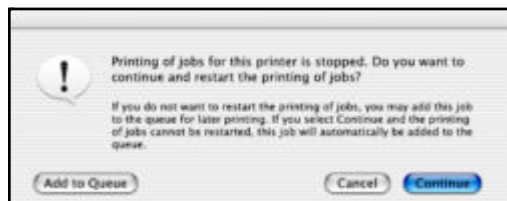


Printing Stopped

Here's a nasty bug that many of us encounter with Mac OS X. You're working on a document and after polishing it to perfection, you want to print. You chose *Print* from the *File* menu, click on the *Print* button in the *Print Dialog Box* and are faced with:



Oh, darn! What to do? Click the *Continue* button. If printing does not start, don't try again. Your printer is *Stopped* and won't print again until you tell it to *Start*!

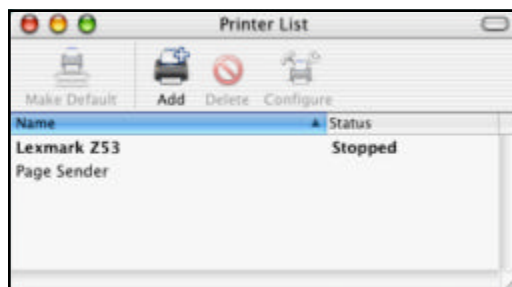
How did that happen? Uh, I don't know, but it seems to primarily affect inkjet printers and mostly Epson made inkjets (though my Lexmark does it occasionally). I suspect that this is a bug in the printer's software. I don't think that users (that means you!) are causing the problem.

Let's fix it. When this happens, here's what you do:

1) In your Mac OS X Dock, you will see the *Print Center* icon, give it a click.



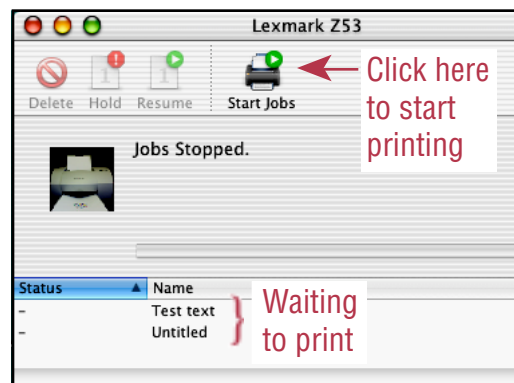
2) The *Printer List* window appears. Note that your printer is shown as *Stopped*.



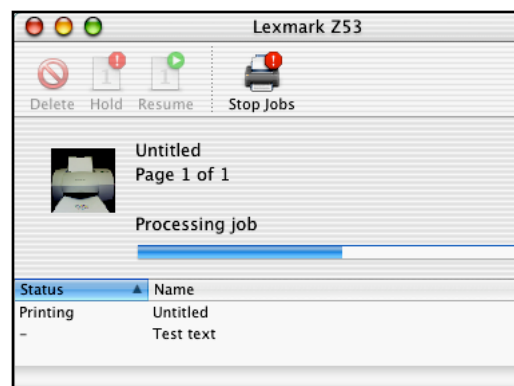
3) Double-click on your printer's name.

4) A new window opens titled by the name

of your printer. Note the list of print jobs waiting in que to print. As soon as you start printing again, all of the qued print jobs will suddenly print.

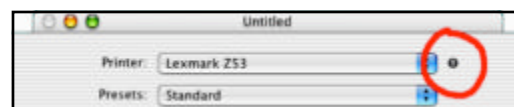


5) Click once on the *Start Jobs* icon to start printing. *Start Jobs* changes to *Stop Jobs*, and your printer should begin to respond.



6) Allow the printer to print all jobs. When it is done the *Print Center* windows should vanish. If they do not, click on one of the *Print Center's* windows and choose *Quit* from the *Print Center* menu.

Lastly, a clue. You can avoid being surprised by this problem by noticing a clue that your Mac gives you when printing is stopped. In the *Print* dialog box, next to your printer's name, if you see an exclamation mark, it means that printing has been stopped.



Spam, yuck!

Could it get any worse? Probably, yes. Unsolicited, junk email accounts for about 40% of all email! If it continues to grow at the same rate, spam will comprise 90% of all email in a few years. If that happens, email will be destroyed as a useful tool.

Where does it come from? From home mortgages to Viagra, spammers have something to sell and they have discovered that spamming is cheap to do and effective! It's the last part that amazes me. People actually buy these products and keep the spammers in business. How foolish is that?

Combat spam by never buying anything from a company that uses spam. Also, never ask to be removed from a spammer's mailing list. When you ask to be removed, you just prove that your email address is seen by a real person. This encourages them to send more spam and sell your email address to other spammers.

A new twist. Here's a new way that spammers victimize us. Many spam emails come to you using HTML email. These are easily identified by the use of graphics and pictures. Not only are

these pictures often disgusting pornography, but if accidentally clicked, they send you to the spammer's web site and inform the spammer that their mail has been received by a receptive, potential customer. They will redouble their efforts against you.

The best defense is to turn off your ability to receive HTML email. This will block the display of any objectionable pictures, but will also make it much quicker and easier to delete the emails and save space on your hard drive.

Here's how to turn off HTML email:

Mac OS X Mail.app:

- 1) From the *Mail* menu, choose *Preferences...*
- 2) Click once on the *Viewing* icon.
- 3) In the *Viewing* preference, uncheck the box next to: *Display images and embedded objects in HTML messages.*
- 4) Close the *Preferences...* window.

This will block the objectionable content but still allow your friends to use fancy fonts and colors in their emails.

Netscape 7:

- 1) From the *Netscape* menu, choose *Preferences...*
- 2) Click once on the little triangle next to *Privacy and Security.*
- 3) Click once on *Images.*
- 4) Check the check box next to: *Do not*

load remote images in Mail & Newsgroup messages.

- 5) Click the *OK* button.

Outlook Express 5:

Cannot be done. The best option is to close the Preview pane that shows email messages when chosen from the list. Close the Preview pane by:

- 1) From the *View* menu, uncheck the check mark next to: *Preview Pane.*

This allows you to delete messages easily without having to see them.

MayTip

How did junk email come to be known as Spam? Blame the zany troupers of *Monty Python's Flying Circus*. Years before email had been invented, they performed a comedic sketch about people trapped in a remote restaurant that served only Spam. The diners had a choice of such dishes as Spam; Spam and Spam; Spam, Spam and Spam; Spam, Spam, Spam, Spam and Spam and so forth. The whole thing eventually degenerated into a song about "*Lovely Spam, Wonderful Spam*" driving the poor refugees crazy. And, doesn't that pretty much sum up how it feels to be inundated with email Spam?

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