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*Find free information  
and services on the Internet*

The  
  
DB16927091  
Complete  
Reference

# Internet

## Second Edition

Explains Web-based chat,  
newsgroups, instant  
messaging, and voice and  
video conferencing

Shows how to share an  
Internet connection on  
your home or office LAN

Includes updated coverage of  
Windows® XP, Internet Explorer  
and Outlook Express 6.0, DSL,  
and cable Internet connections

# The Complete Reference

# Internet

## Second Edition

What You'll Find in This Book	Chapter
‣ Domain names and IP addresses, protecting your PC with a firewall	1
‣ New Internet domains, registering your own domain name	2
‣ DSL and cable Internet connections, Internet Connection Firewall	3
‣ Internet Connection Sharing	4
‣ Checking e-mail while traveling, avoiding viruses	5
‣ Configuring your e-mail programs for multiple people or multiple e-mail addresses	6
‣ Sending and receiving files	7
‣ Reducing spam, filtering messages into folders, protecting against viruses	8
‣ Safe chatting, choosing chat software	9
‣ Finding mailing lists, starting your own list	10
‣ Usenet hierarchies, creating newsgroups	11
‣ Google Groups, finding newsgroups, Outlook Express's newsreader	12
‣ Starting your own chat channel, mIRC	13
‣ Windows Messenger, Yahoo Messenger, AIM	14
‣ Finding interesting web message boards	15
‣ IM programs for free voice and video chat	16
‣ Java, JavaScript, ActiveX controls, XML	17
‣ Customizing the browser window, plug-ins, pop-ups, Microsoft .NET Passport	18
‣ Favorites, bookmarks, customizing the Links and Personal toolbars	19
‣ Managing cookies, site-blocking, content-rating services, IE Content Advisor	20
‣ Search strategies, the best search engines	21
‣ MP3, peer-to-peer services, Windows Media Player	22
‣ Web site planning, choosing a web host	23
‣ HTML coding, forms, frames	24
‣ Dreamweaver, GoLive, FrontPage, Netscape Composer	25
‣ Animated GIFs, image-slicing, anti-aliasing	26
‣ Windows Media Files, static and streaming audio and video	27
‣ Using JavaScript, Java, and PHP in your pages; ASP; ColdFusion	28
‣ Cascading Style Sheets (CSS), free preprogrammed Java applets	29
‣ Troubleshooting uploaded files; uploading from Dreamweaver, GoLive, and FrontPage	30
‣ META tags, page hits, analyzing web logs	31
‣ Secure servers, shopping cart systems, PayPal, consignment and auction sites	32
‣ Windows XP Web Folders, UNIX commands for web server file management	33
‣ Hot downloadable Internet programs, virus-scanning downloaded files	34

# **Internet: The Complete Reference, Second Edition**



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This book is dedicated to  
Dionir Souza Gomes Young and Jordan Marten Young, Sr.  
on the 50th anniversary of their marriage.



# Contents at a Glance

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## Part I Connecting to the Internet

■	1	Internet Connection Concepts .....	3
■	2	How the Domain Name System Works .....	25
■	3	Configuring Your Internet Connection .....	33
■	4	Connecting Your LAN to the Internet .....	89

## Part II Exchanging E-mail

■	5	E-mail Concepts .....	121
■	6	Configuring Your E-mail Program .....	141
■	7	Sending and Receiving Files by E-mail .....	181
■	8	Fighting Spam, Sorting Mail, and Avoiding E-mail Viruses .....	193

**Part III Chatting and Conferencing on the Internet**

9	Online Chatting, Messaging, and Conferencing Concepts .....	223
10	E-mail Mailing Lists .....	235
11	Usenet Newsgroup Concepts .....	267
12	Reading Usenet Newsgroups .....	281
13	Internet Relay Chat (IRC) .....	307
14	Instant Messaging .....	329
15	Web-Based Chat Rooms and Discussion Boards .....	349
16	Voice and Video Conferencing .....	357

**Part IV Viewing the World Wide Web**

17	World Wide Web Concepts .....	385
18	Streamlining Your Browsing .....	395
19	Keeping Track of Your Favorite Web Sites .....	419
20	Web Security, Privacy, and Site-Blocking .....	441
21	Searching the Web .....	467
22	Audio and Video on the Web .....	479

**Part V Creating and Maintaining Web Sites**

23	Web Site Creation Concepts .....	501
24	Creating Web Pages by Hand .....	525
25	Using Web Page Editors .....	561
26	Creating and Optimizing Web Graphics .....	603
27	Creating Web Audio Files .....	631
28	Forms, Interactivity, and Database-Driven Web Sites ..	651
29	Advanced Web Page Options .....	673
30	Uploading Web Pages .....	695
31	Building Traffic to Your Web Site .....	705
32	Web Commerce .....	721

**Part VI File Transfer and Downloading**

33	File Transfer by Web, FTP, and Peer-to-Peer .....	741
34	Downloading and Installing Software .....	785


# Contents

---

Acknowledgments .....	xxxi
Introduction .....	xxxiii


## Part I


### Connecting to the Internet

 <b>1</b> Internet Connection Concepts .....	3
Internet Communications Protocols .....	4
Internet Hosts .....	4
Servers and Clients .....	7
Ports and Port Numbers .....	8
The Domain Name System and DNS Servers .....	8
Types of Internet Connections .....	9
Dial-Up Connections .....	10
DSL Connections .....	10
ISDN Connections .....	12
Leased Lines .....	13
Cable TV Internet Connections .....	13



Satellite Internet Connections .....	14
Wireless Internet Connections .....	15
Connecting Local Area Networks to the Internet .....	16
Internet Service Providers (ISPs) .....	16
Security Issues on the Internet .....	17
Protecting Your Computer from Viruses .....	18
Protecting Your Computer from Intruders with Firewalls .....	19
Virtual Private Networks .....	21
Choosing Passwords .....	22

 <b>2</b> How the Domain Name System Works .....	25
How Domains Are Organized .....	26
Domain Records, Zones, Delegation, and Servers .....	26
DNS and E-mail .....	27
Reverse DNS .....	28
Server Software .....	28
Registering a Domain Name .....	28
What Types of Domains Are Available? .....	29
Using WHOIS .....	31
Preparing to Set Up Your Domain .....	31
Choosing a Registrar .....	32

 <b>3</b> Configuring Your Internet Connection .....	33
Configuring Your Broadband Connection .....	34
Configuring a Broadband Connection from Windows XP .....	35
Enabling the Internet Connection Firewall in	
Windows XP .....	35
Configuring a Broadband Connection from	
Windows 2000, Me, and 98 .....	36
Configuring a Broadband Connection from a Mac .....	40
Configuring Your Dial-Up Connection .....	41
Configuring Dial-Up Connections in Windows XP/2000 .....	42
Configuring Dial-Up Connections in Windows Me/98 .....	55
Configuring Dial-Up Connections on Macs .....	69
Configuring Your ISDN Connection .....	74
Configuring Your ISDN Connection in	
Windows XP/2000 .....	75
Configuring Your ISDN Connection in	
Windows Me/98 .....	77
Connecting to an Organization's LAN Using VPN .....	77
Connecting via VPN to or from Windows XP .....	77
Connecting via VPN from Windows 2000/Me/98 .....	81
Connecting via VPN from a Mac .....	83

Displaying Your IP Address .....	83
Testing Your Connection with Ping and Traceroute .....	84
Pinging Another Computer .....	84
Tracing Packets over the Internet .....	85
Displaying Internet Connections Using Netstat .....	87
<b>4 Connecting Your LAN to the Internet .....</b>	<b>89</b>
What Is an Intranet? .....	90
Intranets vs. LANs .....	90
What Can You Do with an Internet-Connected LAN? ...	91
What Can You Do with a Home Network? .....	91
What Can You Do with an Intranet? .....	92
Components of a LAN .....	93
Workstations and Client Software .....	93
Servers and Operating Systems .....	93
Network Cards, Cabling, and Hubs .....	94
Assigning IP Addresses to Computers on the LAN .....	94
Hardware and Software that Connects the LAN to the Internet ..	96
The Internet Connection .....	96
The Gateway .....	97
Connecting a LAN to the Internet Using Internet Connection	
Sharing (ICS) .....	99
ICS Components .....	100
Configuring Computers to Use TCP/IP and DHCP-	
Assigned Addresses .....	100
Installing ICS on the ICS Server in Windows XP, 2000,	
or Me .....	105
Configuring the ICS Clients .....	112
Using Internet Connection Sharing .....	117

## Part II

### Exchanging E-mail

<b>5 E-mail Concepts .....</b>	<b>121</b>
How Do You Get Your E-mail? .....	122
Receiving Incoming Messages .....	122
Sending Outgoing Messages .....	123
Ways of Accessing E-mail .....	124
E-mail Addressing .....	124
Message Headers .....	126
Downloading E-mail .....	128
Working Offline .....	128
Deleting Messages from the Server .....	129

E-mail Netiquette .....	129
Using Abbreviations, Emoticons, and Smileys .....	132
Smileys and Emoticons .....	133
Abbreviations Used in E-mail .....	133
Formatted E-mail .....	133
Attaching Files to Messages .....	134
Web-Based E-mail .....	134
Mail Away from Home .....	137
Dialing or Telnetting In .....	137
Reading Your E-mail on the Web .....	137
Avoiding Viruses .....	138
<b>6</b> <b>Configuring Your E-mail Program .....</b>	<b>141</b>
E-mail Configuration Concepts .....	142
Configuring a New E-mail Program .....	142
Switching to Another E-mail Program .....	143
Using Multiple E-mail Addresses .....	144
Sending and Receiving E-mail When You're on the Road .....	145
Other Configuration Options .....	146
Outlook 2002 and Outlook Express .....	148
Configuring Outlook .....	151
Configuring Outlook Express for Hotmail .....	152
Configuring Outlook Express for Multiple E-mail Addresses .....	152
Configuring Outlook for Multiple Users .....	152
Configuring Outlook 2002 for Multiple E-mail Addresses .....	153
Formatting E-Mail .....	153
Sending Form Letters Using Signatures .....	154
Eudora .....	154
Configuring Eudora .....	157
Configuring Eudora for Multiple Users .....	158
Configuring Eudora for Multiple E-mail Addresses .....	159
Formatting E-mail .....	160
Sending Form Letters Using Eudora Stationery .....	161
Netscape Mail .....	161
Configuring Netscape Mail .....	165
Configuring Netscape Mail for Multiple Users .....	166
Configuring Netscape Mail for Multiple E-mail Addresses .....	166
Formatting E-Mail .....	166



Netscape Messenger .....	166
Configuring Netscape Messenger .....	167
Configuring Netscape Messenger for Multiple Users ....	170
Configuring Netscape Messenger for Multiple E-mail Addresses .....	170
Formatting E-Mail .....	170
America Online (AOL) .....	171
Configuring AOL .....	172
Configuring Netscape 6 Mail to Work with Your AOL Account .....	173
Configuring AOL to Pick Up Your Mail Automatically ..	173
Configuring AOL for Multiple Users .....	173
Formatting E-mail .....	174
Yahoo Mail .....	174
Reading Yahoo Mail with Another E-Mail Program .....	176
Configuring Yahoo Mail to Display Mail from Other Accounts .....	177
Hotmail .....	177
Configuring Hotmail to Display Mail from Other Accounts .....	179
<b>7</b> Sending and Receiving Files by E-mail .....	181
General Information About Attachments .....	182
Sending Attachments .....	182
Receiving Attachments .....	183
Outlook 2002 and Outlook Express .....	184
Sending an Attached File .....	184
Linking a File (for LAN Users Only) .....	184
Receiving an Attached File .....	184
Attachment Options .....	185
Eudora .....	185
Sending an Attached File .....	185
Receiving an Attached File .....	186
Attachment Options .....	187
Netscape Messenger and Netscape Mail .....	187
Sending an Attached File .....	187
Receiving an Attached File .....	188
America Online (AOL) .....	189
Sending an Attached File .....	189
Receiving an Attached File .....	189
Yahoo Mail .....	190
Sending an Attached File .....	190
Receiving an Attached File .....	190

Hotmail .....	190
Sending an Attached File .....	191
Receiving an Attached File .....	192
<b>8</b> Fighting Spam, Sorting Mail, and Avoiding E-mail Viruses .....	193
Controlling E-mail Volume and Reducing Spam .....	194
What Can You Do About Spam? .....	194
Stopping Spammers .....	196
Reporting Scams .....	196
Avoiding Sending Spam .....	197
The Advantages of Filtering E-mail .....	198
How Filtering Works .....	199
Filtering Mailing List Messages .....	199
Filtering Spam .....	199
Virus Security Issues .....	201
Filtering Mail, Deleting Spam, and Defending Against Viruses in Outlook 2002 .....	202
Filtering Messages in Outlook 2002 .....	202
Deleting Junk E-mail in Outlook 2002 .....	204
Configuring Outlook 2002 Against Viruses .....	205
Filtering Mail, Deleting Spam, and Defending Against Viruses in Outlook Express .....	207
Filtering Messages in Outlook Express .....	207
Configuring Outlook Express Against Viruses .....	208
Filtering Mail, Deleting Spam, and Defending Against Viruses in Eudora .....	211
Filtering Messages in Eudora .....	211
Avoiding Viruses with Eudora .....	214
Filtering Mail, Deleting Spam, and Defending Against Viruses in Netscape Messenger and Netscape Mail .....	214
Filtering Messages in Netscape Mail and Messenger .....	214
Avoiding Viruses with Netscape Mail and Netscape Messenger .....	215
Blocking Junk Mail in AOL .....	216
Filtering Mail and Deleting Spam in Yahoo Mail .....	217
Filtering Messages in Yahoo Mail .....	217
Yahoo's Junk Mail Spamguard .....	217
Scanning Files for Viruses with Yahoo Mail .....	218
Filtering Mail and Deleting Spam in Hotmail .....	218
Filtering Messages in Hotmail .....	218
Deleting Junk Mail in Hotmail .....	218
Scanning Files for Viruses with Hotmail .....	219

**Part III****Chatting and Conferencing on the Internet**

<b>9</b>	<b>Online Chatting, Messaging, and Conferencing</b>	
	Concepts .....	223
	Forms of Chat, Messaging, and Conferencing .....	224
	E-mail Mailing Lists .....	224
	Usenet Newsgroups .....	226
	Internet Relay Chat (IRC) .....	226
	Web-Based Chat .....	226
	Web Discussion Boards .....	226
	AOL and CompuServe Chat Rooms .....	226
	Instant Messaging .....	227
	Online Conferencing .....	227
	How Does Chat Work? .....	228
	Identifying Yourself .....	228
	Topics, Newsgroups, Channels, and Rooms .....	228
	Following the Discussion .....	228
	Chat and Conferencing Etiquette .....	230
	Safety While Chatting .....	232
	Ways to Use Chat Effectively .....	233
<b>10</b>	<b>E-mail Mailing Lists</b> .....	<b>235</b>
	Finding Interesting Mailing Lists .....	236
	How Do Mailing Lists Work? .....	236
	Mailing List Types and Options .....	237
	Manually Managed Mailing Lists .....	238
	List Server Programs .....	238
	Using the Web to Communicate with a List Server .....	239
	The ListProc Web Interface .....	239
	The LISTSERV Web Interface .....	240
	The Lyris ListManager Web Interface .....	240
	The Mailman Web Interface .....	243
	The Majordomo Web Interface .....	244
	Proprietary Web Interfaces: Yahoo Groups and Topica ..	245
	Using E-mail to Communicate with a List Server .....	246
	Management, List, and Administrator Addresses .....	247
	Common List Server Commands .....	248
	List Server Communication Problems .....	256
	Participating in Mailing Lists .....	256
	Replying to List Messages .....	256
	Posting a New Message .....	256
	Mailing List Dos and Don'ts .....	257



	Separating Mailing List Messages from Other Messages .....	258
	Establishing Your Own Mailing List .....	258
	Free and Fee-Based Mailing List Servers .....	258
	Managing a Mailing List with a Mailing List Management Program .....	259
<b>11</b>	<b>Usenet Newsgroup Concepts .....</b>	<b>267</b>
	What Are Newsgroups? .....	268
	How Do You Read Newsgroups? .....	269
	Finding Interesting Newsgroups .....	272
	Choosing What to Read .....	272
	Choosing What to Post .....	274
	Starting a New Thread .....	274
	Replying by E-mail and Posting Follow-ups .....	274
	Usenet Netiquette .....	275
	Sending and Receiving Attachments .....	275
	Offensive Postings .....	276
	Avoiding Spam .....	276
	How to Create Newsgroups .....	278
	Running Your Own News Server .....	278
	News Server Programs .....	279
	Creating and Naming Newsgroups on Your Own Server .....	280
<b>12</b>	<b>Reading Usenet Newsgroups .....</b>	<b>281</b>
	Common Newsreading Tasks .....	282
	Configuring Your Newsreader .....	282
	Subscribing to Newsgroups .....	282
	Selecting and Reading Articles .....	283
	Posting Messages .....	283
	Newsreading in Google Groups .....	284
	Newsreading in Outlook Express 6 .....	285
	Finding and Subscribing to Newsgroups .....	285
	Selecting and Reading Messages .....	286
	Sending Messages .....	288
	Printing Messages .....	289
	Saving Messages .....	289
	Unsubscribing from Newsgroups .....	289
	Newsreading in Netscape Mail & Newsgroups 6 .....	290
	Finding and Subscribing to Newsgroups .....	291
	Downloading and Reading Messages .....	292
	Sending Messages .....	294
	Printing Messages .....	294

Saving Messages .....	294
Unsubscribing from Newsgroups .....	295
Newsreading in Netscape Messenger .....	295
Finding and Subscribing to Newsgroups .....	295
Reading and Selecting Messages .....	298
Sending Messages .....	299
Printing Messages .....	300
Saving Messages .....	300
Unsubscribing from Newsgroups .....	300
Newsreading with Free Agent .....	300
Finding and Subscribing to Newsgroups .....	301
Selecting and Reading Messages .....	302
Sending Messages .....	304
Printing Messages .....	305
Saving Messages .....	305
Deleting Messages and Groups .....	306
Filtering Messages .....	306
<b>13</b> Internet Relay Chat (IRC) .....	307
What Is IRC? .....	308
IRC Networks .....	308
IRC Servers .....	309
Channels .....	310
IRC Programs and IRC Commands .....	312
Nicknames and Chanops .....	313
Netsplits and Lags .....	313
Direct Client to Client Protocol (DCC) .....	314
Chanserv and Nickserv .....	314
Chatting in mIRC .....	315
Getting mIRC .....	316
Connecting to an IRC Server .....	316
Listing Channels .....	316
Joining Channels .....	317
Starting to Chat .....	318
Whispering .....	319
Sending Files .....	320
Leaving Channels and Disconnecting from Servers .....	321
mIRC Tips .....	321
IRC Commands .....	323
Typing Commands .....	323
Connecting to a Server .....	323
Listing Channels .....	324
Joining Channels and Chatting .....	324

	Whispering .....	324
	Sending Files .....	325
	Leaving Channels .....	325
	Starting and Managing a Channel .....	325
	Setting the Topic .....	326
	Kicking and Banning Users .....	326
	Designating Other Chanops .....	327
	Other Chanop Commands .....	327
	General IRC Tips .....	327
	Learning More .....	328
<b>14</b>	<b>Instant Messaging .....</b>	<b>329</b>
	What Is Instant Messaging? .....	330
	ICQ .....	331
	Installing and Getting Started with ICQ .....	331
	Finding People on ICQ .....	332
	Sending Messages with ICQ .....	334
	Other ICQ Features .....	335
	AOL Instant Messenger (AIM) .....	336
	Installing and Getting Started with AOL Instant Messenger .....	336
	Sending Instant Messages .....	338
	Yahoo Messenger .....	341
	Getting Started with Yahoo Messenger .....	341
	Finding People on Yahoo Messenger .....	342
	Sending Messages with Yahoo Messenger .....	343
	Windows Messenger (MSN Messenger) .....	344
	Getting Started with Windows Messenger .....	345
	Finding People on Windows Messenger .....	345
	Sending Messages with Windows Messenger .....	346
<b>15</b>	<b>Web-Based Chat Rooms and Discussion Boards .....</b>	<b>349</b>
	Interactive Web Chat .....	350
	Text Chat Rooms on the Web .....	351
	Graphical Chat Sites .....	352
	Web Discussion Boards .....	353
<b>16</b>	<b>Voice and Video Conferencing .....</b>	<b>357</b>
	What Are Internet Phone, Voice Conferencing, and Video Conferencing? .....	358
	Internet Telephony and Conferencing Sound Great—Why Don't We All Abandon Long-Distance Phone Calls? ..	359
	Conferencing Is More Than Talking and Seeing .....	360



Getting Voice and Video Hardware .....	361
Making Phone Calls over the Internet .....	362
Voice and Video Conferencing Using Instant Messenger Programs .....	364
Making Internet Phone Calls with ICQ .....	364
Making Internet Phone Calls with AOL Instant Messenger (AIM) .....	365
Voice and Video Conferencing with Yahoo Messenger ..	366
Conferencing with Windows Messenger and MSN Messenger .....	368
Conferencing with Stand-Alone Programs: NetMeeting .....	373
How NetMeeting Works .....	374
Running and Configuring NetMeeting .....	375
Connecting to a Directory Server .....	376
Making or Receiving a Call .....	378
Once You Are Connected .....	378
Hosting a Meeting or Joining an Existing Meeting .....	380
What's Next in Voice Conferencing and Video Conferencing? ...	381

## Part IV

### Viewing the World Wide Web

<b>17</b> World Wide Web Concepts .....	385
The Web's Languages and Protocols .....	386
URLs and Transfer Protocols .....	386
HTML .....	387
Java and JavaScript .....	387
VBScript and ActiveX Controls .....	388
Plug-ins .....	388
XML .....	389
Cascading Style Sheets (CSS) .....	391
Image Formats .....	392
Audio and Video Formats .....	392
Animations .....	392
Special Kinds of Web Sites and Pages .....	392
Portals .....	393
Web Directories and Search Engines .....	393
Home Pages .....	394
<b>18</b> Streamlining Your Browsing .....	395
Customizing Internet Explorer .....	397
Choosing Which Toolbars to Display in IE .....	397
Customizing the Standard Buttons Toolbar in IE .....	397

Customizing the Address Bar in IE .....	399
Managing IE's Cache of Web Pages .....	399
Sharing Internet Explorer with Other Users .....	400
Linking Internet Explorer to Other Programs .....	401
Using IE on an Intranet .....	402
Internet Explorer Browsing Tips .....	403
Searching Within a Page in IE .....	403
Viewing HTML Source Code in IE .....	404
Printing Pages with Frames in IE .....	404
Opening Multiple Windows in IE .....	405
Customizing Netscape Navigator .....	405
Customizing the Toolbars in Navigator .....	406
Customizing the Navigator Sidebar .....	406
Sharing Navigator with Other Users .....	408
Using Navigator on an Intranet .....	410
Netscape Navigator Browsing Tips .....	411
Searching Within a Page in Navigator .....	411
Viewing Information About a Page in Navigator .....	411
Printing Frames in Navigator .....	412
Opening Multiple Windows in Navigator .....	412
Finding and Installing Plug-Ins and ActiveX Controls .....	413
Plug-Ins in Navigator .....	414
Plug-Ins and ActiveX Controls in IE .....	414
Recommended Plug-Ins and ActiveX Controls .....	414
Uninstalling Plug-Ins and ActiveX Controls .....	415
Identifying Yourself Online with Microsoft .NET Passport .....	415
Signing Up for .NET Passport .....	416
Using .NET Passport .....	417
Problems with .NET Passport .....	417
Alternatives to .NET Passport .....	418
<b>19</b> Keeping Track of Your Favorite Web Sites .....	419
The Address/Location Bar .....	420
Choosing Your Start and Home Pages .....	421
Setting the Internet Explorer Home Page .....	421
Setting the Netscape Navigator Home and Start Pages .....	422
The Links Bar and Personal Toolbar .....	423
Managing the Favorites and Bookmarks Menu .....	425
Adding Bookmarks and Favorites .....	426
Editing a Favorite or Favorite Folder in IE .....	427
Editing a Bookmark or Bookmark Folder in Navigator .....	427

Organizing Favorites and Favorites Folders in IE for Windows .....	428
Organizing Favorites on IE for UNIX .....	429
Organizing Favorites on IE for Macintosh .....	429
Organizing Bookmarks in Netscape Navigator .....	429
Finding Bookmarks in Netscape Navigator .....	431
Adding Links Bar Buttons in Netscape Navigator .....	432
Importing and Converting Bookmarks to Favorites, and Vice Versa .....	432
Exporting Favorites from Internet Explorer .....	433
Importing Favorites into Internet Explorer .....	435
Importing and Exporting Bookmarks in Netscape Navigator .....	435
Using the History Folder .....	436
Returning to a Web Page in the History Folder .....	436
Configuring and Clearing the History Folder .....	437
The History File in Internet Explorer .....	438
The History File in Netscape Navigator .....	438
Using Internet Shortcuts .....	439
<b>20</b> Web Security, Privacy, and Site-Blocking .....	441
Web Security and Privacy Concepts .....	442
How Security Policies Work .....	442
What Are Cookies? .....	443
Blocking Offensive or Inappropriate Web Sites .....	444
How PICS Site-Blocking Systems Work .....	444
Recommendations for PICS Web Site Blocking .....	448
Other Site-Blocking Options .....	449
Security in Internet Explorer .....	449
Configuring IE's Security Zones .....	449
Setting Other IE Security Policies .....	452
Blocking Web Sites with IE's Content Advisor .....	455
Security in Netscape Navigator .....	459
Managing Cookies in Netscape Navigator .....	460
Managing Navigator's Caches of Web Pages .....	461
Managing Java and JavaScript in Navigator .....	462
Blocking Web Sites with NetWatch .....	463
Inspecting Saved Form Data in Navigator .....	465
Changing Navigator's Security Warnings and Encryption Options .....	465



<b>21</b>	Searching the Web .....	467
	What Are Search Engines? .....	468
	How Do Search Engines Work? .....	468
	Search Result Rankings .....	469
	What Are Web Directories? .....	469
	What Are Databases? .....	470
	Using Search Engines for General-Purpose Web Searching .....	471
	Choosing Your Search Words .....	471
	Google Tricks .....	472
	Using Directories for General-Purpose Web Searching .....	474
	Searching Databases .....	474
	Finding Searchable Databases .....	475
	Fee-Based Databases .....	475
	Searching Usenet Newsgroups .....	476
	Finding People .....	476
<b>22</b>	Audio and Video on the Web .....	479
	Playing Streaming Audio and Video .....	480
	Popular Audio and Video Players .....	480
	Internet Radio .....	482
	Playing MP3 Music .....	483
	Ripping MP3 Files from CDs .....	484
	Customizing Your Player with Skins .....	485
	Finding MP3 Music on the Web .....	485
	Finding and Downloading Music with Peer-to-Peer Services .....	486
	Playing Video on the Internet .....	489
	Prerecorded Video .....	489
	Live Video with Webcams .....	490
	Using Windows Media Player .....	491
	Finding Files with the Media Guide .....	491
	Creating a Media Library .....	492
	Finding Internet Radio Stations with the Radio Tuner ...	493
	Using RealOne Player .....	493
	The RealOne Player Windows .....	493
	Browsing RealOne's Web Site .....	493
	Creating Playlists .....	495
	Playing Internet Radio .....	496
	Using Internet Explorer's Media Bar .....	496

**Part V****Creating and Maintaining Web Sites**

<b>23</b>	<b>Web Site Creation Concepts</b> .....	<b>501</b>
	Planning Your Web Site .....	502
	What Do You Need to Create an Interesting Site? .....	502
	Basic Steps in Creating a Site .....	503
	Planning Your Site .....	504
	Creating Your Site .....	513
	Elements of a Web Page .....	513
	What Else Can You Put on a Web Page? .....	513
	What Tools Do You Need to Develop the Site? .....	515
	HTML Editors .....	516
	Database-Driven Sites .....	519
	Publishing Your Site .....	520
	Maintaining Your Own Server .....	520
	Using a Web Hosting Service .....	521
	Using Your ISP's Server .....	521
	Using a Free Hosting Service .....	522
	Publicizing Your Site .....	523
<b>24</b>	<b>Creating Web Pages by Hand</b> .....	<b>525</b>
	Where Did HTML Come From? .....	526
	Creating a New Web Page .....	526
	Seeing How You Are Doing .....	527
	HTML Tags .....	527
	Standard Tags on a Web Page .....	528
	Adding Hidden Comments .....	529
	Controlling the Overall Appearance of the Page .....	530
	Displaying Wallpaper in the Background .....	530
	Choosing a Background Color .....	531
	Choosing Colors for Text and Links .....	532
	Formatting Text .....	532
	Formatting Headings .....	533
	Controlling Fonts .....	534
	Adding Special Characters .....	535
	Presenting Information in Lists .....	536
	Presenting Information in Tables .....	538
	Adding Horizontal Lines .....	541

Adding Pictures .....	541
Absolute vs. Relative Pathnames .....	542
Image Attributes .....	544
Adding Links .....	545
Adding a Link That Jumps Within the Page .....	546
Adding a Link to Your E-mail Address .....	546
Gathering Information in Forms .....	547
Creating a Form .....	547
Fill In the Blanks .....	551
Formatting Your Page in Frames .....	551
Drawbacks of Frames .....	552
Setting Up Frames .....	553
Changing What Appears in a Frame .....	555
Summary of HTML Tags .....	555
<b>25</b> Using Web Page Editors .....	561
What Is a Web Page Editor and Why Would I Use One? .....	562
Web Page Editing Tasks .....	563
Where to Find Web Page Editors .....	564
Editing Pages with Netscape Composer .....	565
Creating a New Page .....	566
Editing a Page .....	567
Choosing a View .....	568
Setting the Background, Text, and Links Colors .....	570
Setting the Page Title and Properties .....	571
Entering and Formatting Text .....	572
Adding Horizontal Lines .....	572
Formatting Lists .....	572
Adding Pictures .....	574
Formatting Your Page with Tables .....	578
Adding Links .....	579
Changing the Underlying HTML Code .....	579
Saving the Web Page .....	580
Editing Pages with FrontPage .....	581
Creating Web Sites in FrontPage .....	582
FrontPage Page Options .....	582
Using Templates .....	583
Setting the Background, Text, and Links Colors .....	583
Setting the Page Title and Properties .....	583
Adding and Formatting Text .....	584
Adding Links and Pictures .....	584
Formatting Your Page Using Tables .....	585
Using Themes in FrontPage .....	585



Breaking Your Page into Frames .....	586
FrontPage Components .....	586
Editing Pages with Dreamweaver .....	586
Creating and Editing Pages .....	587
Formatting Text, Images, and Other Page Components ..	588
Inserting Links .....	588
Formatting Text and Images in Tables .....	589
Using Frames in Dreamweaver .....	589
Advanced (But Helpful!) Features of Dreamweaver .....	589
Managing the Files That Make Up Your Web Site .....	592
Editing Pages with Adobe GoLive .....	592
Creating and Editing Pages .....	592
The GoLive Site Window .....	592
Creating a New Page .....	595
Setting the Background, Text, and Links Color .....	595
Setting the Page Title .....	596
Adding and Formatting Text .....	597
Adding Horizontal Lines .....	598
Adding Pictures .....	599
Adding Links .....	599
Creating and Using Tables .....	599
Breaking Your Page into Frames .....	601
Viewing Your HTML as You Work .....	601
<b>26</b> Creating and Optimizing Web Graphics .....	603
Graphics File Formats for the Web .....	604
Using GIF .....	605
Using JPEG for Color Photographs .....	605
Other File Formats .....	605
Getting GIFs and JPEGs .....	606
Getting Images and Clip Art from the Internet .....	610
Special Effects: Progressive Display and Transparency .....	610
What Is Progressive Display? .....	610
What Is Transparency? .....	611
Setting a GIF Color to Be Transparent .....	611
Avoiding or Fixing Transparency Problems .....	612
Optimizing Images for the Web .....	614
Optimizing for Speed .....	614
Optimizing for Quality .....	618
Animating GIF Graphics .....	621
Creating and Animating Image Sequences .....	623
Animating with JavaScript: Rollovers .....	624

Creating Clickable Graphics by Using Image Maps .....	625
Overview of Image Maps .....	625
Client-Side Image Maps .....	625
Creating Image Map Code .....	626
Advanced Features of Graphics Programs .....	627
Anti-Aliasing .....	627
Image Slicing .....	627
Background (Seamless) Tiling .....	628
Advanced Compression and Optimization .....	628
Using Special Effects to Create Animations or Enhance Graphics .....	629
Multimedia Graphics .....	630
<b>27</b> Creating Web Audio Files .....	631
Types of Web Audio Files .....	632
Static vs. Streaming Audio Files .....	632
Types of Static Audio Files .....	633
How to Create Audio Files for the Web .....	636
Step 1. Capturing the Audio .....	636
Step 2. Generating a Digital File .....	638
Step 3. Editing and Processing the Uncompressed Audio .....	639
Step 4. Encoding the File into a Compressed Audio Format .....	640
Adding Audio Files to Web Pages .....	642
Adding a Link to an Audio File .....	642
Embedding a Multimedia File in a Web Page .....	644
Adding Video to Web Pages .....	649
Static Video .....	649
Streaming Video .....	650
<b>28</b> Forms, Interactivity, and Database-Driven Web Sites ..	651
Browser Scripting with JavaScript .....	653
What Is JavaScript? .....	653
What Is VBScript? .....	654
How JavaScript Works .....	654
Using JavaScript in Web Pages .....	655
Getting Predesigned Scripts .....	656
Extending Browsers with Java and ActiveX .....	656
What Is Java? .....	656
What Are Java Applets? .....	657

Getting Java Applets .....	657
Running Java Applets .....	658
What Is Microsoft's ActiveX? .....	659
Running Server Programs from Your Web Pages .....	659
Creating Web Pages That Run CGI Scripts .....	661
What Are CGI Scripts? .....	661
Creating Links That Run CGI Scripts .....	661
Passing Data from Web Forms to CGI Scripts .....	662
Writing CGI Scripts .....	663
Getting, Installing, and Using Prewritten CGI Scripts .....	664
E-mailing Form Information .....	664
Embedding PHP Scripts in Your Pages .....	665
What Is PHP? .....	665
Writing PHP Code .....	665
Getting Prewritten PHP Scripts .....	667
Standardizing Web Page Formatting by Using Server Side Includes or PHP .....	667
What Are Server Side Includes (SSI)? .....	667
Standardizing Page Formats Using PHP .....	668
Creating Web Pages with FrontPage WebBots .....	668
Creating Active Server Pages (ASPs) .....	668
Including ASP Code in Web Pages .....	668
What You Can Do with ASP .....	669
Creating ColdFusion Pages with CFML .....	670
<b>29</b> <b>Advanced Web Page Options .....</b>	<b>673</b>
Formatting Web Pages Using Cascading Style Sheets .....	674
Style Sheet Concepts .....	674
Creating and Applying Text Styles by Hand .....	679
Creating and Applying Text Styles in Web Editors .....	682
Positioning Objects on Web Pages .....	685
Adding Advanced Features to Your Web Site Without Programming .....	686
Adding a Calendar .....	687
Adding a Chat Room .....	688
Adding a Guestbook .....	690
Adding a Hit Counter .....	691
Adding a Message Board .....	691
Adding a News Ticker .....	692
Adding Other Features .....	694



<b>30</b>	Uploading Web Pages .....	695
	The Uploading Process .....	696
	Web Server Login and Site Location .....	696
	File Preparation .....	697
	Uploading Through a Web Interface .....	698
	Uploading Through Your Web Editor .....	699
	Netscape Composer 4.x .....	699
	FrontPage 2002 .....	700
	Dreamweaver .....	700
	GoLive .....	701
	Uploading Using an FTP Program or Web Folders .....	702
	Troubleshooting Your Web Site .....	702
<b>31</b>	Building Traffic to Your Web Site .....	705
	How to Get Listed on Search Engines .....	706
	What Are <META> Tags? .....	707
	The <TITLE> Tag .....	709
	Page Content .....	710
	Popularity of Your Site .....	710
	Blocking a Page from Inclusion in Search Engines .....	710
	Submitting Your Site to Search Engines .....	710
	Getting Links to Your Site .....	712
	Requesting Links on Other Web Sites .....	712
	Joining Web Rings .....	713
	Other Ways of Publicizing Your Site .....	714
	Keeping Your Visitors Once You've Got Them .....	714
	Compelling Content .....	714
	E-mail Newsletters .....	715
	Analyzing Your Web Traffic .....	716
	Hits, Page Views, Visits, and Other Miscellaneous	
	Web Reporting .....	716
	Things to Check in Your Web Log .....	717
	Site Paths and How to Use Them .....	718
<b>32</b>	Web Commerce .....	721
	Purposes of Commercial Web Sites .....	722
	PR Sites .....	722
	Marketing Sites .....	724
	Sales Sites .....	725
	Support and Community Sites .....	726
	Selecting a Web Hosting Service .....	727
	Finding a Web Hosting Service .....	727
	Questions to Ask Potential Web Hosting Providers .....	728

Selling via Secure Servers .....	730
What Is a Secure Server? .....	730
Digital Certificates .....	730
Shopping Cart Systems .....	731
Shopping Cart Services .....	732
Shopping Cart Software .....	732
Accepting Payments from Customers .....	733
Credit Card Service Providers .....	733
Alternative Payment Service Providers .....	734
Auction Sites .....	735
How Auctions Work .....	735
Finding Internet Auction Sites .....	736
Selling and Bidding .....	736
Tips for Buying from Auction Sites .....	737
Consignment Sites .....	737

## Part VI

### File Transfer and Downloading

<b>33</b> File Transfer by Web, FTP, and Peer-to-Peer .....	741
Transferring Files by E-Mail .....	742
Transferring Files via the Web .....	744
Downloading Files with Your Browser .....	744
Using a Web Server as a File Server .....	745
Transferring Files Using Windows XP Web Folders .....	745
Using Web Folders for Secure File Transfer .....	748
Transferring Files Using Peer-to-Peer File Sharing Utilities .....	749
Transferring Files Using File Transfer Protocol (FTP) .....	750
FTP Clients .....	751
FTP Servers .....	751
Transferring Files of Different Types .....	752
Finding Files on FTP Servers .....	752
Running Your Own FTP Server .....	752
Basic FTP Procedure .....	753
Using Web Browsers as FTP Clients .....	754
Using Windows-Based FTP Clients Like WS_FTP .....	756
Using Command-Driven FTP Clients .....	761
Logging into a Web or FTP Server .....	770
Telnetting with HyperTerminal .....	771
Secure Telnet Using PuTTY .....	774
Logging In, Typing Commands, and Logging Out .....	775
Working with Files on Your Web or FTP Server .....	776

	Quality, Security, and Ownership Issues .....	781
	Ensuring File Quality and Integrity .....	781
	Ensuring Security .....	781
	Observing Property Rights .....	782
<b>34</b>	<b>Downloading and Installing Software .....</b>	<b>785</b>
	Types of Downloadable Software .....	786
	Where Can You Find Files? .....	788
	Programs Everyone Should Have .....	789
	Downloading Files from the Web .....	791
	Finding Files on Your Computer After Downloading .....	793
	Determining What to Do with Downloaded Files .....	795
	Dealing with Compressed and Archive Files .....	796
	Compressed Files for Different Computers .....	796
	Using Self-Extracting Files .....	798
	Unzipping ZIP Files .....	799
	Unpacking TAR Archive Files .....	805
	Decoding and Decompressing Macintosh Files .....	805
	Installing Programs .....	808
	<b>Index.....</b>	<b>811</b>



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# Introduction

---

The Internet has grown explosively over the last ten years, with increases in the number of users, the amount of information that it makes available, and the number of different programs you can use. If you're a serious Internet user—relying on e-mail for business and personal communications and the Web for news and entertainment—you've probably run into snags and questions that basic Internet books don't answer. This book can help you with the complexity of the Internet and solve these snags. It covers the most important aspects of the Internet, skipping the basics, with clear instructions for how to get the most out of the Net.

---

## Who Is This Book For?

This book is for anyone who uses the Internet and wants to know more. You might have one of the following questions, for example:

- What do I need to reconfigure if I switch from dial-up to a DSL connection?
- Should I prevent my browser from storing cookies on my hard disk? How can I look at the cookies that my browser has already stored on my system?
- How can I minimize my chances of getting a virus?

- What's the best search engine?
- How do I register a domain name and set up my own web site?
- How can I deal with the increasing number of e-mail messages I get each day?
- Can I run my own e-mail discussion list?
- Is it safe to try peer-to-peer file-sharing services like KaZaA and Morpheus?
- Is voice conferencing over the Internet hard to set up? Is it expensive?

This book answers all of these questions and thousands more. It describes programs for Windows XP, Windows 2000, Windows ME, Macintoshes, and UNIX, and covers how to configure your e-mail program and web browser, connect your home network to share one Internet connection, and much more.

In this book, the authors assume that you know how to use your computer—whether it's Windows, a Mac, or UNIX. We also assume that you know the basics of the Internet, including how to send and receive e-mail and browse the Web.

**Note**

*If you want an introduction to the Internet (or you think someone you know needs one), get *How to Do Everything with the Internet* by Dennis Jones (McGraw-Hill/Osborne, 2000) or *The Internet For Dummies*, 8th Edition by John R. Levine and Margaret Levine Young (John Wiley & Sons [formerly Hungry Minds], 2002).*

## What's in This Book?

This book is divided into six parts.

### Part I: Connecting to the Internet

Part I describes the components of the Internet—hosts, domains, Internet services, and how computers and LANs can connect to the Internet.

Chapter 1 covers Internet concepts, including the new Internet domains. If you want to register your own domain (or you've wondered how the domain naming system works), it's covered in Chapter 2. Chapter 3 contains the instructions you need to configure your computer to connect to an Internet account, including DSL and cable Internet accounts. If you want to connect an entire local area network (LAN) to the Internet as an intranet, read Chapter 4.

### Part II: Exchanging E-mail

The most widely used Internet service is e-mail. It's worth learning the advanced features of your e-mail program so you don't have to spend as much time keeping up with your messages.

Chapter 5 covers basic e-mail concepts like attachments, formatting, and netiquette. Configuration commands for the most popular e-mail programs—Outlook, Outlook Express, Netscape Messenger, Netscape Mail, Eudora, and web-based mail—are



described in Chapter 6, including reading and sending mail from multiple accounts and with multiple addresses. If you've had trouble sending or receiving files by e-mail, read Chapter 7 to learn about file attachments. Chapter 8 has instructions for handling the increasing amount of e-mail many people receive, including how to configure your e-mail program to presort your incoming messages and how to deal with spam.

## **Part III: Chatting and Conferencing on the Internet**

Instant messaging, chat rooms, and other person-to-person Internet programs are incredibly popular. This part of the book describes the various Internet services that allow groups of people to communicate over the Internet.

Chapter 9 provides an overview of ways you can use the Internet for conferencing and chatting. In Chapter 10, you learn how to participate in e-mail mailing lists and set up your own mailing lists. If you want to read or post to Usenet newsgroups, read Chapter 11 for the basic concepts and Chapter 12 for how to use the most popular Usenet newsreading programs. Chapter 13 is an introduction to the world of Internet Relay Chat (IRC), the Internet's original real-time chat network. If you use AOL Instant Messenger or another IM program (or you're ready to try one), check out Chapter 14. Chapter 15 describes web-based discussions, including how to set up your own. For voice and video conferencing, look at Chapter 16.

## **Part IV: Viewing the World Wide Web**

Everyone can use a browser, but not everyone knows how to configure browsers to make web-surfing fast and efficient. Part IV describes how to take advantage of the possibilities of the Web.

Chapter 17 gives you an overview of the Web's components, including plug-ins and ActiveX controls. To configure your browser to display the toolbars and buttons you really use and to install plug-ins for interactive web sites, see Chapter 18. Chapter 19 covers the ways you can set up your browser to make it easy to return to your favorite web sites. If you are concerned about privacy and security, see Chapter 20. Chapter 21 lists the best web search engines and directories and how to use them. In Chapter 22, you learn how to find and play Internet-based audio and video.

## **Part V: Creating and Maintaining Web Sites**

If you or your organization want to provide information over the Web, you need to plan, design, create, test, and maintain a web site. Part V tells you how.

Chapter 23 covers the concepts of web site creation, including HTML, web site design, and programs for creating pages. In Chapter 24, you learn how to create Web pages using a text editor, inserting the necessary HTML codes yourself. Chapter 25 describes the best and most popular web page editing programs: Dreamweaver, GoLive, Netscape Composer, and FrontPage. To create or edit graphics files to enliven your web pages, read Chapter 26; and if you want your Web site to include audio clips, take a look at Chapter 27. For more advanced sites, Chapter 28 contains an overview of interactive and database-driven web site design, including CGI, JavaScript, PHP,

Active Server Pages, and ColdFusion. Chapter 29 describes how to use cascading style sheets to make your web site better looking and easier to maintain and how to add message boards, news feeds, and other features without programming.

Once you have created and tested your web site on your own computer, Chapter 30 describes how to upload it to a web server so that the rest of the world can see it, too. To analyze how people find your site and increase the number of visitors you receive, see the tips in Chapter 31. In Chapter 32, you can find out how to turn your web site into a retail store.

## Part VI: File Transfer and Downloading

Whether you have created a web page and need to upload it to your web server or you've heard about a program that you can get from a web-based shareware library, sooner or later you'll need to upload or download files. Chapter 33 has an overview of FTP (file transfer protocol) concepts and step-by-step instructions for using FTP programs. It also describes how to use telnet and ssh to log into web servers to manage the files in your web site. In Chapter 34, you learn what to do with the files you have downloaded, including how to install programs.

---

### Conventions Used in This Book

This book uses several icons to highlight special advice:

**Tip**

*A handy way to make the Internet work for you.*

**Note**

*An observation that gives you insight into the way the Internet works.*

**Caution**

*Something to watch out for so you don't have to learn the hard way.*

When you see instructions to choose commands from a menu, the parts of the command are separated by vertical bars ( | ). For example, "choose Tools | Internet Options" means to choose Tools from the menu bar and then choose Internet Options from the Tools menu that appears. If the command begins with "Start |," click the Start button on the Windows Taskbar as the first step. Unless otherwise noted, all the instructions in this book are for Windows XP. If you need more information about using Windows, refer to *Windows XP: The Complete Reference, Windows Millennium Edition: The Complete Reference*, and *Windows 98: The Complete Reference* (all published by McGraw-Hill/Osborne).



**Tip**

*To find out which button is which on the toolbar of most programs, move the mouse pointer to the button and wait a few seconds without clicking. Most programs display a little box, or tooltip, with the name of the button.*

## Contacting the Authors

This book isn't just a book—it's a Web site, too. For updated information about the Internet, use your browser to see our Web site at [net.gurus.com/nettcr2](http://net.gurus.com/nettcr2). While you're there, you can tell us what you thought of the book, or you can let us know by writing to us at [nettcr2@gurus.com](mailto:nettcr2@gurus.com). Please don't ask us a lot of questions about the Internet, though—we're too busy updating this book and writing new ones to provide a lot free e-mail consulting. With luck, you'll find some answers at the book's web site.



The  
Complete  
Reference



# Chapter 14

## Instant Messaging

329

At times, using the Internet can be a very solitary experience. You're online, you're using the Web or checking your e-mail, but you have no idea whether anyone else is out there. Wouldn't it be nice if you knew when your friends were online and had an easy way to get in touch with them? Don't you sometimes want to send a quick message to the person working down the hall? That's probably what Mirabilis Ltd. was thinking about when they developed ICQ, the first *instant messaging (IM)* program to be widely used across the Internet.

This chapter describes ICQ as well as newer, more widely used instant messaging programs like Windows Messenger, AOL Instant Messenger, and Yahoo Messenger.

## What Is Instant Messaging?

Instant messaging programs have a unique combination of useful chat features. With an instant messaging program, you can

- *Keep track of which of your contacts is currently available to chat.* Most programs enable you to keep a list of contacts, in the form of a "buddy" or friend list, which is used to notify you when your contacts log on.
- *Chat privately with a single person.* Unlike other forms of chat, instant messaging is private and one-on-one. Some IM programs now allow additional people to join a conversation, but the original idea of IM is one-on-one.
- *Send an immediate message that is likely to get quick attention.* When you send an instant message, you generally cause a chime to sound and a new window to open on the recipient's computer screen. Instant messages are hard to ignore.
- *Converse back and forth in a way that's similar to face-to-face communication.* Instant messaging is extremely interactive and is the most conversation-like of any text-based Internet chat capability. Some instant messaging programs even allow users to hand documents and pictures to each other and play online games together.

The most popular instant messaging programs include ICQ, AOL Instant Messenger (AIM), Windows (MSN) Messenger, and Yahoo Messenger. As of 2002, AIM is the market leader, but we expect Windows Messenger to gain users as Windows XP is more widely installed.

Unfortunately, these programs don't work together: if you're using ICQ, you can keep tabs only on your other friends who are using ICQ. If your friend uses AOL Instant Messenger only, then you can't communicate unless you use AOL Instant Messenger, too. However, each of these programs can be downloaded at no charge, so many instant messaging enthusiasts use more than one, sometimes simultaneously. (See the sidebar on Jabber and Trillian later in this chapter for programs that can connect with multiple IM services.)



## ICQ

With over 100 million enrolled users, ICQ (pronounced "I Seek You") is a leader in direct messaging systems. ICQ (from ICQ Inc., formerly Mirabilis, now owned by AOL/Time Warner) was the first publicly available system to offer contact lists and instant messages. There are ICQ users all over the world, especially outside of the United States and Canada, making it an excellent instant messaging tool for those who want to communicate internationally. It's available in a number of languages, including Chinese and Arabic. ICQ enables you to talk with one other friend or join IRC-style group chats on a variety of subjects. The ICQ web site ([www.icq.com](http://www.icq.com)) lists available topics.

ICQ is always being enhanced by ICQ, Inc., and on each operating system its use is slightly different. The instructions provided in this book are for use of ICQ version 2001b with Windows XP, but users of other versions and operating systems should have no difficulty adapting these directions for use with their configurations.

### Installing and Getting Started with ICQ

You can use ICQ Lite at [lite.icq.com](http://lite.icq.com) without installing the ICQ software, but most people prefer to install and use the full-featured program. ICQ Lite plugs into your browser, rather than running as a separate program.

To download and install ICQ, go to its web site at [www.icq.com](http://www.icq.com), find the Download button amid the amazing clutter on the page, and follow the instructions. The ICQ program is available for all recent versions of Windows, Macintosh, several types of hand-held computers or personal data assistants (PDAs), and Java. (Refer to Chapter 34 for information about how to download software from the Web.)

Download the installation file and keep your computer connected to the Internet while you run the installation program. After the installation is complete, the ICQ registration program automatically starts. It asks you for a lot of personal information, and although only a password is absolutely necessary, personal information will help your friends and others who share your interests find you. You can add to or change your personal information after registering.

After the registration process is complete, the ICQ program starts. Type your password and click OK to log onto ICQ.

#### Tip

*The ICQ program is designed to run whenever your computer is running. This enables the program to alert you when one of your friends comes online or when someone wants to contact you. Keep ICQ loaded if you want your friends to be able to contact you.*

ICQ is represented by a flower icon that appears in the notification area (system tray) of the Windows taskbar. The flower is green when you are connected to ICQ and

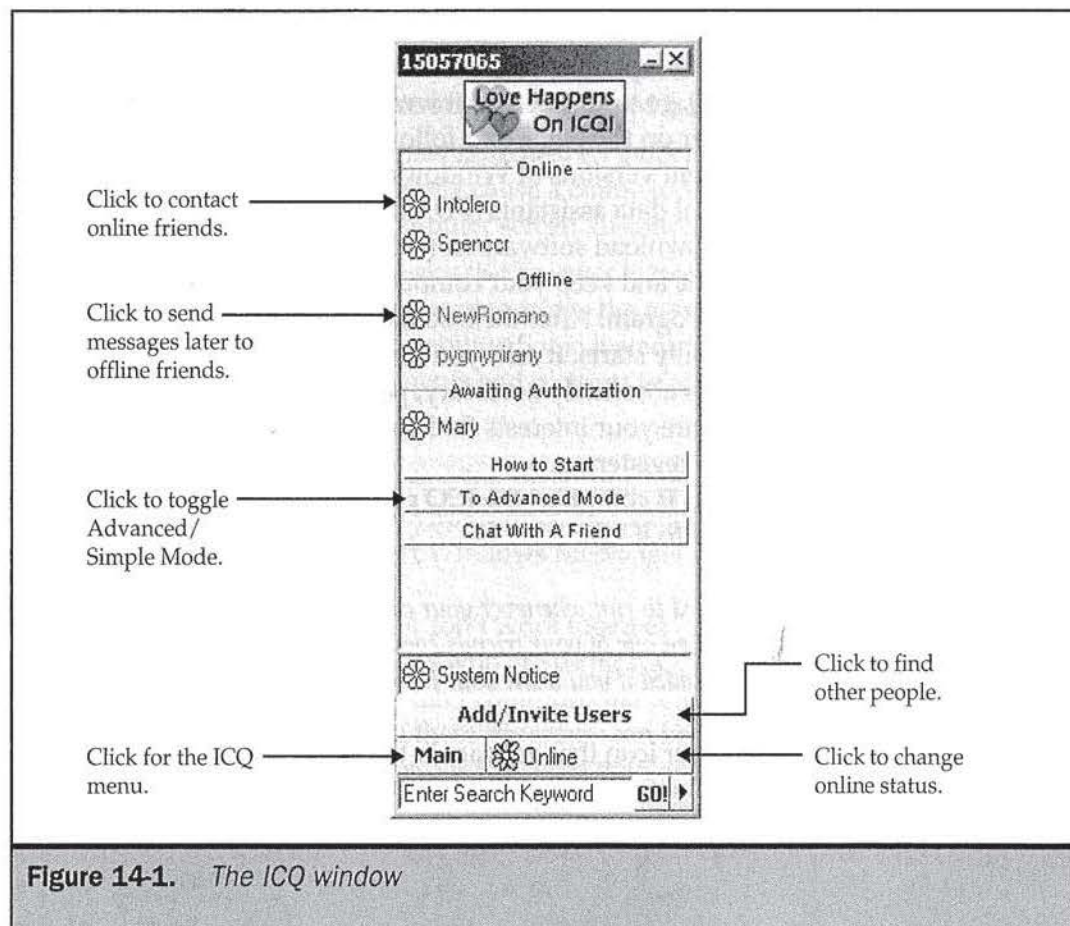


red when you are not connected. Double-click the tray icon to open the ICQ window, shown in Figure 14-1. When you are not using the ICQ window, minimize it. When minimized, ICQ appears only as a flower on the taskbar.

ICQ knows when you are connected to the Internet and using ICQ, and you can configure it to automatically indicate to your contacts that you're "Away" if you don't use your computer for a while. Additionally, ICQ has dozens of configuration options you can explore by clicking the Main button on the ICQ window.

## Finding People on ICQ

Before you can use ICQ, you need someone to talk to. No problem! Click the Add/Invite Users button in the ICQ window to search the ICQ database for friends and acquaintances. Each ICQ user is issued a long number such as 20230642. This ICQ identification number is similar to a telephone number: if you want to contact another ICQ user, you need the person's number. ICQ users often include their ICQ numbers in e-mail messages or on their web pages, and the ICQ web site includes an online database that you can use to look up friends and associates who have agreed to be



listed in the database. There are also lists of users grouped by interest, if you're seeking a new friend.

You can search for a friend's ICQ number if you don't know it. The most reliable way to find people is by e-mail address, although you can also search by name. Type some identifying information into the Find/Add Users To Your List window (as in Figure 14-2) and click Search. If ICQ finds a person who matches what you typed, it displays the person's ICQ number and other identifying information from the ICQ database. Highlight your friend's entry and click Add User to add the person to your contact list. Whenever this person starts ICQ while you are online, the person's nickname appears in the Online portion of your ICQ window.

Some people have configured ICQ to ask for their approval before you can add them to your contact list. When you try to add those people to your contact list, ICQ asks you to type a message to the person explaining why you'd like to be able to talk to them. (If it's a friend, you can type something like, "Hey, it's me!") Once the person approves, you receive a system message from ICQ: click the blinking ICQ taskbar button to read the message.

You can easily prevent people you don't know from adding you to their contact lists. Click Main in the ICQ window and then click Security & Privacy Permissions. In the Security & Privacy Permissions window, choose My Authorization Is Required Before Users Add Me To Their Contact List and click OK.

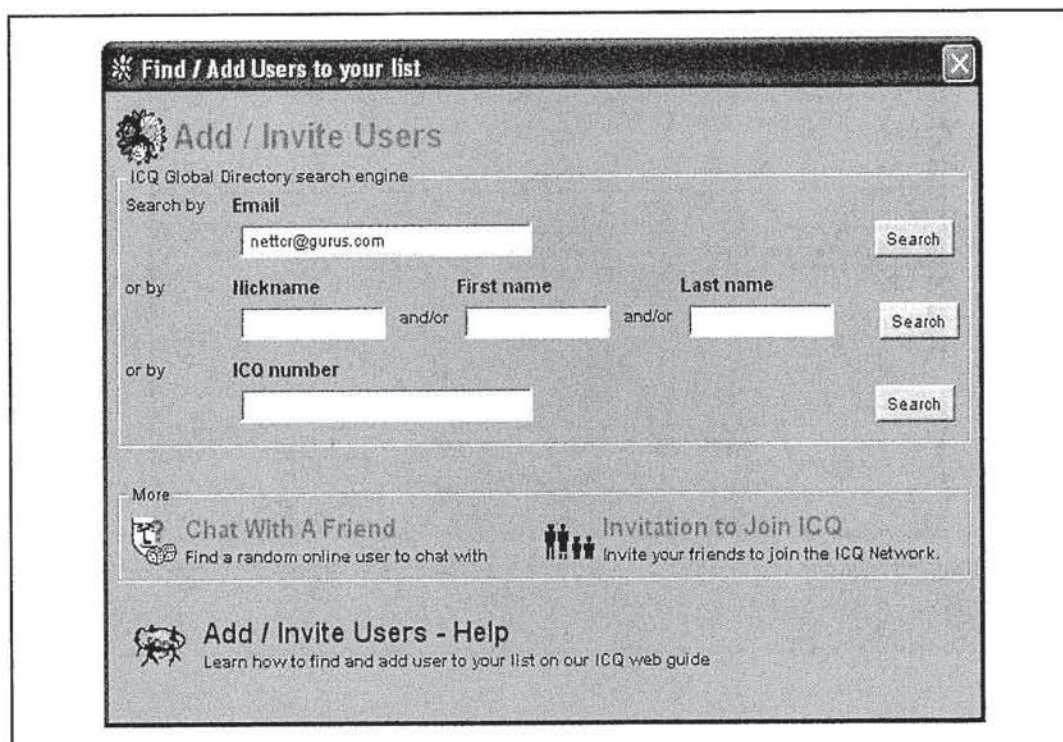


Figure 14-2. Finding other ICQ users



## Sending Messages with ICQ

Open the ICQ window, shown earlier in Figure 14-1, by double-clicking the ICQ flower icon in the system tray. The Online portion of the ICQ window lists the nicknames of people on your contact list who are online right now. The Offline portion lists your friends who aren't on the Internet right now or who don't have ICQ running. Double-click the nickname of the person from your contact list to whom you want to send a message or click the entry once and choose Message from the small window that appears. The Message Session window, shown in Figure 14-3, opens. Type your message in the lower portion of the window and click Send. If your contact is online, your message appears on his or her computer within seconds. If your contact is not online, ICQ can hold your message until the person connects.

When someone sends you a message, a blinking ICQ button opens in your taskbar or, if the ICQ window is already open, the icon to the left of the nickname begins to blink. Double-click the icon or click the blinking ICQ taskbar button to see the message.

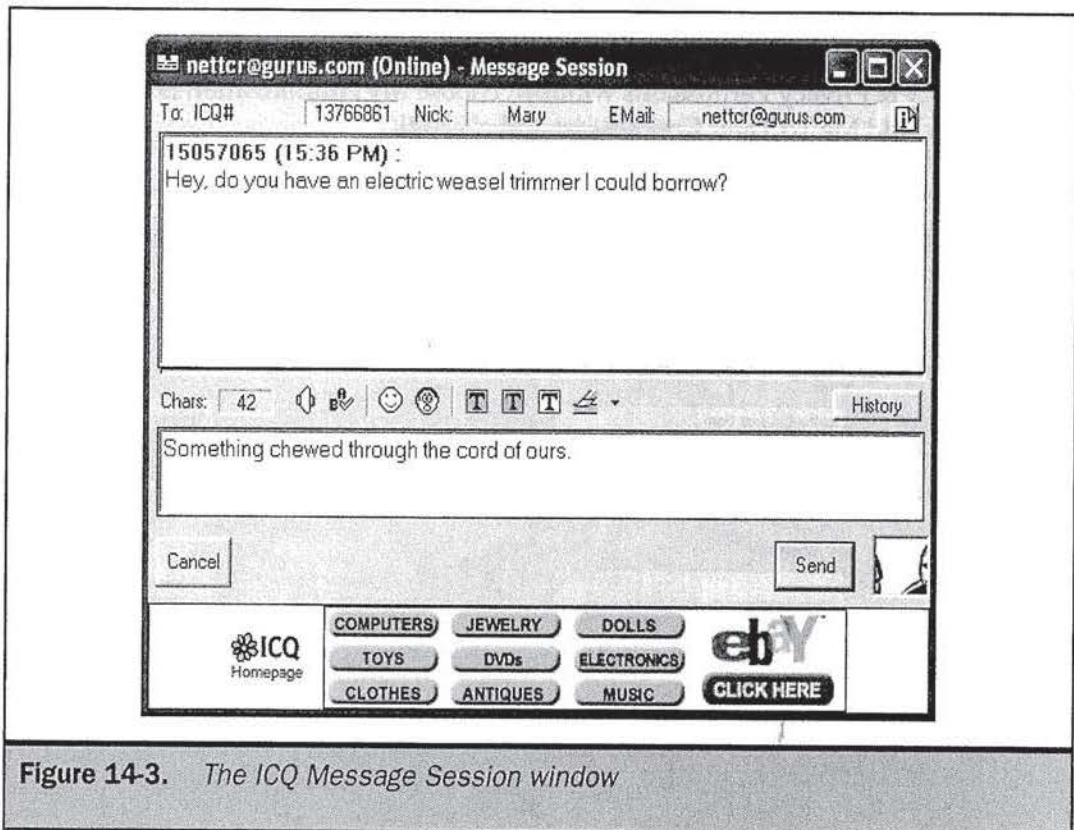


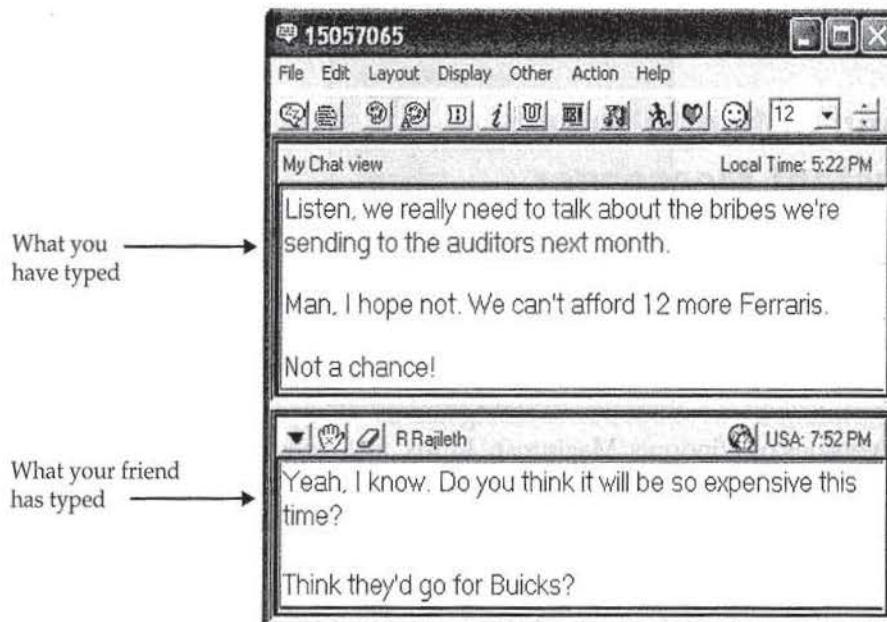
Figure 14-3. The ICQ Message Session window



Another type of conversation is possible with the ICQ chat feature. ICQ chat is only available in Advanced Mode, so first you'll need to switch to that.

To enter Advanced Mode, click To Advanced Mode on the ICQ window and click Switch To Advanced Mode in the Simple/Advanced Mode Selection window. Your ICQ window will change slightly to include additional ICQ functions.

To use chat, click a nickname in the Online portion of your ICQ window and choose ICQ Chat from the small window that appears. When you see the Send Online ICQ Chat window, type a message to your prospective chat partner in the Enter Chat Subject box and click Send. If the other person accepts your chat request by clicking Accept, the ICQ programs on the two computers each open a chat window, like this:



As you type messages, they appear character by character on the other person's screen.

## Other ICQ Features

ICQ can do lots of other things, including voice telephony, file transfer, e-mail sending and receiving, and group chats. Much of the fun of using ICQ is in exploring its many features! For instructions, go to the ICQ web page at [www.icq.com](http://www.icq.com), and click one of the links that offers more information about the program. For voice features, see the ICQ section in Chapter 16.

## AOL Instant Messenger (AIM)

Although there are AOL Instant Messenger users in many countries, the majority of users are located in the English-speaking world and particularly the United States. With over 100 million registered users, AIM has one distinct advantage over all other instant messaging tools: it connects to AOL's own messaging system, so that all AOL subscribers are part of its user base. In fact, AOL subscribers don't even have to sign up for or install AIM because it is part of their AOL software.

AOL continues to enhance AIM, and its use is slightly different depending on the configuration you use and whether you're an AOL subscriber. The instructions provided in this book are for use of stand-alone AIM version 4.8 and Windows XP, but users of other versions and operating systems should have no difficulty adapting these directions for use with their configurations.

### Installing and Getting Started with AOL Instant Messenger

You may already have AIM because it's included at no cost with many other Internet programs, including Netscape. Search your computer for a file called `aim.exe` to determine if it's already installed. If you don't see AIM on your system, you can use AIM Express, a browser-based version of AIM, at [www.aim.com/get\\_aim/express/aim\\_expr.adp](http://www.aim.com/get_aim/express/aim_expr.adp), or you can download the AIM software from the AIM home page at [www.aim.com](http://www.aim.com). (See Chapter 34 for information about downloading and installing software.) AIM is available for all recent versions of Windows, Macintosh, Linux, and several versions of PDA.

After downloading and installing the software from the AIM home page, the AOL Instant Messenger Screen Name window appears. If you already have an AOL screen name, type it in the Screen Name box and click OK. Otherwise, click Get A Screen Name to be taken to an AOL web page where you can create one. You may have difficulty finding a screen name you're happy with because the millions of existing AOL and AIM users have already chosen many of the best ones. Make sure you enter your correct e-mail address because AIM will send you a confirmation e-mail message that you must reply to.

AIM is represented by an icon that looks like a person running in the notification area (system tray) of the Windows taskbar. When you are connected (logged on) to AIM, you see a blue circle around the running person, but when you're disconnected, no blue circle appears. Double-click the tray icon, and depending on whether you are already connected, either the Sign On window or the Buddy List window opens.



If you see the Sign On window, type your user name and password and click Sign On, like this:



The Buddy List window is shown in Figure 14-4.

**Tip**

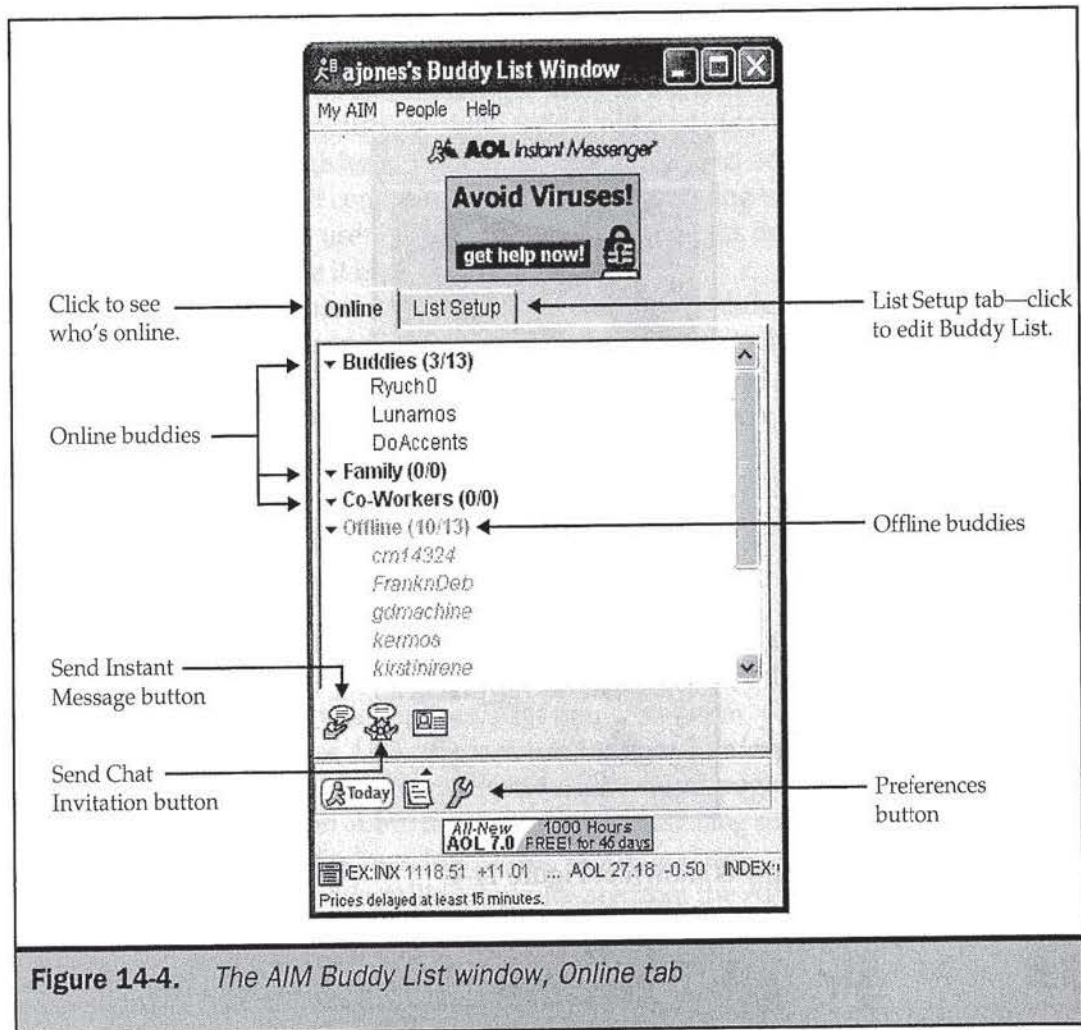
*AIM is designed to run whenever your computer is running. This enables the program to alert you when one of your friends comes online or when someone wants to contact you.*

## Finding People on AOL Instant Messenger

Now you need to find someone to talk to. You'll notice that the Buddy List window has two tabs, one to set up the Buddy List (the List Setup tab, shown in Figure 14-5) and one to see which of your contacts is online. To add someone to your list, click the List Setup tab, click the Add A Buddy button, and type a friend's AOL screen name or AIM user name. You can add as many friends as you like.

If you don't know your friend's AIM user name or AOL screen name, click the Find button (which looks like a magnifying glass) in the lower-right corner of the Buddy List





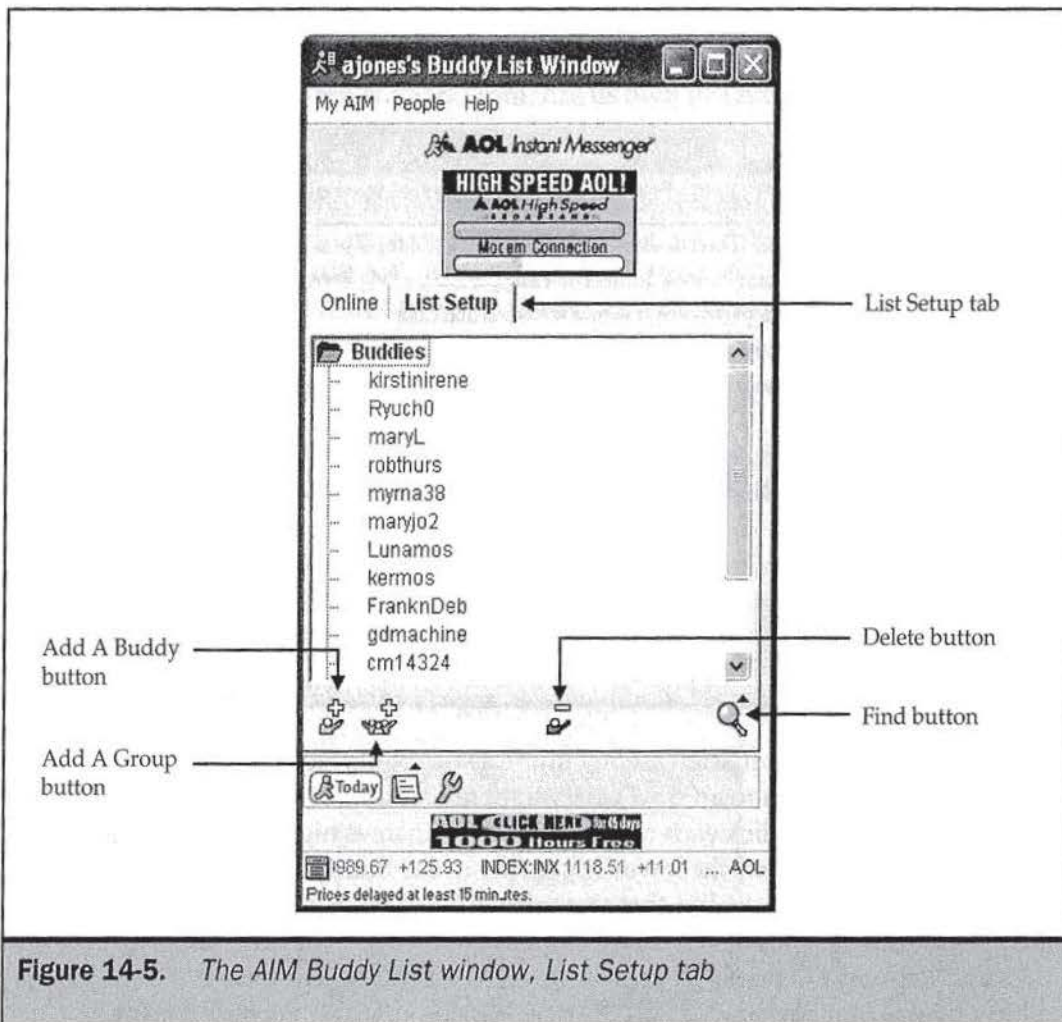
**Figure 14-4.** The AIM Buddy List window, Online tab

window and choose Find A Buddy. You can find a person by his or her e-mail address or name, or you can locate someone who shares an interest of yours.

## Sending Instant Messages

Before sending an instant message to someone on your buddy list, be sure the Online tab of the Buddy List window is visible as in Figure 14-4.

The Online tab shows which of your contacts are currently connected to the Internet and signed onto either AOL or AIM. The numbers next to each group of friends

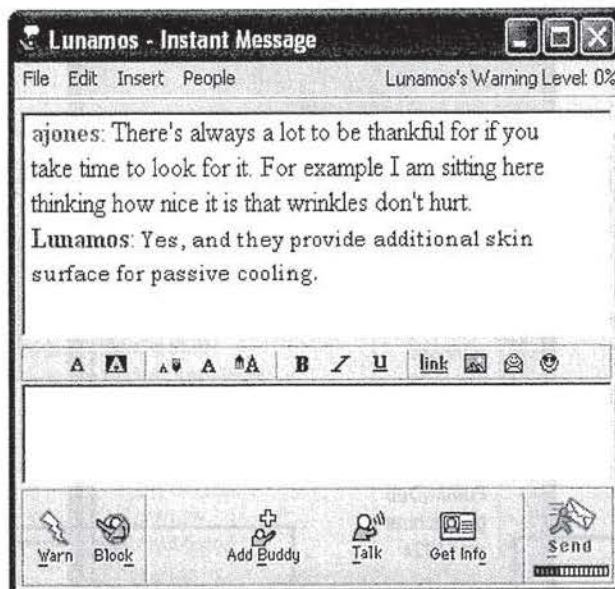


**Figure 14-5.** The AIM Buddy List window, List Setup tab

(Buddies, Family, or Co-Workers) show how many of your friends are online, followed by the total number of friends you have in that group. The last of the Buddy List groups, displayed in pale type, contains your AIM contacts who are Offline. Click the arrow next to any group to minimize or maximize it.

When you want to chat, double-click the name of an Online contact, or highlight it and click the Send Instant Message button near the lower-left corner of the Buddy List window. An Instant Message window will open. Type your message, click Send, and the Instant Message window changes to display the messages to and from your friend

in the top part of the window, with a box for you to type new messages in the bottom part of the window, like this:



AIM also allows a discussion among multiple people, which AIM refers to as Chat. To invite several contacts to an AIM Chat, highlight all their names by holding down the CTRL key while you click each name. With all the names highlighted, click the Send Chat Invitation button near the lower-left corner of the Buddy List window. (The Send Chat Invitation button looks like three people with a cartoon dialog bubble over their heads.) Before clicking the Send button in the Chat Invitation window, you may type an Invitation Message and name the chat room. AOL subscribers can open the Buddy List window by going to the keyword BUDDYVIEW or by selecting People | Buddy List.

**Tip**

*You can change your AIM user preferences by clicking the Setup button on the Sign On window or by clicking the Preferences button (which looks like a yellow wrench) in the Buddy List window. You may want to modify your Privacy settings to control who can send you messages; otherwise, you may be interrupted frequently when you're online.*

AIM can do much more than instant messaging. If you enjoy using it, be sure to explore its ability to access e-mail, exchange files with your contacts, make telephone calls, and view news and stock market information. For voice features, see the AIM section of Chapter 16.



## Yahoo Messenger

Yahoo, the web portal at [www.yahoo.com](http://www.yahoo.com), has its own instant messaging service, called Yahoo Messenger. (Yahoo! and Yahoo! Messenger actually include exclamation points in their names, but we omit these for readability.) Yahoo Messenger is very popular among people who use the many Yahoo functions such as e-mail, discussion boards, shopping services, maps, stock quotes, and more. Yahoo Messenger is available for Windows 95/98, NT, 2000, ME, and XP; PowerPC Mac 8.5 or higher; several versions of RedHat and FreeBSD Linux; Java; Palm handhelds; Windows CE; and web-enabled telephones. You can learn about and download Yahoo Messenger at the [messenger.yahoo.com](http://messenger.yahoo.com) web site. (See Chapter 34 for information about how to download and install programs from the Web.)

Yahoo continually enhances Yahoo Messenger, and in each operating environment its use may be slightly different. The instructions provided in this book are for using Yahoo Messenger version 5.0 on Windows XP, but users of other versions should have no difficulty adapting these directions for use with their configurations.

### Getting Started with Yahoo Messenger

After you've installed Yahoo Messenger, the Login window opens:



If you already have a Yahoo ID and password, type them in the fields provided; otherwise, click Get A Yahoo ID to register. In the Login window you can choose from three options. If you select Remember My ID & Password, your Yahoo ID and password are saved in a cookie file on your computer, and you won't have to type

them each time you log onto Messenger. If you also choose to Automatically Login, you will completely bypass the Login window when you start Messenger and can thereby log into Messenger very quickly. The third option is to Login Under Invisible Mode. This privacy function prevents other Yahoo Messenger users from knowing you are logged in.

Yahoo Messenger is designed to run whenever your computer is running. This enables the program to alert you when one of your friends comes online or when someone wants to contact you. When Yahoo Messenger is running, you see a red Y behind a yellow smiley in the system tray. Double-click the tray icon to open the Yahoo Messenger window.

## Finding People on Yahoo Messenger

The right-hand side of Figure 14-6 shows the Yahoo Messenger window, which is a list of the people you want to talk to. To find a contact to add to your Yahoo Messenger window, click the Add button and type your friend's e-mail address, Yahoo ID, or a keyword from his or her Yahoo profile.

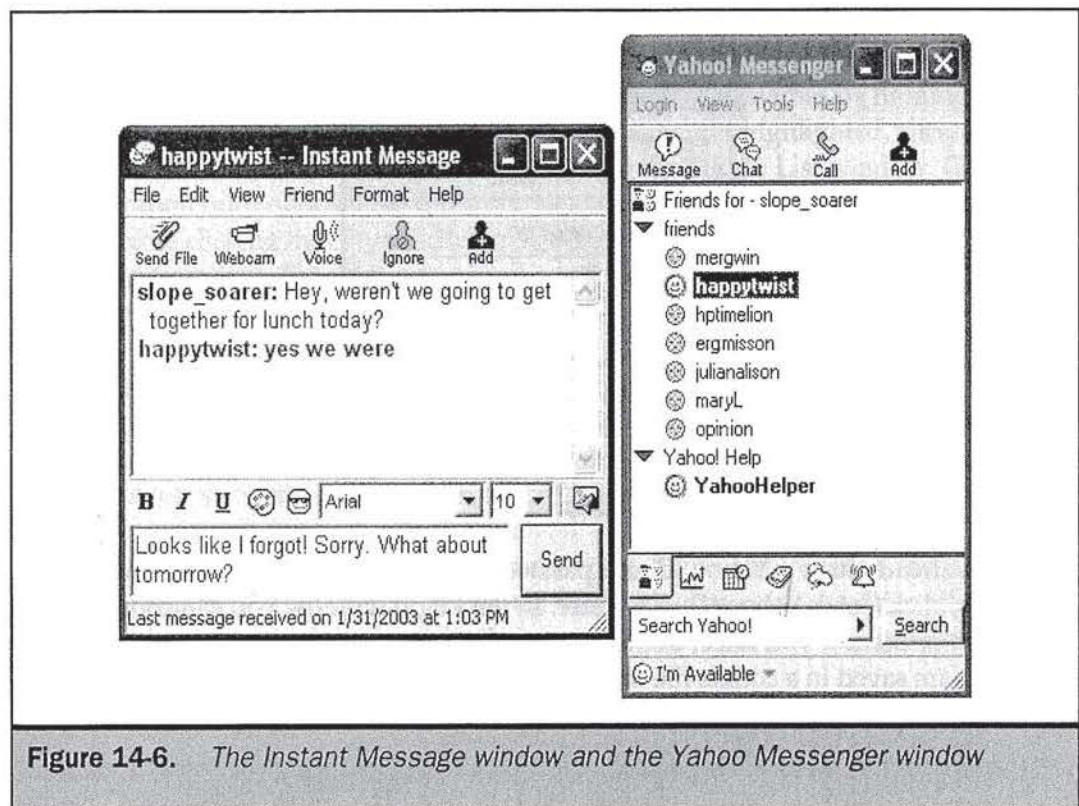


Figure 14-6. The Instant Message window and the Yahoo Messenger window



## Sending Messages with Yahoo Messenger

When you want to use Yahoo Messenger to send an instant message to one of your contacts, double-click a name in its window. The Instant Message window opens, as shown on the left side of Figure 14-6. Type your message in the bottom part of the window and click Send.

### Tip

*Part of the fun of Yahoo Messenger is in using its smileys or emoticons. Click the sunglasses-clad smiley in the Instant Message window to see some of the available smileys. Surprise your friends by using one of the "hidden smileys" from [www.geocities.com/williampettrey](http://www.geocities.com/williampettrey).*

Yahoo Messenger also allows a discussion among multiple people, which is called a *chat* or *chat room*. Chat rooms can be publicly available or private, and they can include the use of live voice and video images. Yahoo Messenger is particularly strong when it comes to voice and video features: see Chapter 16 for details.

To create a chat room, click the Chat button in the Yahoo Messenger window. Select one of the listed Categories and click Create New Room. In the Create Chat Room window (Figure 14-7), choose your Access options and click Create Room. Once in the chat room, you can invite others with the Friend | Invite To Chat Room feature.

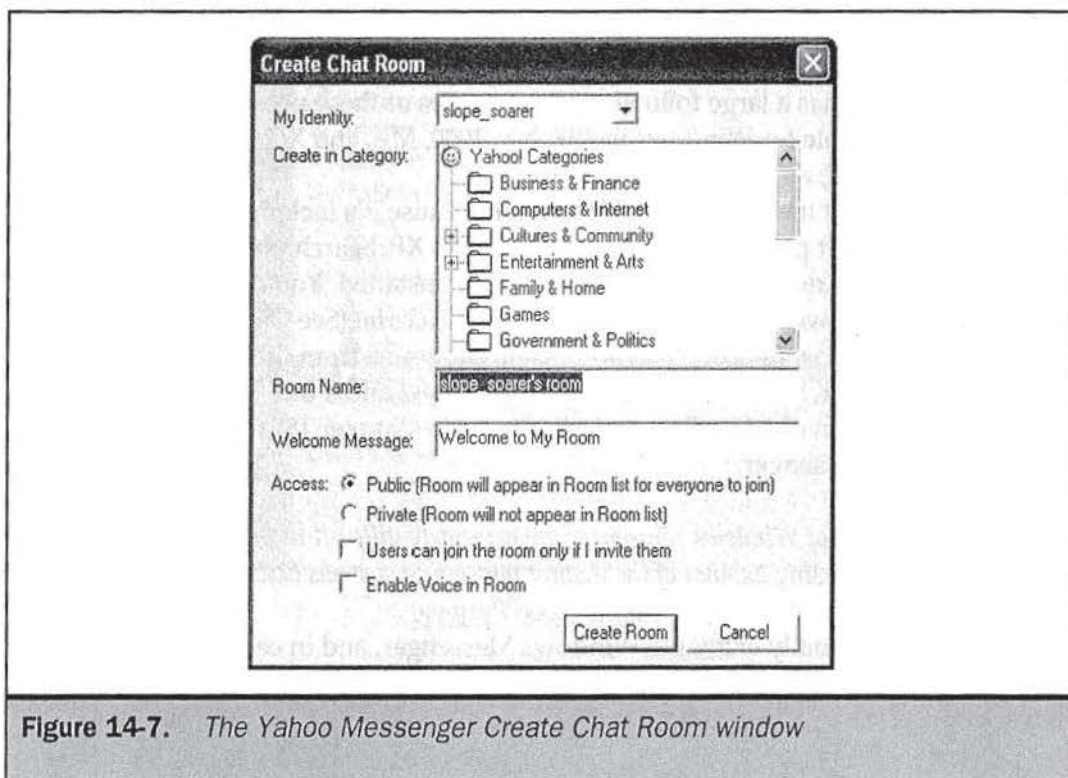


Figure 14-7. The Yahoo Messenger Create Chat Room window



### Jabber and Trillian Connect with Multiple IM Services

If you have friends or coworkers on several different IM services, it's annoying to have to load and run multiple IM programs (for example, AIM, Windows Messenger, and Yahoo Messenger). Trillian ([www.trillian.cc](http://www.trillian.cc)) and Jabber ([www.jabber.com](http://www.jabber.com)) solve this problem, assuming that you run Windows. Trillian is an IM program that can connect to all the major services; download it from [www.trillian.cc/download.html](http://www.trillian.cc/download.html). In addition to large-scale IM server products for organizations that use IM for business purposes, Jabber offers Jabber IM (JIM) for Windows, which can connect to Windows Messenger, Yahoo Messenger, and ICQ. You can download JIM for free from [www.jabber.com/products/clients.shtml](http://www.jabber.com/products/clients.shtml).

**Tip**

*Yahoo Messenger can also let you know when e-mail messages arrive in your Yahoo Mail mailbox, when you get responses to your ad in Yahoo Personals, the current prices of the stocks in your portfolio, and more. See the Yahoo Messenger home page at [messenger.yahoo.com](http://messenger.yahoo.com) for information.*

## Windows Messenger (MSN Messenger)

Not to be outdone by AOL and others, in 1999 Microsoft released its own instant messaging option called MSN Messenger or Windows Messenger. Windows Messenger is integrated with Outlook Express, Hotmail, MSN TV, and some other MSN services, so it has a large following among users of those products. Windows Messenger is available for Windows 95/98, NT, 2000, ME, and XP; PowerPC Mac 8.6 or higher; Pocket PC; and MSN Companion.

You may already have Windows Messenger because it's included at no cost with some other Microsoft programs, including Windows XP. Search your computer for a file called `Msmgs.exe` to determine if it's already installed. You can learn about or download Windows Messenger at [messenger.msn.com](http://messenger.msn.com). (See Chapter 34 for information about how to download and install programs from the Web.) To use Windows Messenger, you must have an e-mail address and a free Microsoft .NET Passport, but you can obtain a Passport (discussed in Chapter 18) when you begin using Windows Messenger.

**Caution**

*Some versions of Windows Messenger are extremely difficult to uninstall. If this bothers you, consider using another of the instant messaging systems described in this chapter.*

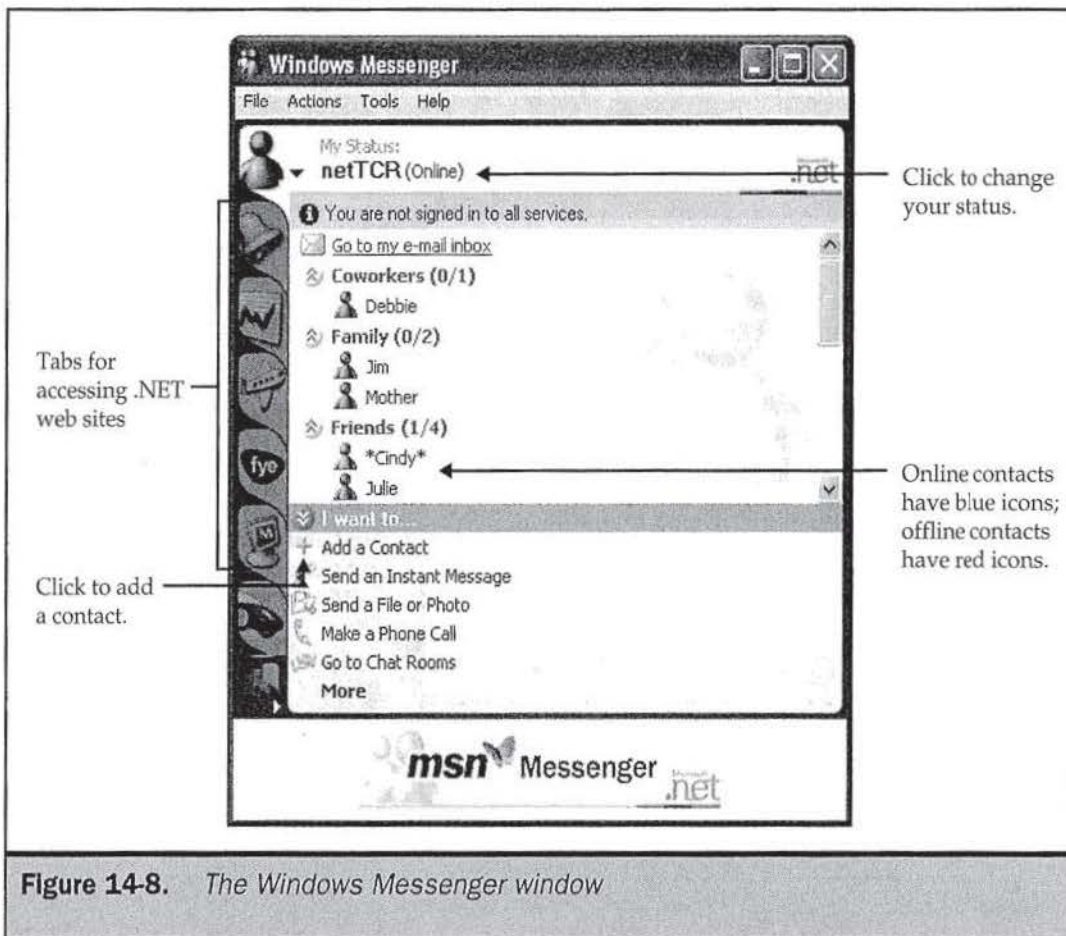
Microsoft continually enhances Windows Messenger, and in each operating environment its use may be slightly different. The instructions provided in this book are for using Windows Messenger version 4.6 on Windows XP, but users of other configurations should have no difficulty adapting these directions for use in their environments.

## Getting Started with Windows Messenger

After you have installed Windows Messenger, its window opens. Click the Click Here To Sign In button, and the program takes you through its registration steps.

## Finding People on Windows Messenger

Unlike many other instant messaging services, Windows Messenger does not tout itself as a “love connection,” and it is not designed for making new acquaintances who share your interests. Instead, Windows Messenger is intended for communicating with people you already know. To send a Windows Messenger instant message to someone, you must first add the person to your list of contacts, which generally means you must know the person’s e-mail address. If you have that information, click Add A Contact in the Windows Messenger window (Figure 14-8) and indicate whether you want to add a contact by e-mail address or search for a contact in the Hotmail directory.



**Figure 14-8.** The Windows Messenger window

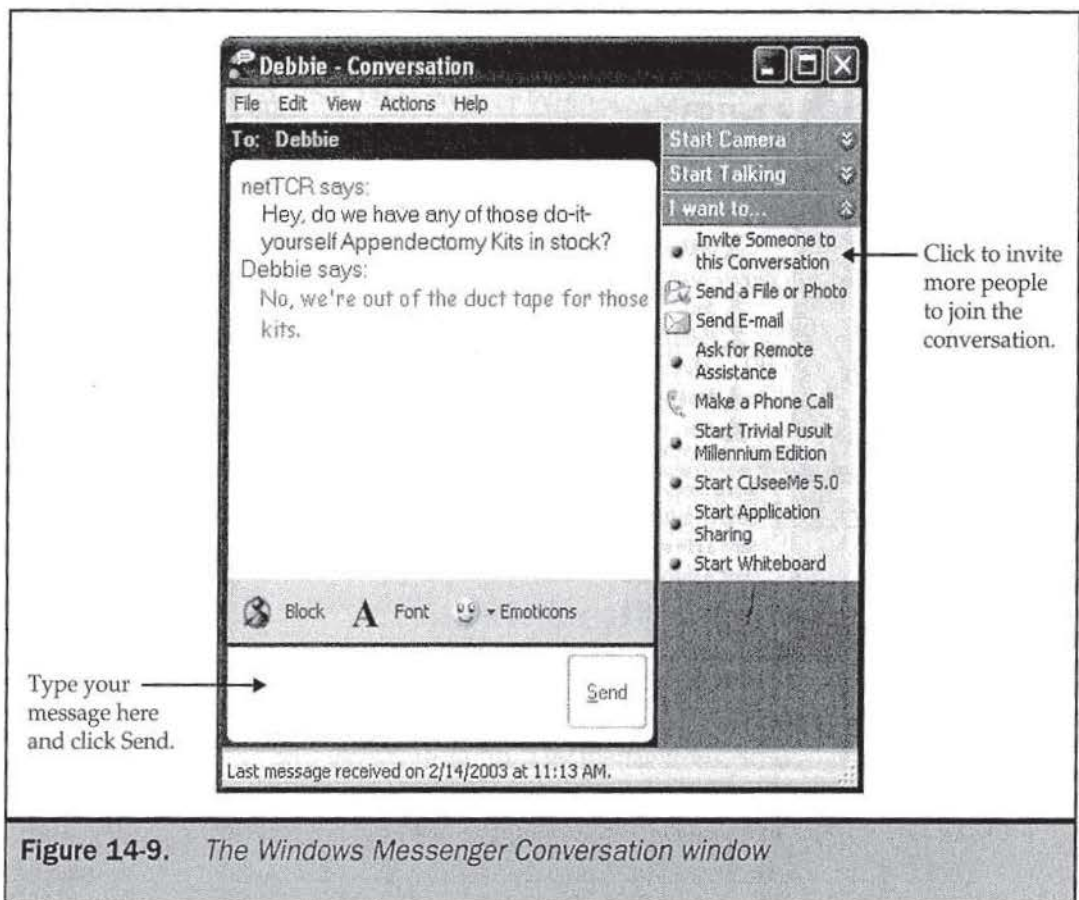


Windows Messenger is designed to run whenever your computer is running. This enables the program to alert you when one of your friends comes online or when someone wants to contact you. Messenger knows when you are connected to the Internet and using Windows Messenger, and you can configure it to automatically indicate to your contacts that you're "Away" if you don't use your computer for a while.

Messenger appears as a stylized human torso icon in the notification area (system tray) of the Windows taskbar. The icon is green when your status is Online or red when your status is Offline. A red circle on the green icon indicates that you are online but not available. Double-click the tray icon to open the Windows Messenger window.

## Sending Messages with Windows Messenger

When you want to use Windows Messenger to send an instant message to one of your contacts, double-click the name of an online contact in your Windows Messenger window. The Conversation window will open, as shown in Figure 14-9. Type your message in the bottom part of the window and click Send.



**Figure 14-9.** The Windows Messenger Conversation window



### Secure IM Services

Instant messaging can be used for business as well as individuals. However, businesses may not want to trust their internal corporate communications to a public IM service. Several private, secure IM services have sprung up to fill this need, including Bantu ([www.bantu.com](http://www.bantu.com)), iPlanet (from Sun Microsystems, at [www.iplanet.com](http://www.iplanet.com)), Imici ([www.imici.com](http://www.imici.com)), WiredRed ([www.wiredred.com](http://www.wiredred.com)), and Jabber ([www.jabber.com](http://www.jabber.com)). These IM programs include other features for business users, such as logging of conversations.

Once a Conversation window is open, you can invite multiple contacts to join the discussion. Just click Invite Someone To This Conversation, click the name of the person you want to add, and click OK. All Windows Messenger Conversations are private, and no one can view or join a Conversation without being invited by one of the invited participants. Windows Messenger Conversations can also include the use of live voice and video images, as discussed in Chapter 16.

Windows Messenger has dozens of configuration options you can explore by clicking the File, Actions, and Tools menus of the Windows Messenger window. Furthermore, you can use Windows Messenger to make telephone calls, exchange files, play games, communicate on a whiteboard, directly access another person's computer, and more. Most of these features require the installation of a free add-in program. For information about add-ins for Windows Messenger, go to [messenger.microsoft.com/download/addin.asp](http://messenger.microsoft.com/download/addin.asp).

#### Note

*Although you have to jump through hoops to do it, it is possible to remove Windows Messenger from Windows XP if you don't plan to use it. To uninstall Windows Messenger, open up C:\Windows\Inf\Sysoc.inf in Notepad. (It's a hidden system file, but you can open it by choosing Start | Run and typing `notepad c:\windows\inf\sysoc.inf` in the Run dialog box.) Search for the line "mmsgs=" and remove the word "hide." Now you'll see Windows Messenger when you run Add/Remove Programs in the Control Panel, and you can uninstall the program.*