.slashdot.org/article.pl?sid=07/08/05/0749205>

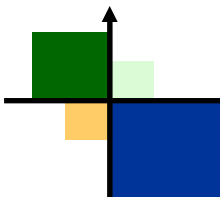
A man beaten and left for dead has recovered the power of speech thanks to the use of electrodes to stimulate brain activity. 'Experts called the results encouraging but cautioned that the experimental treatment must be tried in more patients before its value can be assessed. The researchers are already proceeding with a larger study. Before the electrodes were implanted, the man was in what doctors call a "minimally conscious state." That means he showed only occasional awareness of himself and his environment. In a coma or vegetative state, by contrast, patients show no outward signs of awareness.

Nissan Turns to Technology to Stop Drunk Driving

<http://slashdot.org/article.pl?sid=07/08/05/047230>

StonyandCher writes with a ComputerWorld story about new efforts by Nissan to reduce the danger of intoxicated drinkers through technology. A trio of new features installed in a prototype vehicle demonstrated this past week are designed to minimize the damage a drunk behind the wheel can cause.

"The first [system] attempts to directly detect alcohol in the driver's sweat and gear shift lever. A second system in the car uses a camera mounted in front of the driver to monitor eye movement. If the driver is drowsy it triggers the seat belt to tighten and this movement will hopefully snap the driver out of their drowsiness or prompt them to take a rest. A third system monitors the path of the vehicle to ensure it's traveling in a straight line and not weaving about the road, as is common with a drunken driver."



A BIT OF ADVICE

Perk Up Printing

<http://www.pcworld.com/article/id,135034-page,3-c,optimization/article.html>

When you choose the Print command in Word, Excel, or some other application, Windows sends the data from the program to a "spool" file on your hard disk. As soon as the first page is spooled to disk, Windows sends that page to the printer. The OS attempts to compromise between getting pages to your printer quickly and freeing your application to do other things.

But you don't have to stick with the Windows way. You can customize your print settings to rev up what's important to you...

In Windows XP, click Start, Printers and Faxes (on the default Start menu) or Start,

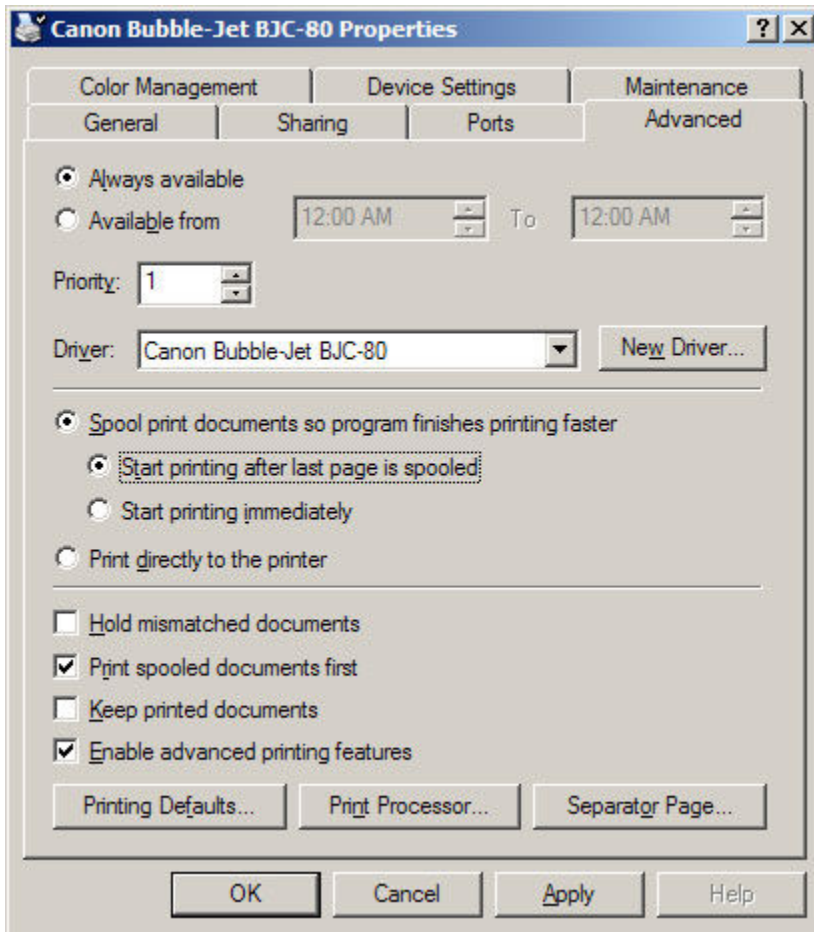
Settings, Printers and Faxes (on the Classic Start menu). Right-click the printer you want to customize, and choose Properties.

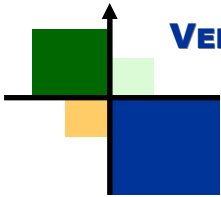
..Click the Advanced tab in your printer's Properties dialog box, and make your choice based on your priority:

To reduce the time your application makes you wait while printing a large document, make sure Spool print documents so program finishes printing faster is selected, and click Start printing after the last page is spooled (see the screen shot at upper right). You'll need to have enough free disk space to spool the whole document.

To reduce the time pages take to print, choose Print directly to the printer. This option may not be available if the printer is shared, but changing a setting under the Sharing tab can stop sharing. The printer must be turned on for this option to work, and you won't be able to pause the print job.

If neither of these settings is satisfactory, return to the default by reselecting Spool print documents so program finishes printing faster and Start printing immediately.





SHUTDOWN

Computer Stupidities

http://www.rinkworks.com/stupid/cs_obvious.shtml

The mere presence of a computer can short circuit normally intelligent people's brains. But sometimes it's just ridiculous.

Customer: "I received the software update you sent, but I am still getting the same error message."

Tech Support: "Did you install the update?"

Customer: "No. Oh, am I supposed to install it to get it to work?"

Customer: "I'm having trouble installing Microsoft Word."

Tech Support: "Tell me what you've done."

Customer: "I typed 'A:SETUP'."

Tech Support: "Ma'am, remove the disk and tell me what it says."

Customer: "It says '[PC manufacturer] Restore and Recovery disk'."

Tech Support: "Insert the MS Word setup disk."

Customer: "What?"

Tech Support: "Did you buy MS word?"

Customer "No..."

Email from a customer:

I've bought a stolen CDD3610 which didn't come with any software or cables. Could you please send that to me? I presume I do have the full 12 months warranty?

A haughty caller to my Claris Works cue began haranguing me about the Claris Works she'd just bought. When her tirade abated enough for me to ask a few probing questions, she explained that the box promised a word processor, but there wasn't one inside. I asked her to insert the disk from the box into her computer.

Customer: "Computer? I don't have a computer!"

Me: "Ma'am, Claris Works requires a computer."

From here, she became irate. She dragged in two levels of supervisors, several lawyers, later, and I was nearly placed on the sacrificial altar. For what it's worth, we never laughed and always maintained a professional demeanor. The customer is always right.

Customer: "I would like to place an order."

Tech Support: "Unfortunately, we are unable to take orders over the phone. All orders must be placed on our web site."

Customer: "Web site?"

Tech Support: "You need access to a computer that's connected to the Internet in order to visit our Internet site and place an order."

Customer: "Where is the computer?"

Tech Support: "..."

Tech Support: "Ok, let's put your operating system disk in the drive."

Customer: "Ok...which way does it go in?"

Tech Support: "The shiny side faces down."

Customer: "Alright...um...which way is down."

Tech Support: (rolling eyes) "Towards the floor."

Customer: "Ahhh...so what way does the other side face?"

Tech Support: "Are you kidding?"

Customer: (outraged) "Hey! I'm not a computer genius, ok? That's why I called you!"

Tech Support: "Ok, that side faces down too."

The place I work for charges about \$100/issue for tech support.

Tech Support: "So what can I do for you?"

Customer: "I'm trying to run Live Update with Norton, and it came up to a screen with a list of updates, and it says 'Next.' What do I do?"

Tech Support: "Did you hit 'Next'?"

Customer: "Oh, it's working now."

Tech Support: "Anything else I can do for you?"

Customer: "No, that's it, thanks."