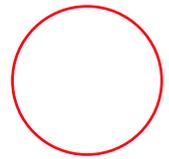


Letters



Write to *What PC?* Editorial, 32-34 Broadwick Street, London W1A 2HG. We offer a £20 book token for the best letter each month

Fretting over fonts

I followed the advice in February's Computer Class about deleting fonts and, lo and behold, deleted the New Courier fonts – not marked with a red 'A' – which it turns out are used by some Microsoft programs, especially Flight Simulator for Windows 95.

The result is that I had an opening screen for Flight Simulator without buttons or legend and the program shut down with an error message about illegal operation! Unfortunately, it took Microsoft Technical Support ages to sort out over the phone because, coincidentally, I was having a problem with my video driver due to installing DirectX drivers from the Flightsim CD. They explained that while Windows 3.1 used only fonts marked with a red 'A', Windows 95 does use some of the TrueType fonts. Now that I have re-installed the missing fonts, all is well.

Don Robertson
@msn.com

We're sorry that you have had problems with your Flight Simulator program. Perhaps we should have made it clear that you should not delete the fonts supplied with Windows 95, only the unnecessary ones added by other programs. In our own defence, we did say, 'if you don't need a font you can delete it...' but it's not always clear which fonts are required by certain programs.

Not such a good buy?

In February's 'Virus busters', you gave the Norton 95 an all-star grading as best buy.

When I recently bought the package it had just over 800 anti-virus programs and one can hardly feel safe with such an out-of-date product. I registered it and installed it as per instructions.

I then tried to contact Symantec using the phone numbers supplied with the product



Keyboard grounds aviator

I recently purchased and installed Microsoft Flight Simulator for Windows 95 on my notebook PC and feel that your readers should be aware of a major glitch with this product when used with a notebook.

To operate Flight Simulator you need to use keypad numbers to activate certain controls. On a notebook with an 84-key keyboard this means that Num Lk has to be activated to convert certain alpha keys to numeric keys.

The big problem is that, once you have activated Num Lk, Flight Simulator immediately disables it, rendering all keypad controls unusable and leaving you with only very basic directional controls via the mouse and a few F keys and the Enter key operating. The inevitable result is that every flight ends in a right-handed spiralling disaster.

I have spoken with Microsoft Technical Support about this. They say they'll be back to me as soon as possible but I'm running out of aircraft fast. Do you or any of your aviator readers have a solution? *Andrew JW Hunter, Hampton Court*

You're absolutely right, Andrew. Microsoft admits that it did not consider people playing Flight Simulator for Windows 95 on 84-key notebooks, and that there is basically nothing you can do to get things working properly short of buying a keyboard extension or playing the game on another machine.

However, in theory, the programmers could develop a software patch to solve the problem which could then be sent to registered users and made freely downloadable from the World Wide Web. Come on Microsoft, how about it?



with the following results.

First, the London numbers referred me to three other offices, then to a number in Holland. I finally got through to someone who suggested that if I wanted an upgrade that I had to pay an annual subscription of £116 for monthly updates. There are no quarterly upgrades from Symantec.

So one pays £59 for the product but the hidden charge for getting an upgrade is not indicated to the customer.

I was apprehensive about using an inferior product so I uninstalled it and threw the whole package – disks and literature – into the dustbin.

I have since bought Dr Solomon's Anti-Virus which included in the price the quarterly updates – as a customer I knew what I was buying – and on registration they were cour-

teous enough to supply me free of charge a completely updated package with their compliments without me even asking for it. Their product has almost 9,000 anti-virus programs and their literature is most comprehensive.

John Tsangalakis, London

Julian Moss, author of the anti-virus software review, replies: It looks as if you were sold the obsolete version 1 of Norton AntiVirus Version 2, which we reviewed, detects far more than 800 viruses and came within a whisker of Dr Solomon's Toolkit in our det-

January competition winners

The winners, who will each receive a Microsoft SideWinder Game Pad together with a Creative Labs Family MultiMedia upgrade kit, are Kieran McAuley of County Tyrone and Wayne Rooke of Tameside. Four second-prize winners: Geoffrey Cuttle of Woking, James Graham of Hertfordshire, D Scholes of West Yorkshire and SW Upham of Rhymney, have won a SideWinder. Ten runners-up will get a copy of the Hutchinson Multimedia Encyclopedia. They are: James Farley of Dartford, Detlef Gruncke of Germany, Tony Hawes of Fleet, Pat Holtorp of Henley on Thames, Andrew Hough of Eastleigh, S Howell of Teignmouth, MR Howitt of Nottingham, Janice Hunt and Moira Keel of Devon, and Nick Williams of Wolverhampton.

ection tests. The telephone numbers given in the version 2 manual include a local UK number for accessing Symantec's support and update centre in Holland.

As our features table made clear, updates to Norton AntiVirus are free when downloaded from the Internet, CompuServe or Symantec's BBS. This is a potential money-saver which products that only provide updates on disk – whether free for the first year or not – don't offer.

However, Symantec's European Product Manager Gary Thomassen is unhappy that those who buy outdated products in the retail channel and don't have access to a modem have no way to remedy the situation except by subscribing to updates. He has promised to look into this, and to send you the up-to-date version of the product you should have had in the first place.

You can also write to us via e-mail at:
whatpc@vnu.co.uk

Please note that any letters sent to us by e-mail will be printed along with the sender's e-mail address, unless we are specifically instructed otherwise.