

Got Questions?



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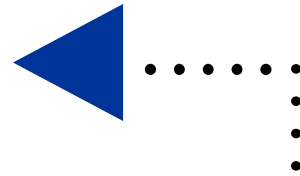
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File Attachment Etiquette

When is it *not* ok to attach a file? What are the alternatives?

Send a file now

To: (Separate multiple emails by comma)

From:

Subject (optional)

Enter message (optional)

Select a file (Max Size 100 MB) Larger file?

Browse... Add another file

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Newsletter

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Online Holiday Spending Nears \$28 Billion **AOL to End Support for Netscape Browser**

Headlines

AOL to End Support for Netscape Browser

<http://www.pcworld.com/article/id,140903-c,netscape/article.html>

An historic name in software will effectively pass into history in February as AOL discontinues development and active support for the Netscape browser, according to an official blog.

AOL will keep delivering security patches for the current version of Netscape until Feb. 1, 2008, after which it will no longer provide active support for any version of the software, according to a Friday entry on The Netscape Blog by Tom Drapeau, lead developer for Netscape.com. The Netscape.com Web site will remain as a general-purpose portal.

Netscape was the original mass-market Web browser and helped to popularize the Internet in the mid-1990s, but it has long taken a back seat to Microsoft Internet Explorer and Mozilla Firefox. Firefox itself traces its roots back to Netscape software that was made into open source. The Mozilla Foundation was founded in 2003, with support from AOL, and has released successive versions of Firefox while AOL continued to develop Netscape on top of the same platform, Drapeau wrote.

Groups within AOL have tried and failed to revive Netscape Navigator and gain market share against Internet Explorer, according to the blog entry.

"AOL's focus on transitioning to an ad-supported Web business leaves little room for the size of investment needed to get the Netscape browser to a point many of its fans expect it to be," Drapeau wrote. "Given AOL's current business focus ... we feel it's the right time to end development of Netscape branded browsers, hand the reins fully to Mozilla and encourage Netscape users to adopt Firefox," Drapeau wrote.

The Mosaic Netscape browser was posted for downloading in 1994 by Mosaic Communications, which later changed its name to Netscape Communications. That company kicked off the dot-com boom with its hugely successful initial public offering in August 1995 and was acquired by AOL in 1999. But Internet Explorer, introduced in 1995, eventually dominated the browser market. Microsoft's bundling of its browser with Windows operating systems was a key issue in antitrust lawsuits filed against it in 1997.

As of this month, Netscape had only 0.6 percent of the browser market, which was still dominated by Internet Explorer with more than 77 percent, according to Web application and analytics firm Net Applications. Firefox

was gaining, however, with market share just over 16 percent.

Users will still be able to download old versions of Netscape from an archive, currently located here, though they will not be supported by AOL, Drapeau wrote.

Report: Online Holiday Spending Nears \$28 Billion

<http://www.pcworld.com/article/id,140903-c,netscape/article.html>

A report from market research firm comScore pegs the amount of online spending this holiday season at nearly \$28 billion, a 19 percent gain over the same period last year.

ComScore measured the holiday season spending from November 1 - December 27 -- a 57-day period. But it wasn't just the days leading up to Christmas that drew shoppers to the online marketplace, the company said.

"Even as the holiday shopping season winds down after Christmas, we continue to see some relatively strong online spending days," said comScore Chairman Gian Fulgoni.

ComScore said they saw sales of \$545 million the day after Christmas. That represents more than double the sales for the same day last year. "This would appear to indicate that consumers were willing, and able, to take advantage of the attractive late-season promotions and price discounts offered by retailers this year," said Fulgoni.

ComScore expects the spending spree to continue. In its forecast the company expects spending for the November to December shopping season to reach \$29.5 billion, a 20 percent increase over the same period last year.

Panasonic To Ship Form Factor-Standard Blu-ray Drive

<http://hardware.slashdot.org/article.pl?sid=07/12/28/1421259>

"Panasonic plans to unveil the thinnest Blu-ray Disc drive made yet at the upcoming CES show. The drive is 9.5mm high, which allows it to fit into standard laptop form factors instead of requiring manufacturers to redesign systems to fit high-def DVD players as they've been doing. 'Panasonic has already begun offering samples of the drives to laptop makers with the hope that the companies will build it into new PCs.'"

Matt's Tech Tip - to attach or not to attach



I'd like to draw your attention to a common and frequently misunderstood aspect of computing—file attachments. The topic of sending attachments by email is not one that is discussed as much as it probably should be.

It is easy to attach a file to an email. Almost too easy!

Many people use email as a file transfer system. If they have documents, photos, videos or music to send to a friend or colleague they simply attach it to an email.

Email programs allow you to attach almost anything, regardless of the size and format without giving the sender any sort of guidance as to the consequences of their actions.

And yes, there are consequences. Like filling up and shutting down other's email accounts and causing subsequent email to bounce.

Many email providers have attachment size limits and even though they are constantly increasing they are not uniform across the Internet. This means that your provider may allow the attachment but it may be blocked at any other email server on the Internet on its way to its destination.

So what's the problem? Well, Email was never designed to transfer large files!

Most that forward attachments or send photos along are doing so with good intentions not purposefully wanting to cause any problems for the other side. That said, though, one has to take a moment and think before attaching files to an email and clicking Send. To simply attach files without taking the time to consider the person on the other side is self-serving not to mention reflecting your overall lack of tech savvy.

Here are some quickies you should run through before you arbitrarily attach any file to an email and send it on its way:

* What is the file's size? If you don't know, find out. If you don't know how to find out, learn. For example in Windows, you can view the file's size in Windows Explorer. Make sure the Views option at the top right is set to Details. This will allow you to see a Size column reflecting each file's size.

* If you are sending a file over 500,000 (500KB) in size consider how you can minimize the file's size either by reducing the physical dimensions or by using

file compression software. And, even then, courtesy dictates you ask the recipient first if it is O.K. to send them an attachment.

Never send attachments without warning especially after business hours or on weekends when the recipient may not be there to clear out their inbox. To send an attachment without notice that someone didn't ask for is the epitome of lack of courtesy for those you are emailing.

* Files over 1M (that's 1,000,000 bytes!) should not be sent by email and will have a hard time going through the pipeline. Just because you can physically instruct a computer to attach a file of that size doesn't mean you should. You could also instruct your computer to reformat/erase your hard drive but you don't do you?

* Files should only be sent in a format that you know the other side has the appropriate software to view - because you asked first! For example, not everyone has MS Publisher, Excel or PowerPoint. If the other side does not have Excel and you send an Excel file to them, they most likely will not be able to open it.

* When it comes to graphics and photos, just assume the files are gargantuan. Whether the files are for business or personal matters, here again you need to compress either the file's size with one of the many compression utilities available or reduce the physical dimensions of the graphic or photo.

Learn how to resample/resize the graphic to no larger than 600 pixels in width. 600 pixels is large enough for the majority of uses - especially if you are just sharing photos with friends or family. For use on your Web site, they need not be larger than this either. Photos thousands of pixels wide easily get up into the 2-4M range! Yikes!! You should also check into learning how to use the free hosting that is provided with almost every ISP account. You can then post pictures on an HTML page and simply send everyone a link to go view your photos and not have to worry about filling up their inbox.

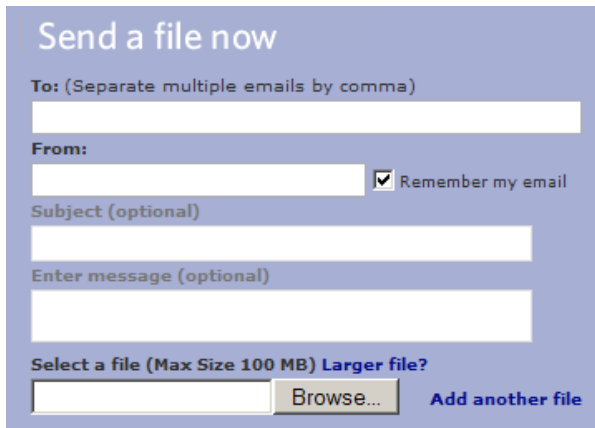
Many email accounts are only 5-10M in size and can be filled up very easily by those who either don't care to or don't know how to determine file size.

The original file transfer mechanism for the internet was FTP(file Transfer Protocol) but was never adopted by "normal users" - because it was generally too difficult to use.

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There are now a whole host of solutions for sending large files which are just as easy as sending by email but do not use email for the actual transfer.



(Send a file interface for YouSendIt.com)

Most systems involve you transferring your files onto a website (which the provider provides) and then anyone who wants to receive the files can download them from the website.

To send you usually select which files you would like to send out and the email addresses of your desired recipients. The recipients receive an email with a download link, clicking the link starts the download process.

Popular examples include:

<http://www.megaupload.com/>, and

<http://www.yousendit.com/>

Remember these tips when you are considering attaching a file to an email. If you determine your file may be of an inappropriate size to be emailed, please contact the recipient and/or make use of a file upload service like the ones listed above. Your friends and their mail hosts will thank you! - END

References:

(<http://www.onlinenetiquette.com/dont-attach-that.html>)

(<http://www.oeupdates.com/Large-Email-Attachments.html>)

Shutdown - Funn-e-mail

(from: http://www.rinkworks.com/stupid/cs_email.shtml)

My friend called me up one night and asked me to help him with a problem he was having sending email.

* Friend: "I can't send any email to you."

* Me: "So what's the problem? Are you getting any error messages?"

* Friend: "No, but every time I try to go to your email it asks me for your password, and you never gave it to me!"

It turned out he was trying to get into my Hotmail account to send me an email.

Customer: "I get this error when I check my mail. It says, 'There are no new messages.'"

I work on the database for an IT recruitment company in the UK. One day an applicant emailed his resume in. It was a one page MS Word document, around 10K, but he apparently thought that this would take too long to send, so he compressed it with Winzip. Twice. Each time, he added the Winzip self-extractor program. The final size of his attached file was over 5 megs. The worst part is that he was applying for a Network Manager job, which would have given him my annual wage per month to manage 700 users.

* Customer: "I tried sending email to 1.404.123.4567 but the emailer wouldn't let me."

* Tech Support: "Um, that's a telephone number."

* Tech Support: "How may I help you?"

* Customer: "I'm writing my first email."

* Tech Support: "Ok, what seems to be the problem?"

* Customer: "Well I can get the 'a'. But how do I put the

circle around it?"

Email sent to a mailing list server:

I have tried to unsubscribe, but a message appears saying that my user's name is incorrect. I have been using the same name for 77 years and should know whether it is correct or not.

* Customer: "Your service stinks."

* Tech Support: "Um, what seems to be the problem?"

* Customer: "I can't email."

* Tech Support: "Ok, what error message comes up when you try?"

* Customer: "'Mailer Daemon error: the address you are attempting to reach does not exist.'"

* Tech Support: "May I ask what email address you were trying to send to?"

* Customer: "'www.jvim.com'"

* Tech Support: "Oh. Well, that's a web address, not an email address. If you want to email someone at jvim.com, the email address would probably be in the format name@jvim.com."

* Customer: "Oh, ok."

* Tech Support: "Email addresses always have that @ symbol in them."

* Customer: "So that one won't work -- how about www.abc.com?"

* Tech Support: "Er, that's also a web address. Anything that begins with www is a web site."

* Customer: "Ok. I get it. So I can only email them from Netscape?"