



BRIGHTWEBS TIPS

Gerri's Computer Newsletter

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What do you mean by patches?

In last month's newsletter I mentioned keeping your patches up-to-date and someone sent me an email asking what that meant, so I decided to cover it in this issue.

When the computer guys write software, it's as good as they can make it at the time, given the demands of marketing. But then the users write in and say "that didn't work right" and so the guys go back and write **patches** to fix the problems that have been found.

What it means to you is that

periodically you need to go to the Microsoft site, and the anti-virus site and even the site for your printer or scanner and see if there are updates available.

For Windows click on Start> Programs > Windows Update. The program will go to the Microsoft site and then offer to scan your computer to see what needs an update and give you a list.

Definitely do any marked **Critical**, but read the non-critical and only update if they do something you need. Sometimes they cause

other problems.

For the other programs, go to the manufacturer's website and look for a button somewhere on the program screen that says **update now**. For printers and other hardware, look for **drivers** usually under the Support link.

The updates for Windows and antivirus are critical, the drivers really only need to be updated if you're having a problem with some feature on your printer, modem or other hardware.

Happy patching!

cool tools on your system

USING THE LINKS TOOLBAR (part two).

To add a link to your Internet Explorer links toolbar, go to the web page you wish to add, then left click on Favourites > Add. When the computer asks where you want to add it, left click on the Links folder and click OK. This is a little easier than dragging the icon, which many of you learned in my internet classes.

VACATION REMINDER

You're home from your trip, and you've unpacked and you're ready to check e-mail. **STOP** and update your anti-virus, your Windows update and your firewall before you touch the email. The vi-

rus writers didn't go on vacation when you did, and many times people come back and download a new crop of viruses with their email. Don't let this happen to you!

BACKUP YOUR ADDRESS BOOK

Most people never think about backups because they figure there's nothing too important on their system. But your address book is very important, so back it up by clicking (in Outlook Express or Outlook) on File>Export and save it as a Windows address book. Save it on your desktop, then copy it onto a floppy disk and keep it somewhere safe.

GERRI'S FAVORITE LINKS FOR THIS MONTH

Microsoft's Update Page

<http://v4.windowsupdate.microsoft.com/en/default.asp>

Windows XP Top 10 FAQs

<http://www.kellys-korner-xp.com/top10faqs.htm>

Mozilla Open Source Browser

<http://www.mozilla.org/>

Superpages Online Phone Book

<http://www.superpages.ca/>

Dictionary.com's website for quick lookups

<http://dictionary.reference.com/>

MISCELLANEOUS TIPS I'VE PICKED UP ALONG THE WAY

Some of you learned to type a long time ago and found that the number 1 and the letter l were the same on a typewriter. Not so on a computer, they're two completely different characters. So if you're getting an error message somewhere due to this, watch your fingers while you type. Old habits are hard to break.

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Frequently Asked Questions or FAQs are the ones that have been asked over and over so the technical support people have written them all down and would appreciate it if you would read them before you call for help. It's quite likely that someone else has already asked the question, and it's in the FAQs. The tech bulletin boards are also full of people who like to help, but read the FAQs first. Some good sites in the links box on page one.

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Note from a student about re-using label paper in a laser printer: it can make a dreadful mess if one

label gets stuck inside. The best way to reuse those partial sheets is to let them cool completely. I actually put them aside for a day or so, so that the softened adhesive hardens again. That way they're less likely to jam your laser printer. Ink jet sheets aren't as big a problem.

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Last month I mentioned Shift and X to change the window size when you close it. I should have said the Shift key and the x in the upper right hand corner of the screen, not the letter X on the keyboard. My apologies for not being clearer.

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If you try a tip from the newsletter and it doesn't work please let me know. I sometimes forget a step because it's so automatic.

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I've been having problems with my Telus high-speed internet connection all weekend and it reminded me once again that before you start making changes to your

On-site support

So you took a computer class and then at home found your computer doesn't look like the lab computers?

Would you like some one-on-one help?

I make house calls. My rate is \$30 per hour and an hour of my time can save you days of frustration.

I can help you install software or new hardware too. If I can't solve your problem I have trusted experts I can call on for you.

Give me a call at 604-773-6107 and tell a friend.



Thanks,

Gerri

system, trying to fix the problem, try calling the tech support number (for Telus it's just 611) to see if there's a recording saying there are problems with the ISP's systems. In this case it saved me a lot of tinkering, although I did start experiencing withdrawal symptoms!

GLEANINGS FROM THE TECH NEWSLETTERS

From Dan Gookin's Weekly Wambooli Salad:

That red X instead of a Web page picture means that the image is missing or not available. That's a problem for the webmaster to fix; sadly, there is nothing you can do. <http://www.wambooli.com/wws341.shtml>

From the July 2004 issue of Smart Computing**The Recycle Bin is eating up valuable storage space on my hard drive.**

When you delete a file or folder in Win98SE, it doesn't really go away; it goes to the Recycle Bin.

As long as it remains there, you have the option of recovering it.

There's just one catch: The files in the Recycle Bin continue to occupy space on the hard drive. To get rid of the files for good, you must empty the Recycle Bin.

To do so, right-click the Recycle Bin icon, select Empty Recycle Bin from the pop-up menu, and click Yes when you receive a prompt to verify your actions.

The July 2004 issue of *Smart Computing* also has a lengthy article on taking good pictures, not just with a digital camera but with any camera.

From Fred Langa's Langa List-newsletter:

Q. What is the purpose of the key "Print Scrn/SysRq"? Can it be used to print just a portion of something instead of the whole works?

A. It's a screen capture key. If you press it, the current screen is saved to the Windows clipboard. (There's no external confirmation of this--- it happens invisibly.) But you then can paste the image into any graphics-capable application (even Word or Paint) and manipulate it as you wish, saving, printing, cropping, editing, etc.