

## Email report – meeting 14/03/2011

### Agony Corner:

1) How do I open files that arrive as attachments (in IncrediMail) which give a red cross (X) warning rather than opening?

- This question created a lot of discussion. The red cross problem is familiar to most members, but it's normally in the body of the email rather than in the attachment and is usually associated with images. Right clicking and selecting open or view image usually works, or if it's a web derived link, double clicking should take you to the site.
- For attachments there are two possible causes, a) the file needs a program to run that isn't on the computer, e.g. 'movie.flv' would need Adobe Flash player, which is free to download, or b) there are security settings either in IExplorer or your virus checker which may be stopping it.
- In IncrediMail there may be an answer, - from the menu bar go to tools>options>security. Now click on the 'external images settings' and then click on the 'do not warn me of external images'. There may also be an option such as is with Outlook Express, i.e. On the Tools menu, click Options. Click the Security tab, click to clear the 'Do not allow attachments to be saved or opened that could potentially be a virus' check box under Virus Protection, and then click OK.
- Further help on attachments that don't open can be found at <http://tinyurl.com/633m3g7> (ignore the ads).....you'll notice that there's a Windows box with a red X at the top right hand side!

2) Printer problems

- Error message when trying to use printer, to the effect 'printer not available, switch off anti virus software'. Deactivating the 'LinkScanner' in AVG 9 solved the problem.
- LinkScanner in AVG, however, is designed to 'block dangerous websites and checks links on the most popular search engines for threats' so it's a bit of a mystery as to why it should interfere with a local printer.
- In practice, there's no reason why an antivirus program should stop a printer working....full details of the computer system and the circumstances when this does or does not happen would be necessary to solve the problem permanently.

3) Antivirus general

- It was found that AVG 9, free edition, was the program used by most members who were very happy with it.
- The latest version of Bit Defender should be avoided as it's very aggressive in use and can seem to take over the PC.

4) Scam phone calls

- We were again warned about not responding to unsolicited phone calls when you are told that there are problems with your PC that can be solved by the caller.

Several times and with different problems, members have reported error messages or warning boxes appearing on screen either in response to a problem or out of the blue. Can I

suggest that if this happens to you and you'd like to pass a query onto the meeting, then the best thing to do is to press 'Print Screen', save the screen shot and send a copy to me. I will then bring it to the meeting for discussion. (If you're unsure about 'screen shots', full instructions are included in the email reporting on the meeting of 13/12/2010 item 1 (b)).

### **Basic photo manipulation using PhotoShop Elements:**

This was our topic for the day. Apologies from Harry Orde who had planned to lead this session jointly with Marian Brown. Marian gave a comprehensive introduction to Photoshop Elements 9 based on material provided by Harry plus some of her own. Whilst we worked in 'Elements' most of the techniques are available in other photo manipulation software.

Marion first opened a picture into the program then took us through a variety of steps to improve it, briefly...

- Straighten the picture using tools/straighten
- Crop to 5 x 7
- Enhanced, adjust lighting, shadows and highlights, brightness and contrast
- Increased sky area via resize/canvas size/increase height by 2 cm
- Mark out sky area using rectangular marquee tool, then Image/Free transform to expand sky area
- Add a border using several tools, canvas resize, magic wand, fill with paint pot tool etc.

Many thanks to **Marian** for holding the fort on her own. Overall, we were given an entertaining introduction to this powerful program and I'm sure that everyone, experienced or complete beginner alike, learned something new.

### **Next meeting, Monday 11th April**

**Wendy Kemp** who looks after us at the school will be giving us an introduction to '**Skype**', the software application that allows users to make voice calls and chats over the Internet.

Wendy has obtained special permission for us to use the network for this purpose. *If you have a laptop with wifi internet access, please bring it along so you can experiment there and then.* If you don't have one, don't worry because it's highly possible that in the near future you may be asked by grandchildren to join the Skype community via your own PC and with what you've learned you will be forearmed!

Note: Due to a clash of dates with the school Easter holidays, the Skype session has been postponed until a later date and the meeting on 11 April will be at Woodfield Bowls Club where Peter will talk about 'PDFs – what are they and what are they used for?