Ask the Experts Archive – 2009
John Polich's Columns

January 2009

Q. (Email message) When I try to print something from the Internet, nearly an inch on the right side does not print.

A. (The questioner is using Internet Explorer 7.) This has been a very common complaint with Internet Explorer users. You can use the Landscape view to possibly correct the situation. However, this may result in the use of many more pages to print out. In IE 7 you can utilize an improved Print Preview default feature i.e. *Shrink to Fit*. By utilizing this feature the Web page shrinks to fit perfectly on your paper even in the Portrait view. There are many other improved features available in Print Preview (File menu> Print Preview). This shrink feature is available on the far right of the Toolbar (note the down arrow).

Q. (Email message) I have outlook express 6 for e-mail. I receive a ballot from certain clubs asking me to vote. They say click reply, put check to choice of candidate in the space provided. When complete hit send. When I hit reply, a blank page comes up and I lose the ballot. What can I do to correct this?

A. One thing you could do to improve this situation is to copy the message including the ballot (select entire message> depress Ctrl + C); click the reply button then paste the data into the body of the e-mail (Ctrl + V). Check off the candidate choice in the provided space then hit Send.

Q. (Email message) Can someone please explain Blue Ray Technology, i.e. what, why (advantages) , and where is it? I see movies as well as cell phone that advertise they use Blue Ray Technology.

A. To explain it very simply, Blue Ray Technology uses a blue laser beam to read data from discs, rather than the red lasers used for DVDs. This newer and improved optical disc format focuses the laser more tightly. This, in turn, allows more data to be packed on a disc the same size at a DVD i.e. up to 50 gigabytes vs. the DVD holding less than 10 gigabytes. It has been developed by the Blu-ray Disc Association (BDA). This is a group of the world's leading consumer electronics, personal computer and media manufacturers.

Although you may see *movies as well as cell phone that advertise they use Blue Ray Technology*, it may be some time before we will see a widespread use of this advanced technology. Our present economic downturn has not helped.

Q. (Email message) How do you know what flash drive to buy: I have bought three, two of which turned out to be smart drives with data that was not advertised and that I did not want. I don't even know what to do with the data that is on the drives.

A. (The questioner uses Vista as her operating system) Flash drives are very popular. They are available in different sizes (now up to 64 GB +) and types. Your computer should readily accept them. The two *smart* drives that you purchased are the same as flash drives with added capabilities i.e. *U3 - 'Official' Portable USB Apps Platform*. They contain software (*data that was not advertised and that I* (you) *did not want*) to run active programs on computers without leaving any trace of data on the host computer. Smart drives can be purchased e.g. *Sandisk Cruzer* or can be "made" from regular flash drives. To view a video or see a demonstration of this technology go to **http://www.u3.com/**.

It is possible to remove the not wanted "data" on the two smart drives that you have by simply formatting them. You could then use them as "ordinary" flash or jump drives. However, I think that you should learn to use your smart drives and even add more portable applications to them. They are very handy. You can also install and add portable applications to a regular flash drives. For help, go to:
http://portableapps.com/apps

Perhaps the following URLs may also help you:

http://www.everythingusb.com/u3.html

http://pcworld.about.com/magazine/2402p113id123793.htm

http://www.u3.com/landing/generic_demo.aspx

Q. (Email message) What do you think of the Kaspersky anti-virus program? It's not free, but my Computek agent thinks it's much better than the free anti-virus AVG program—especially if you do any business from your home computer.

A. I do not use *Kaspersky anti-virus program* but feedback from fellow computer users who do use it, claim that it is an excellent program. They feel that it is worth the price. Some favorable features include Spyware and Adware protection, automatic hourly updates, quick response to new threats, scanning Internet activity, blocking fishing attempts, detecting unknown Malware, providing keylogger protection, free tech support, low memory usage, optimizing for gaming, restoring correct setting after an attack, etc.

These features which are especially important for someone running a home business are done poorly or not at all by AVG. As you state, *Kaspersky anti-virus* is not free.

I have used AVG (home use) for years and have been happy with it until recently (AVG 8). I am currently trying out PC Tools AV which is another "freebie". It is available at: **http://www.pctools.com/free-antivirus/**.

Q. (Email message) I use Window Mails (Vista). I feel that I have a corrupted folder i.e. Outbox. How do I get to this folder to delete it?

A. Bring up Windows Mail; click on Tools; click on Options; click on the Advanced tab; click on Maintenance button; click on the Store Button. You should see the path to Local Folders on your computer (*C:\Users\your name\AppData\Local\Microsoft\Windows Mail\Local Folders*). Select and copy the path (Ctrl + C) to the Clipboard; bring up Windows Explorer (Windows key + E); select Computer and paste the path in the Address Bar (Ctrl + V); click on Local Folders to open it up> right click on the Outbox folder; click Delete. A new Outbox folder will, hopefully, be created.

Q. (Email message) Is there any way to block all incoming e-mails that are not from addresses in my address book?

A. (The questioner uses Outlook Express.) The way to accomplish blocking *all incoming e-mails that are not from addresses in my* (your) *address book* is to create a "*white list*". To me, creating such a list seems unnecessary and time consuming. However, to do so follow the instruction below (modified from *WorldStart*):

1.) Open Outlook Express and go to Tools, Message Rules, Mail. From there, click the New button.

2.) A New Mail Rule box will open up and in the first box, checkmark the option that says "Where the From line contains people." The people it's referring to are your friends, family, etc.

3.) In the second box, checkmark the option that says "Move it to the specified folder."

4.) Now, in the third box, just click on the blue link that says "contains people."

5.) A new window will open up and from there, click on the Address Book button. This will bring up all of the contacts you already have saved in your address book. Go through your list and find the addresses you want to accept for your whitelist. When you're ready, highlight an address and hit the From button. That will automatically move that address over to your "accepted" list on the right side. Do the same thing until you

have all the addresses you want in that far right box. I found that it's easier to go through and add them one by one, because that way, you're sure not to miss anyone or add someone you don't want. When you're all finished with that, click OK twice. The addresses you chose will then show up in the new message rule box.

6.) Next, click on the blue link that says "specified."

7.) Once there, click on the New Folder button. Then give your new folder a name. I chose to name mine "Whitelist," but you can name it anything you want. For example, "Friends" or "Accepted." When you're done, click OK twice more.

8.) Now, in the fourth box, delete the text that reads "New Mail Rule" and type in the name of the new folder you just created. (Again, mine is called "Whitelist"). Click OK again to finish the process.

9.) You will then be taken back to the original Message Rules box and you'll be able to see your new whitelist included there. Make sure it's check marked as well. If it's not, it won't be applied to the e-mail messages you receive. When everything is set the way you want it to be, click OK one more time and you'll be all ready to use your new whitelist!

10.) Your new folder will also show up on the left side of your Outlook Express window, along with all your other folders (Inbox, Outbox, etc). So, when you check your e-mail again, the messages you receive from the addresses you added will be in that new folder. Just open that folder and you'll be able to see all the e-mails you actually want to read.

Now, making a whitelist will help filter out the good from the bad when it comes to your e-mails, but you may also want to create other message rules to keep your e-mail filtered out as much as possible. ~ Erin

Q. (Email message) While my wife was trying to update AVG 8.0 today she again received the error message: "Invalid Update Control CTF File". We uninstalled AVG then reinstalled it which seemed to help the situation for a couple of days then the problem re-occurred.

A. Try deleting or renaming these two .CTF files i.e. avginfoavi.ctf and avginfowin.ctf. (C:\Documents and Settings\All Users\Application Data\Avg8\update\download). You can get the details re this situation at **http://www.winhelponline.com/blog/error-invalid-update-control-ctf-file-when-updating-avg-anti-virus-80/**.

February 2009

Q. (Email message) I created a document using : "windows works word processor" and saved it as ".wps". However for some important reason I have to have this document in ".doc" format. But when I saved same document in doc format I got something not readable. Please, take a look, I attached both documents. Any idea what's going on? And what could be done?

A. I had no difficulty opening and reading both documents that you attached to your email message i.e. with WPS and DOC extensions. A DOC extension indicates that this is a MS Word document which can be read by MS Word (I have MS Word and apparently you do not) or WordPad which is part of the Windows operating system (All Programs> Accessories> WordPad). There are several ways to get the document in WordPad. You can copy the entire text into a blank page in WordPad i.e. open the MS Works file> select entire data (Ctrl + A keys)> copy it (Ctrl +C keys)> open the blank page in WordPad> paste the data onto the blank page (Ctrl + V). Another way: open Word Pad> click on File menu> click Open and browse to the MS Works document.

You can download a MS Word reader to convert the WPS (MS Work file) to a DOC (MS Word file) at **http://www.zamzar.com/** (free on-line file converter). Follow the simple steps.

Q. (Email message) Can't open an account with "windows mail". I recently bought a new computer with VISTA premium. I followed directions: tools/account/add. At some point I'm prompted to select "incoming server" (POP3, or IMAP), and then outgoing server: SMTP. However, no matter which I select, when attempt to send a message, I get a response: "couldn't find the server" Please, help.

A. (The questioner had been using Outlook Express with Windows XP). Windows Mail is an email client used by Vista to manage your e-mail. In Windows XP you used Outlook Express as the email client. I notice by your email address that you are using cable as your ISP i.e. server. You should contact the server i.e. cable service re the correct information about the incoming mail POP3 (Post Office Protocol) and SMTP (Simple Mail Transfer Protocol).

Q. (Email message) I want to back up my entire hard drive using Vista. What is the difference between cloning and imaging?

A. Let me commend you for being prudent in your desire to back up the data on the hard drive of your computer. I recently polled a computer club group re the question of backing up and was surprised by the number that never back up. Yes, you can back up your entire hard drive using all versions of Vista and even schedule the process automatically. In order to use imaging you must have the Ultimate, Business or Enterprise version. Cloning is not available with any version of Vista.

Cloning involves using a program to create an exact "sector by sector" reproduction of everything on your hard drive (source) to another drive (destination) of the same or larger size. Imaging involves using a program to create an image file of your hard drive contents to another media e.g. another hard drive, optical disk, flash drive etc. I prefer cloning, using removable hot wired internal drives. If the source drive goes bad, the destination drive can be used boot to up my computer. Imaging programs e.g. Acronis Tue Image are now probably more popular overall using an external hard drive as the destination. This method allows you to do full, incremental or differential backups.

To get to the proper area in Vista, click Start; click Control Panel then click Backup And Restore Center or using the Classic view simply click Backup and Restore Center then Back up files. Select your destination location (not the same partition of your source site). Since you want to do a complete computer backup, you should create a Windows Complete PC Backup image, which is like taking a snapshot of the programs, system settings, and files on your computer. You can use this backup if your computer ever stops working. You should back up your files regularly using the Back Up Files wizard.

A good URL that outlines the backup procedures available in Vista is:

http://windowshelp.microsoft.com/Windows/en-US/Help/0625443e-f5c7-4bec-a5e3-3b7e00503c481033.mspx

Q. (Email message) Do the firewalls built into Windows XP and Windows Vista provide sufficient protection for someone who does banking and other sensitive transactions on the Internet, or should he use a third party firewall, i.e. Norton, McAfee, etc.?

A. Windows Firewall in Windows XP only blocks incoming traffic. In Vista via a convoluted process you can configure it to block outgoing traffic also. Unless you have a hardware firewall e.g. in a router, you should probably also use a use a third party firewall although many experienced users feel that this extra software is unnecessary. The most popular software is Zone Alarm. When doing your banking, make certain that the address of the Internet site includes HTTPS (note added S) and shows a lock icon. If possible, never do any Internet "sensitive" transactions in a public venue.

Q. (Email message) I have this folder on my Windows XP Home Edition system: c80c747a7e34cd9b7a. It contains a text file: msxm14-KB927978-enu. What does it do?

A. Apparently this folder is the result of a recent system update which includes the log file msxm14-KB927978. If the update is complete, you can safely delete the folder without any bad side effects.

Q. (Email message) Is there a way to add Windows XP2 to my new Vista computer as an alternate OS? There are many XP programs that I miss (e.g., faxing, photostory, etc.) that Vista doesn't have.

A. Many have experienced the same difficulties that you have when they have switched to Vista. Many of our computer club members have stuck with Windows XP. This was often the case when Windows ME was introduced following Windows 98. There are at least a couple ways that you can add Windows XP to your present Vista machine. You could use a dual boot process which is somewhat unhandy switching between the two operating systems. I would recommend that you use Microsoft's free Virtual PC. This allows you to toggle between the two operating systems. A good URL to visit which describes in detail how to do this is available at:

http://lifehacker.com/software/windows/geek-to-live--run-windows-xp-inside-vista-with-virtual-pc-238071.php

Q. (Email message) What is the best advice regarding product registration? For example, my new laptop came with Roxio installed, and a request to register it. Obviously, registering means I will be notified of updates, but do I really want them to know who I am, even if I use a dedicated email address?
A. I am not sure but the Roxio installation probably involves certain limitations e.g. you will be required to pay for it after a certain time period (three months). We had this situation when we recently purchased a new computer. I simply uninstalled the program. Even if you purchase any program, you still would not need to register even to get technical support. As you state, registration will notify you of updates, etc. but that should be available without registering. I agree with you re sending in your identification which may create more difficulty than good e.g. the reception of lots of unwanted advertising.

Q. (Email message) Can the touch pad (mouse) on a laptop computer be replaced if it goes bad? How big a deal is it?

A. (Thanks to John Bauman for the following answer. John is considered our computer club laptop repair expert.) Yes anything on a laptop can be replaced. Replacement can be done by one with some mechanical ability, using instructions from the manufacturer's web site (usually). Replacement is not difficult for someone with a couple of screwdrivers and a willingness to follow the instruction set. It helps to have pulled other computers apart to get the feel for how much force is acceptable before some of the plastic parts break. Also, bone up on "zero insertion force" cable connectors. The HP instruction set includes pulling off 7 other assemblies (battery, hard drive, CD, memory compartment cover, switch cover, keyboard, and display) before getting to the 10 steps for removal of the top cover. (About all that is left is the motherboard...) I would allot not less than a full morning to doing the work. And, be sure to reseat every cable and card carefully and firmly when you are going back together to prevent disassembly when the device won't reboot... Sad story... (If you do not feel up to the job, contact your local computer repair shop or send it to the manufacturer.)

But why bother? Disable the touch pad (my laptop uses Fn-F9 key combination), connect a USB mouse and you avoid most of the expense and all the hassle! (I have actually disabled the touch pad to my laptop because I always seemed to inadvertently touch it.)

March 2009

Q. (Email message) When I print from a Web page the font size at times is very small. Is there something that I can do to correct this? I use IE 7.

A. The print size is created by the Web page creators. To print out a larger size of text from a Web page, I commonly select and copy the desired text then paste it into a MS Word document. There I can change it to a larger font size then print it out. This takes a little more time but works well for me.

     With the desired Web page open, you could click on View; click on Text Size and select a larger size then print it out.

     You could also click on Tools; click Internet Options; click General Tab; click the Accessibility button then click *Ignore font sizes specified on web pages*. This method may distort some of the text however.

Q. (Email message) I have two questions about Windows Mail in Vista:

- *How do you change the order of the messages? I want the new ones on top, but mine is mixing them all up and I don't know what order they are going for!*
- *How do you add a name to your Contacts (which was Address Book in Outlet Express?)*

A. In order to change the order of messages in Windows Mail, simply click on the proper header e.g. clicking on the *Received* header (toggle) will arrange the message according to the dates received.

There are several ways to add a name to your Contacts in Windows Mail. Click on Contacts (Tool bar) then click on Add. You can also click on Contacts; click the File Menu; click New; click on Contact then fill in the address and other data as desired. Another method: when you receive a message from someone that you want to add to your Contacts, right click on the message and select *Add Sender to Contacts*.

Q. How do you do disc clean up with Vista. With XP you had a box that did disc clean up, temp files and all that you put a check in what you wanted to clean where is that in Vista. Any Help will be appreciated

A. Vista's Disk Clean utility is similar to that seen in Windows XP. Open Computer; right click drive C:\ ; click Properties; select the General tab; click the Disk Cleanup button then proceed from there. Another method: click the Start orb; click All Programs; click Accessories; click System Tools; click Disk Cleanup and the drive desired. One more method: click Start; click Control Panel; click System Maintenance; click Performance Information and Tools; check on *Open Disk Cleanup* in the left pane. Regardless of which method you use, as with Windows XP you check box the tool desired e.g. temp files.

Q. (Email message) *Has anyone heard of the Sysinternals Suite? Apparently it is a set of utilities available from technet.microsoft.com. One of the utilities is a "PageDefrag" utility. According to the web site: "Paging and Registry file fragmentation can be one of the leading causes of performance degradation related to file fragmentation in a system".*

A. Thanks for reminding us of this excellent set of Microsoft utilities. *PageDefrag* is one of the top ten downloads from Sysinternals Suite. The ten listed are:

- **Process Explorer**
- **AutoRuns**
- **Process Monitor**
- **PsTools**
- **PageDefrag**
- **RootkitRevealer**
- **TcpView**
- **BgInfo**
- **BlueScreen**
- **NewSid**

According to Russ Russinovich, Page Defrag "*uses advanced techniques to provide you what commercial defragmenters cannot: the ability for you to see how fragmented your paging files and Registry hives are, and to defragment them. In addition, it defragments event log files and Windows 2000/XP hibernation files (where system memory is saved when you hibernate a laptop).*"

The following URL is available to download the entire Sysinternals Suite utilities or any one of them:

http://technet.microsoft.com/en-us/sysinternals/0e18b180-9b7a-4c49-8120-c47c5a693683.aspx

Q. (Email message) How do I save a file to a Flash Drive using VISTA? I have the file on my desktop, but I'd also like to know how to save a file that's in "My Documents".

A. There are several ways to save or copy those files to your flash drive. One simple way to do so is to right click on the desired file on the Desktop or in My Documents (or wherever it may be); select *Send To* from the menu then select the flash drive. Other methods include copying and pasting, click and dragging files, etc.

Knowing how to manage files and folders is essential in computing. Years ago, I discovered that learning the basics of files and folders (directories) greatly enlightened me about the "wonders" of computing. Originally it was learning to use the File Manager in Windows 3.1, which in later MS operating systems was renamed Windows Explorer. I suggest that you take advantage of the classes offered in your computer club relative to the management of files and folder including Windows Explorer.

Q. (Email message) Has anyone downloaded Internet Explorer 8 and, if so, how has it gone?

A. I have installed the Beta version of Windows 7 which includes Internet Explorer 8. I found it relatively easy to use since it doesn't deviate that much from the previous version i.e. Internet Explorer 7. I suggest that you go the following URL which goes into more specific details, including improvements e.g. *Acclerators*, *InPrivate Browsing*, *Web Slices*, *Search* improvements and *SmartScreen Filter*:
http://www.microsoft.com/windows/internet-explorer/beta/features/overview.aspx?tabid=1&catid=1

Q. (Email message) I received an unusual phone call Saturday afternoon, from Log me In about Microsoft errors on my computer wanting to install their software for $54 that would fix my computer, make it run better, before it crashed.   I do not know how they got my phone number, but decided to hang up on them. They called back, asking me why I hung up; I told them I didn't know if they were legitimate, fraud, or what?

They got off phone pretty quick after that. Do you have any knowledge of this "company" or type of phone call reported anywhere?

A. You were wise in not going along with the installation of **Log me In**. It sounds like this was example of *phishing* using the telephone. *Phishing* is more commonly done on the Internet using a name that seems legitimate but isn't. It can involve the promise of "fixing" your computer free or as in your case "***wanting to install their software for $54 that would fix my computer, make it run better, before it crashed***". I am not sure of an

entity called **Log me In. LogMeIn**, however, is a legitimate software creator. It even offers a free excellent program allowing you remote control of another computer like Microsoft's *Remote Assistance*.

Q. (Email message) Is there a free copy of PDF writer available anywhere?

A. There are some free downloads available of a PDF writer. Some examples are PrimoPDF (**http://www.primopdf.com/**.), CutePDF (**http://www.cutepdf.com/Products/CutePDF/writer.asp**), and pdf995 (**http://www.pdf995.com/**). These three seem reliable but you should be extremely cautious when downloading anything from the Web especially if free.

I have used the Writer tool in Open Office (**http://download.openoffice.org/index.html**) to create PDF files. To do so, bring up Open Office and select Writer; create a document (or copy and paste from another word processor e.g. MS Word) click on the File menu; select *Export as PDF* then name and save where you desire.

April 09

Q. (Email message) On the Today Show, Feb 26th, (you can probably access the piece on their website) there was a feature on thieves using file sharing software to access tax returns, bank accounts and other personal data on family personal computers. It was genuinely scary. We don't use such software, but others may and/or grandchildren have a high likelihood of using them. Which software is vulnerable, and what to do about it would be a useful review, I think.

A. This video (**http://www.msnbc.msn.com/id/21134540/vp/29405819#29405819**) is very worthwhile public gesture. It illustrates yet another way that threatens the security of our computers. This real life situation involved **peer to peer file sharing** using Lime Wire which is one of many such programs. These programs are usually free. They do not involve a server and millions of users can be connected at the same time. By using a search term, the program allows you to go through all the user's files until you can get what you want. In this video situation it involved personal TurboTax data. It is used most commonly by teenagers and young adults to obtain music, games etc.

       The following URLs list the sites available for downloading file sharing programs:

http://compnetworking.about.com/od/p2ppeertopeer/tp/p2pfilesharing.htm

http://www.findfiles.com/list.php?cat=Network+%26+Internet%3A%3AFile+Sharing%2FPeer+to+Peer&fmcat=nt-do-fi

http://www.softs43.com/download-software/Network-Internet/File-Sharing-Peer-to-Peer/1-1.html

If you want to use this method of file sharing, proceed with caution. As revealed in the video, you could make it easy for others to copy your private files e.g. TurboTax data, bank information. Downloading malware and pornography are also side effects. Downloading files protected by copyright laws could get you involved in legal problems.

If you have children be aware of that one of these programs could be installed on your computer. Create a limited account for your secondary users. Create adequate passwords where needed. If you find that someone has installed an unwanted file sharing program, uninstall it then carry out a thorough malware removal program. If you can get the address of the involved site, set the firewall settings to deny access.

Q. (Email message) I have a problem in cleaning up all the addresses and text from the top of a lot of emails that I want to forward on. They erase, but it takes several times to do it. Do you know of a fast way to delete all the addresses & text at once?

A. One way you can do this is to select the body of message without including "***the top of a lot of emails***", copy it (Ctrl + C), click on Create Mail on the Toolbar; fill in the appropriate boxes re the email address, subject etc; paste (Ctrl + V) the message into message area then send it to whomever you desire.

I often copy and paste the message that I want to forward into MS Word, format it as I want then send it to desired email address/es i.e. click the File menu, Send To then Mail Recipient.

Many use free *emailSTRIPPER* in this situation:

http://www.downloadsquad.com/2007/09/02/clean-up-messy-emails-with-email-stripper/

Q. (Email message) The Recycle Bin icon has dissappeared from my Desktop. This occurred after a visit of a grandchild. How do I get it back? I have Vista.

A. Your grandchild had to go through many steps to make the Recycle Bin disappear. To recover it, click on Start (Orb); click on Control Panel (Classic); click Personalization; click "*Change desktop icons*" (left panel); check the Recycle Bin box then click OK.

Q. (Email message). What are 3 or 4 of the best FREE security systems (if there are any).... I pay $80 a year for Norton 360. Is there something better in the free programs?

A. As I have mentioned in my column previously, I think Norton is very invasive, takes up a great deal of computer resources and not worth paying for. To be fair, however, many users like Norton and feel secure using it. Semantic recently released Norton 360 version 3 which they state has resulted in many improvements including being less bloated. It includes *Safe Web* which indicates the safety of a given URL with a green-yellow-red rating system.

There are now available many excellent free software security programs available. It seems that much of this free software is created by people who are motivated by pride, innovation and perhaps by ego. Obviously you must always be leery of anything that is "free" so be careful from where you download; use reputable companies. Be confident in those who suggest such software. I have relied on such sources as Kim Komando, Windows Secretes, Smart Computing and Leo Notenboom. Do a Google search if necessary. Be cautious in downloading beta software as it could be associated with errors.

Remember that with free software, tech support is usually lacking even though they may offer help topics, FAQs and forums. You must make up your mind whether the savings of $80 a year is worth the loss of tech help and the fact that it is more time consuming to make certain the free programs are updated, period scans are carried out etc.

Norton 360 is a suite which includes malware and virus protection. To replace it you should install **one** antivirus program and **several** malware programs. A recent Smart Computing article has listed the following free programs with comments:

- *Among the many free security applications available, we've found these to be good alternatives to retail security software*

    ■*AVG Anti-Virus Free Edition*
    free.avg.com

    The free version of AVG offers basic virus, spyware, and adware protection. If you like the software and want more protection, you can upgrade to AVG Anti-Virus Pro ($34.99) or AVG Internet Security ($54.99).

    ■*Malwarebytes' Anti-Malware*
    www.malwarebytes.org

    Malwarebytes' Anti-Malware is extremely simple to use, and it will detect and remove malware from your computer. For $24.95, you can add the Realtime Protection Module, which grants you real-time protection and scheduled updating and scanning.

    ■*SUPERAntiSpyware Free Edition*
    www.superantispyware.com

SUPERAntiSpyware can scan hard drives (internal and external), as well as the Registry and remove all manner of malware*. You can also customize your scans, although you can't set up automatic scanning.*

■*PC Tools Firewall Plus*
www.pctools.com

Firewall Plus works transparently on your system, so you can let it run while you work or play. Rather than eliminating malware, it's designed to keep malware from infecting your system in the first place.

At the present time I use *PC Tools* as my anti-virus program. I also use *SpyBot Search and Destroy*, *Windows Defender*, *Malwarebytes Anti Malware*, *Spyware Blaster* and *Ad-Aware*. I also use our router firewall with WPA2 encryption.

Q. What is Shadow Copy in the Vista operating system?

A. Shadow Copy is a useful tool to help protect your data and in retrieving lost data in Vista. It is the common name for a Windows Vista process called *Volume Snapshot*. It is used in conjunction with System Restore. It was not available in previous Microsoft operating systems and is available only in Ultimate, Business and Enterprise versions of Vista. It automatically creates point-in-time copies of files as you work on them so that you can quickly and easily retrieve versions if they are accidentally deleted. It is present by default and creates copies on a scheduled basis of files that have changed. Only incremental changes are saved thus using minimal disk space. I have used it occasionally and find it very handy. To search for deleted files click Start; click Computer and find the folder where the file was located; click *Organize* (button) click Properties; click the Previous Versions tab; find the file you want to restore. Open and copy the Shadow version to another location as you wish.