EXHIBIT 21

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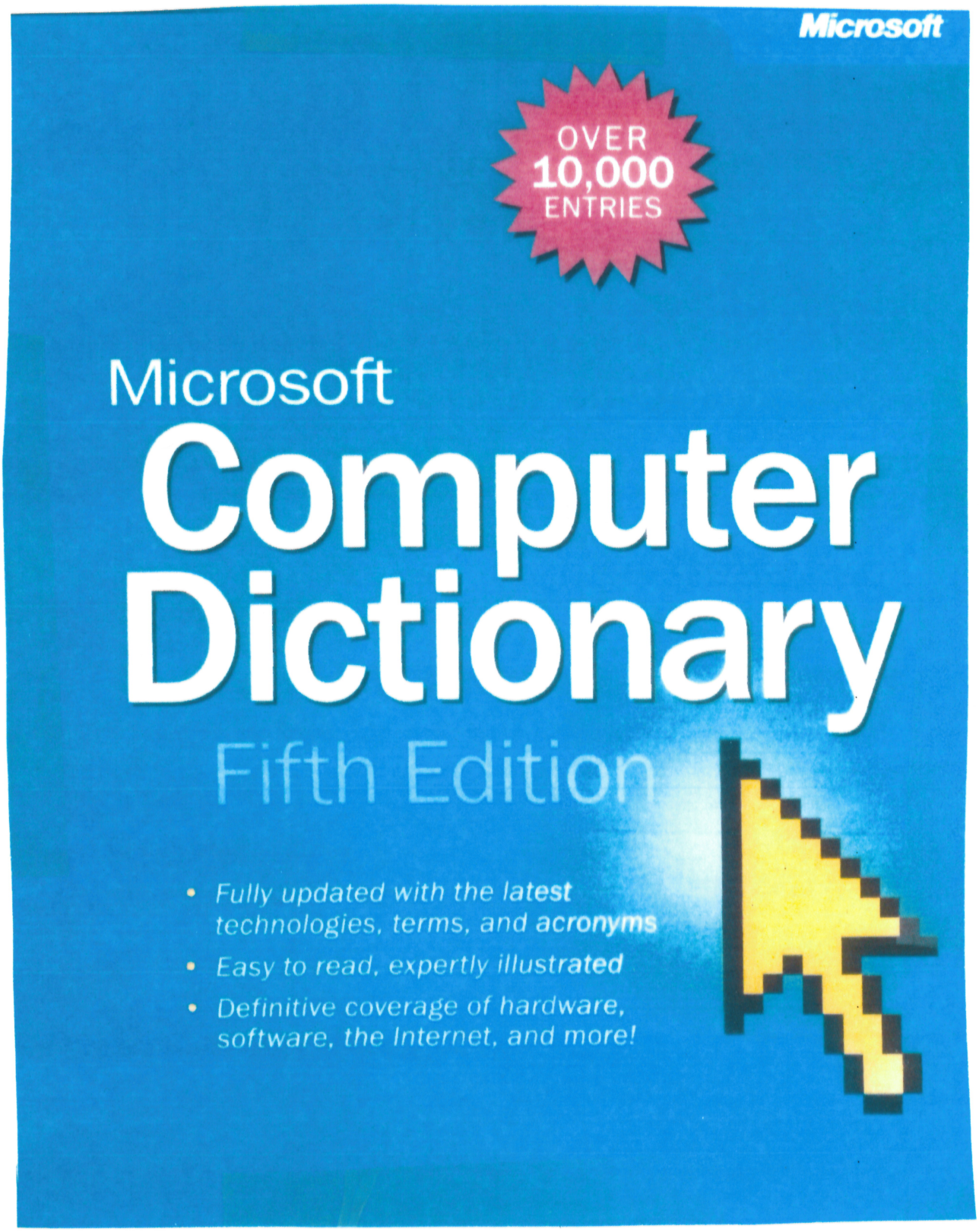

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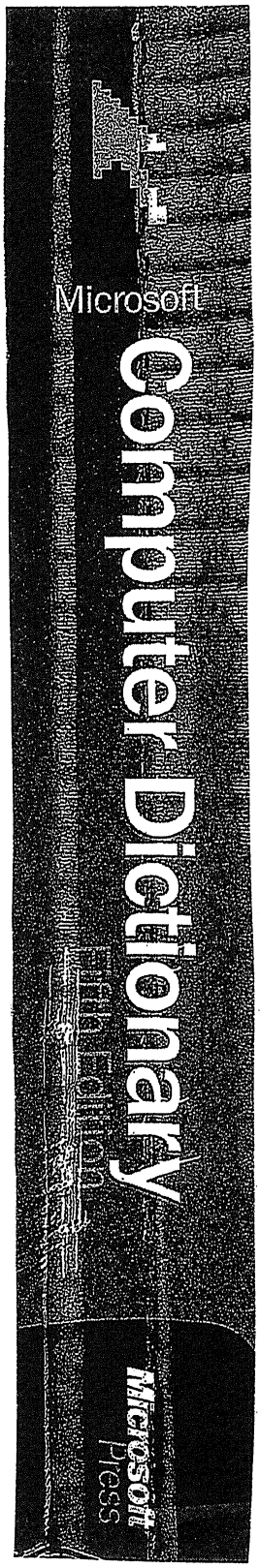

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screen with a drawing of a shopping cart, the virtual shopping cart provides a recognizable point of reference to users new to the e-commerce experience. *See also* e-commerce.

short card *n.* A printed circuit board that is half as long as a standard-size circuit board. *Also called:* half-card. *See also* printed circuit board.

short-circuit evaluation *n.* A form of expression evaluation that guarantees that Boolean expressions will be evaluated only far enough to determine their value. *See also* AND, Boolean operator, OR.

shortcut *n.* In Windows 9x, Windows XP, Windows NT 4, and Windows 2000, an icon on the desktop that a user can double-click to immediately access a program, a text or data file, or a Web page. *See also* symbolic link.

shortcut key *n. See* accelerator.

short-haul *adj.* Of or pertaining to a communications device that transmits a signal over a communications line for a distance less than approximately 20 miles. *Compare* long-haul.

short message service *n.* Service for wireless phones that allows users to send and receive brief messages consisting of text and numbers. *Acronym:* SMS.

shout *vb.* To use ALL CAPITAL LETTERS for emphasis in e-mail or a newsgroup article. Excessive shouting is considered a violation of netiquette. A word can be more acceptably emphasized by placing it between *asterisks* or _underscores_. *See also* netiquette.

shovelware *n.* A commercially sold CD-ROM containing a miscellaneous assortment of software, graphic images, text, or other data that could otherwise be obtained at little or no cost, such as freeware or shareware from the Internet and BBSs or public-domain clip art. *See also* BBS (definition 1), freeware, shareware.

ShowSounds *n.* In Windows 9x and Windows NT 4, a global flag that instructs application programs to provide some kind of visual indication that the program is generating a sound in order to alert users with hearing impairments or those in a noisy location such as a factory floor.

shredder *n.* An application designed to completely destroy digital data so it cannot be reconstructed with file recovery software.

shrinkwrap agreement *n.* A contract or license in or on a software box or package that sets forth conditions for use of the software. Typically, a shrinkwrap agreement states that a user accepts the terms of the agreement when he or she opens the box. A shrinkwrap agreement is a print version of an End-User License Agreement. *Also called:* box-top license. *See also* End-User License Agreement. *Compare* clickwrap agreement.

shrink-wrapped *adj.* Boxed and sealed in clear plastic film for commercial distribution. Use of the term implies a final version of a product as opposed to a beta version. *See also* beta[1].

SHS virus *n.* Any of a class of viruses that infect a user's system by hiding in files with an .shs extension. These viruses typically spread through e-mail attachments. A widely distributed e-mail warning cautions readers to beware of the "SHS virus," but no one specific virus by that name exists.

SHTML *n.* Short for server-parsed HTML. Hypertext Markup Language (HTML) text that contains embedded server-side include commands. SHTML documents are fully read, parsed, and modified by the server before being passed to the browser. *See also* HTML, server-side include.

S-HTTP or **SHTTP** *n.* Acronym for Secure Hypertext Transfer Protocol. An extension to HTTP that supports various encryption and authentication measures to keep all transactions secure from end to end. S-HTTP is designed to ensure the security of individual transmissions over the Internet and has been approved as a standard by the Internet Engineering Task Force (IETF). S-HTTP should not be confused with HTTPS, a Netscape-developed technology based on SSL (Secure Sockets Layer). HTTPS is also designed to ensure secure transmissions, but does so between communicating computers rather than on a message-by-message basis. *Also called:* Secure HTTP. *See also* SSL.

shut down *vb.* To close a program or an operating system in a manner ensuring that no data is lost.

sibling *n.* A process or node in a data tree that is descended from the same immediate ancestor(s) as other processes or nodes. *See also* generation (definition 2), node (definition 3).

sideband *n.* The upper or lower portion of a modulated carrier wave. One portion can be processed while the other is used to carry separate data, a technique that doubles the amount of information that can be carried over a single line. See the illustration.

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