

## September 2008 Newsletter

If you are receiving this message, it means that I have done work for you in the past, I am doing work for you now, or you have expressed interest regarding me doing work for you in the future. If you would prefer to not receive further emails, please let me know about it.

Being that it is now September, I have sent out invoices to any of you for whom I have done work in August, or for those who have not yet paid for previous months. Please remit your payment when you have a chance.

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Billing Increase – For those of you who are being hosted by IpowerWeb, unfortunately they are increasing their rates. Actually it has been increased for some time but I have managed to negotiate in some cases. I have now been told, however, that the rates are now set and there will be no more negotiating. Most of my clients have been renewed recently, so it won't be a problem for a while, but I need to let people know now in advance.

Screen Capture – There are often times when trying to explain what happened or is happening is difficult and the cliché about a picture being worth 1000 words definitely applies. If you can get a snapshot of the problem, that goes a long way to helping me address it. There are many ways to perform screen captures. I have a software solution named HyperSnap that I use practically every day. It is relatively inexpensive (\$35) and has tons of features. You can capture your whole screen, individual windows, a draggable region, etc. I would wholeheartedly recommend it. If you want to, you can even download a free trial. If you don't have any software to do so, though, you can still capture the information displayed on your screen, using a built-in feature of Windows (and maybe MACs too. More later...)

First off, a little tangent... Windows has something embedded in its operating system called a "clipboard". This is an area of memory where you can temporarily store information. When you perform a Cut or Copy operation, the information you cut or copied is stored in this clipboard area (I would assume that Apple also has this feature, so the procedure I will be describing would be similar).

So, you are having a problem and your screen is currently displaying an error message or something that isn't working or displaying correctly. If you could get an image of this situation and attach it to a message, it would help me greatly to determine what is going on. If you press the "Ctrl" key ("Command" key on a MAC, I would assume...) and the "Print Screen" key at the same time, the system automatically places an image of your entire screen into the clipboard. It is as if you had done a "Copy" command for the display. At this point, if you have any image editing software, you can perform a "Paste" command and the screen image will be embedded (Microsoft also has a "vanilla" solution named Paint that works fine for this. I often use Paint when I don't need all the tools and features of Photoshop. It is in the Accessories area). You can then crop out any undesired info or just save the whole thing as a bitmap or jpeg or whatever and then attach it to an email. It is so much easier to describe something when you are able to see exactly what it looks like.

To view archives of past newsletters, go to <http://www.technicalwebsitedesign.com/newsletters.html>

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Thank you all for your business (and potential business...)

Jim