

Clear COMmuniCaTions

From those friendly people at **DOT-COMmuniCaTions**



Clear COMmuniCaTions is a regular column offering I.T. advice & support. If you have an IT-related problem that would also benefit others, please send an email to the address shown below, & we'll do our best to answer your questions.

Q. I recently upgraded my PC to Vista but my wireless will now not connect since I deleted Norton Antivirus. Could this be causing the problem?

A. A common difficulty seen with PCs running Windows Vista are problems connecting to the internet, both via wired and wireless broadband routers. The network connection graphic indicates the link from the PC to the Router is OK, but a red cross shows a problem on the connection from the Router to the Internet. Usually there is also a message stating it has "limited connectivity".

If users contact their Broadband service provider to ask if there are service problems, they are often told there is no error visible at the provider's end. They will then suggest that the PC's settings may be at fault.

Although there can be many reasons, in many cases the cause has been connected with uninstalled Norton Security software. In normal use this software doesn't cause any problem and provides valuable protection. However, if Norton is subsequently removed, some elements of the software can remain and connectivity problems can arise. In one case, Norton had been installed automatically by a service provider as part of its Broadband service. The provider subsequently changed to a different package. Norton was removed and the new package installed remotely on clients' machines whilst online. The removal turned out to be only partially successful and the PC lost access to the internet.

Norton themselves, have published the Norton Removal Tool which is freely available from their web-site. This software can be downloaded to a PC with internet access at <http://service1.symantec.com/support/tsgeninfo.nsf/docid/2005033108162039> and the instructions printed. Transfer it to the faulty PC and close all other program windows. Follow the steps and choices explained. When the process completes you need to restart your PC. In most cases this has been enough to resolve the problem.

It is important that you install some effective virus/spyware protection as soon as possible. Once your internet connection begins working again, your PC will immediately be at increased risk. Several packages are available freely such as AVG and Avast.

Q. I know many people think that the Snap function in Windows 7 is an awesome feature, However I find it extremely annoying. Is there a way to turn it off?

A. With the introduction of Snap in Microsoft Windows 7, we now have a completely new way of managing open windows. This feature allows you to arrange open windows, including maximizing and resizing, just by dragging and dropping a window to different edges of the screen. As soon as you release the mouse button, the window will snap to that position. .

However, not everyone likes this feature and yes there is a way you can switch it off if you want. Begin by clicking the Start button and typing *Snap* in the Start Search box. When you do, you'll see a result titled "Turn Off Automatic Window Arrangement". When you select that result, you'll see the "Make the Mouse Easier to Use" panel in the "Ease of Access" tool and you can then select the "Prevent Windows from Being Automatically Arranged when Moved to the Edge of the Screen" check box. Click OK in that box and that's it, no more annoying Snap.

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