

UnderstandIT

From **MAY DAY CONSULTING LIMITED** in association with **Facilitators International LLP**

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MS WORD – HOW TO SWITCH OF DISPLAY OF MARKUPS

We have received a call from a frustrated client who was in the process of creating a long and complex document. He had at some point switched on the tracking of changes, which are subsequently displayed within the document (additions, deletions and other comments shown in “balloons” in the document). The purpose of this facility is to communicate the various changes made to a document to assist others who may be collaborating in the document’s creation.

He had subsequently switched off tracking, but each time he retrieved the document, the tracked changes were once again displayed. He was able to switch off the various types of change, by modifying the SHOW options in the REVIEWING toolbar. However, when he saved the document, the changes made re-appeared each and every time he opened the document, much to his annoyance.

We investigated this problem and discovered much to our surprise that the solution was buried deep within one of Word’s menus.

We found the solution by going to the SECURITY tab on the OPTIONS menu found under the TOOLS menu. Near the bottom of the SECURITY tab there is an option with a check-box: MAKE HIDDEN MARK UP VISIBLE WHEN OPENING OR SAVING. This option is checked by default, therefore once tracking has been switched on, any mark up will be displayed each time the document is saved and subsequently re-opened. By un-checking this box, the problem is resolved.

If you have encountered any other, similar frustration that is causing you problems, whether it be in MS Word or any other MS Office component program, then please let us know, either by email (info@maydayconsulting.co.uk) or by phone to 01224 697457 and we will endeavour to find a solution.

WINDOWS 7

Not upgraded to Windows Vista yet? Maybe not even looked at the new operating system or made any decision about it.

Well, now Microsoft has just taken the covers off the next version of the Windows operating system (rumoured to be the last!). MS gave a glimpse of the new version at a US industry event recently.

Microsoft are admitting that many users experienced serious problems with Vista, (of course) and claim that they have learned from this experience (again?) and that they are now in a much better shape to develop its successor, currently known as Windows 7 and ensure that users do not experience the same pain once more!

Many of the problems experienced with Vista revolved around the lack of availability of drivers for the myriad of hardware components out in the market. Therefore many users found that having upgraded their system (even after running the compatibility utility that should have identified any such problems), their hard disk, CD/DVD drive or some other essential piece of hardware, refused to work with Vista.

Microsoft claims that the migration from Vista to Windows 7 will be “seamless” based on the fact that they have not changed any of the base kernel (core) of the operating system. “If it works with Vista, it will work with Windows 7” is the currently claim.

So what is going to be in the new version? Apart from a claimed serious improvement in performance, for example start up time, and re-start from a hibernated state, most of the changes appear, on the surface to be mainly visual and improvements in the interface.

The desktop and task bar have been completely re-designed, and a set of touch-controls have been included so that touch-screen displays will allow the user to interact with icons and programs with finger on the screen rather than finger on the mouse or keyboard. This will undoubtedly lead to a major upsurge in the touch-screen display market.

Microsoft is being guarded about the eventual release date, but it is believed it will not be until well into late 2009. We will therefore have to wait to see just what benefits have been gained from involving PC manufacturers and software developers in the design and facilities incorporated into the new version.

THE CONTINUING SCOURGE OF SPAM

A study emanating from the US has high-lighted why spam continues to be the scourge of every electronic mail system on the planet.

The researchers infiltrated a known spam network and became a spammer, using a fake pharmaceutical web site as bait for unsuspecting users. This enabled them to learn just how they operate. The researchers generated 350 million (!) email messages over a period of 26 days. Each message invited unsuspecting users to visit their fake site.

During this period, the spam resulted in just 28 sales or 0.00001%, but netted US\$2,732. Extrapolating this up across the entire network that they chose to infiltrate, they estimated that the operation would net US\$7,000 per day or a massive US\$2 million in a year!

The result did point out that the returns are large, but not as large as had been assumed. The research also indicated that the spammers are now more vulnerable to attack and susceptible to new defences being developed. So there is some hope for us yet!

LOCATING YOU AND YOUR BROWSER

The Mozilla Foundation is currently preparing to launch its latest version of Firefox, the web browser that has been so successful in breaking the virtual monopoly of Internet Explorer over the past couple of years.

Mozilla has announced that included in this and future versions of the browser will be code based on a new application specification that is able to pinpoint the geographic location of the computer.

Therefore if you are a mobile Internet user, perhaps in an unfamiliar city or other location, then the browser will be able to provide you with information relevant to the location that you are in. This could include links to local services and businesses or perhaps "local" news that really is local to where you are at the time.

The application specification that will be used by Mozilla has been developed by the international World Wide Web Consortium (known as W3C), who develop and publish web standards and guidelines.

In order for advanced users to try out this new technology, Mozilla are promoting the use of an add-on feature called Geode (a third party application), that uses an early version of the new geo-location application. It uses WiFi to provide location information, and will should therefore only work with laptops or other devices using WiFi. However, it does point the way for future methods of making web browsing more relevant to the users' needs.

Some would argue that these developments could have perhaps sinister implications or at least infringe personal privacy. This concern is an increasing trend within this area of technology. Take the recent furore over PHORM (see previous editions of Understand IT for more information).

Privacy is likely to continue to be a serious concern of those trying to protect our rights to privacy. However, Geode and any future implementations of the geo-location specification within Firefox are stressing the safeguards that will be built into these facilities.

We wish to acknowledge with thanks that some of the material contained within this publication has been sourced from Computer Weekly, PC Pro, BBC and other reputable sources..

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It is likely that most users will only seriously use such add-on features when their privacy is guaranteed and protected. It will have to be clearly possible to opt-out completely from the feature, or at the very least decide just what information is used to identify exactly where you are, and of course will insist that any intermediate system will not store any personally identifiable information about users!

MICROSOFT OFFERS FREE SECURITY SOFTWARE

Microsoft made a surprise announcement recently concerning its subscription all-in-one security package called Windows Live OneCare.

As of mid 2009, they plan to offer an alternative, free program that they have currently code-named "Morro".

It is reported that this program will be available as a free download and will work under Windows XP, Vista and its new operating system code-named Windows 7.

The announcement was a little surprising on one hand, since OneCare has been publicised heavily by Microsoft since its launch. On the other hand, it is known that the OneCare service has not been selling well, and currently only has a very small 2% of the market for such products. The market is dominated by many offerings from the major players in this area: Symantec and McAfee.

Windows Live OneCare sells for £37.99 per year and supports up to 3 PCs within this subscription. There is a free trial period available to enable users to try out the service. Unfortunately, the service has been the subject of considerable criticism on a number of fronts, the main ones being activating the subscription online and obtaining phone support (that is only available when you have subscribed and been validated).

It is believed that the new security program (Morro) will be a much cut down version of OneCare, and designed to help protect the millions of low-specification, or "entry-level" computers that are so often silently recruited to act as a "generator" for spam mail or phishing attacks.

Morro will be designed to use minimal resources so as to avoid over-burdening these less powerful computers. However, as a result, it might not therefore provide an appropriate level of protection. It is often the low-end, less-powerful computer users that are most vulnerable from external attack from viruses, Trojans and spyware. By reducing its "footprint", it is possible that the strategy might back-fire and will not have the desired effect that Microsoft say they are aiming for.

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