



WINTER 2002 NEWSLETTER

KWOM NEWS

WEBMAIL – You can now check your KWOM email from any computer that can access the Web. Go to our homepage www.kwom.com and click on the WebMail link at the top. Then enter your email account name (most people can enter their email address) and your email password.

JUNK MAIL FILTERING – If you get a lot of junk email, we can change your email address, or for an extra \$1 per month we offer email filtering by Postini which will quarantine 80 to 90% of the junkmail.

REFERRAL DISCOUNT – Many of our new customers were referred by existing customers. Refer an annual customer and get a \$25 credit. We offer \$15 for a quarterly referral and \$10 for a monthly referral.

NEW CUSTOMER PROMOTION – Many people buy new computers this time of year, and it is so tempting to take the free trial deals from national ISPs like AOL, MSN, Prodigy or Earthlink. If you know someone in this situation, we would really like them to try KWOM first, before they insert that CD with software and ads that can never be totally uninstalled. We have some special offers for new subscribers to make those free trial disks less tempting, see www.kwom.com for details.

TEACHER DISCOUNT – We offer a 15% discount on dialup service to K-12 teachers.

OTHER SERVICES – In addition to dialup, we offer a complete range of Internet services including webhosting, server collocation, ISDN and T1 access. Many people ask about DSL and cable modems. We do offer DSL but only to businesses. T1 is also for businesses only. Cable modem access can only be provided by the cable TV companies, e.g. AT&T Broadband and Wide Open West. We do not currently do website design but can recommend local web designers appropriate to your project.

CREDIT CARDS – In addition to MC, Visa and Discover, we now take American Express. Remember that if we mail you an invoice, you can still have us charge your credit card by calling our office, or by filling out and mailing the payment slip at the bottom of your invoice.

EMAIL TIPS

DISABLE MESSAGE PREVIEW – You can disable the message preview feature in Outlook Express and Netscape Messenger, to guard against viruses, or to allow deletion of a message that crashes your email program when previewed. To disable the Preview Pane in Outlook Express, go the View Menu and click Layout. Under Preview Pane, uncheck “Show Preview Pane”. (In the Mac version, you just uncheck Preview Pane from the View menu). To disable the Preview Window in Netscape 4.7, put your mouse on the horizontal dotted line and drag the divider all the way down.

OUTLOOK EXPRESS ATTACHMENT BLOCKING – If you recently upgraded to Windows XP, or installed Internet Explorer 6 Service Pack 1, you may find your attachments blocked and replaced with the message “Outlook Express removed access to the following unsafe attachments in your email”. To disable attachment blocking: Start Outlook Express, go to the Tools menu and click Options. Select the Security tab and under Virus Protection, remove the checkmark from “Do not allow attachments to be saved or opened that could potentially be a virus.”

APPLE MAIL – If you have Apple Mail 1.1, it may be leaving copies of all your mail on the server. Start Mail, go to the Mail menu and click Preferences. Select your mail account from the list and click Edit. Select the Account Options tab and check “Delete messages on server after downloading”.

JAGUAR MAIL JUNKMAIL FILTER – Apple introduced a lot of new features in Mail 1.2, bringing it closer in functionality to Outlook Express and Entourage. One of the new features is a learning junk mail filter. Initially it marks suspected junkmail in brown text. Over time it becomes better at recognizing what you consider junkmail, and if you want it can automatically sort junkmail into a separate folder, or delete it.

NETSCAPE CORRUPTED INDEX FILE – If Netscape Messenger cannot open your inbox, or seems to be losing messages, you may have a corrupted index file. This tends to occur if you keep a lot of messages in your inbox rather than deleting them or sorting them into other folders. This can often be fixed by locating the file “inbox.snm” and deleting it. Next time you start Netscape, it will rebuild the index.

WEB BROWSER TIPS

CHANGE YOUR HOMEPAGE – Your homepage is the first page that is downloaded when you start your web browser, by default it may be set to MSN or Netscape, but you can change it to something else like Yahoo, Google or KWOM. To change your homepage in the Windows version of Internet Explorer, first go to the webpage you want as your new homepage. Then from the Tools menu click Internet Options, and in the Homepage section of the General tab, click on “Use Current”. In the Mac version, click Preferences in the Explorer menu, select Browser Display, and type the homepage address (e.g. www.yahoo.com) in the Home Page Address box. In Netscape 4.7, click Preferences from the Edit menu, make sure the Navigator category is highlighted, and type an address or click “Use Current Page”.

DISABLE MSN SEARCH – Normally, Internet Explorer goes to MSN Search when a URL cannot be found. To turn this off, start Internet Explorer, go the Tools menu and click Internet Options. Select the Advanced tab and under Search from the Address bar, select “Do not search from the Address bar”.

INTERNET EXPLORER “PROVIDED BY AOL” – Even after uninstalling the software from AOL, MSN, Prodigy, Juno, Earthlink, etc. you may find their name and logo on Internet Explorer and Outlook Express, even if you download a new copy from Microsoft. Many people worry that they still have AOL software on their computer, but AOL has merely “branded” Internet Explorer. The branding can be removed by deleting registry entries, but this should not be undertaken lightly, you will probably just have to live with it. If you really want it gone, we can do it for you, but it requires leaving your computer with us for a day and we do charge for the service. We won’t try to walk you through editing the registry over the phone, this would be like walking you through disarming a bomb over the phone!

MAC NEWS

OS/X – Most Mac owners already know about OS/X version 10.2 known as Jaguar. OS/X is built on a Unix kernel and offers great stability and a lot of new features. The Jaguar release runs faster than 10.1 and introduces a lot of new features. The user interface looks great but is different from MacOS/8 and 9. The functionality of the Remote Access and TCP/IP control panels can now be found in Network under System Preferences. Remote Access Status has been replaced by Internet Connect. Netscape users may be in for a shock – OS/X ships with Internet Explorer 5 and a new mail application from Apple called simply “Mail” but typically referred to as “Apple Mail” or “Jaguar Mail”. We recommend trying IE5 and Mail before deciding to fall back on Netscape 4.7 or Netscape 7. Note that some software and hardware is not compatible with OS/X and must be run in Classic Mode or by booting your computer into OS/9.

WHERE DID GLEN ELLYN COMPUTER GO? – Glen Ellyn Computer (renamed MacSpecialist) has moved to larger space at 234 Roosevelt Rd. in Villa Park, behind Guitar Center.

MISCELLANEOUS

VIRUSES – Many computers were infected over the summer with the Klez mass-mailing worm. In September a new email worm called Bugbear started appearing. We strongly recommend that all Windows users install Norton AntiVirus 2003 or McAfee VirusScan, and keep the virus definitions up to date. Viruses like Klez mail themselves to people in your address book, often faking the From: address and using random Subject: lines. Bugbear creates fake Subject: lines and message content using files it finds on your computer, so recipients may be tricked into opening the attachment which carries the virus program. If your computer gets infected, loading or updating anti-virus software after the fact is ineffective because the virus disables the anti-virus software. We have had good success with the Klez and Bugbear removal tools from the Symantec website, which should be run in Safe Mode.

HOAXES – Recently one of our subscribers received an email warning of an email virus that plants the file “jdbgmgr.exe” on your computer. Sure enough, all their computers had this file even though they had anti-virus software, so they deleted the file. In fact this file is part of Windows and the email was a hoax. Check a virus hoax list (see below) before assuming any emails like this are correct.

RECOMMENDED WEBSITES

Kim Komando: www.komando.com
Mac OS X Hints: www.macosxhints.com
Sam Spade: www.samspace.org
Virus Hoaxes: www.symantec.com/avcenter/hoax.html