

Letters to the Editor

A Big Fan of Novell iFolder

I enjoyed your article on iFolder in the May 2001 issue of *Novell Connection* and thought I would relate my experiences as an iFolder beta user. (See "Novell iFolder: Your Data Where You Want It, When You Want It," pp. 6–20.) I first started using iFolder after BrainShare 2001 in Salt Lake City, and my initial impression was surprise at the utter simplicity of the product. I was literally up and running within minutes of downloading the iFolder client on my computer. It was as easy to use as any software product I've ever encountered.

I began saving documents to my iFolder rather than on my C: drive. The real joy of the product is that it has freed me from having to load up and carry my laptop home every evening. With iFolder, the same version of the file I am working on at the office is ready and waiting on my PC at home. I don't have to worry about different versions of the file on my different computers. I always know I will have the most current version of my file, regardless of where I am.

This is especially helpful on the road. I can work on a document while I'm on a plane, and the next time I connect to the Internet, the most current version of that document exists on all of my other computers.

A few weeks back, while taking a vacation with my wife, I received an emergency call from my office. One of my clients needed information from a spreadsheet I had been working on. Because the file was stored in my iFolder, I was able to go to the business center at my hotel and access the file through a web browser. Within minutes, my client had the information she needed, and I was back on vacation.

Novell has always had a reputation for great products, and iFolder certainly lives up to that reputation. With iFolder, I no longer have to lug my computer with me in order to do my job. Now my work is wherever I need to be.

I think Novell has a real winner with this product.

Regards,

Alan Vassberg

Linda Kennard, who wrote the article about Novell iFolder, had a great time testing the product as well. We have good news for companies that are waiting for this product to be released. As we go to press, Novell is planning to ship iFolder on June 29. If you want to know more about iFolder, visit www.novell.com/products/ifolder, or talk to your local Novell reseller.

Go Back to Bed

I love your "Go Back to Bed" article. (See *Novell Connection*, June 2001, p. 45.) It is nice to know I'm not alone.

Some years ago, I completed A+ training and took a new job as a network administrator for a company for which I had worked a few years. I knew everyone but had no idea what their computer competency was.

I had a manager challenge my abilities as the new network administrator: She expressed her displeasure because she couldn't work remotely anymore.

I didn't want to insult this manager, but I recalled one of the most important troubleshooting tips from A+ training: It was to always start with the easiest possible cause and work your way to the more difficult cause. I really didn't want to insult her or start out in a new job by alienating users, but I took my training very seriously: I started by asking her for a detailed description of what she was doing, what error messages she received, and so on.

During her entire play-by-play, she never mentioned dialing up or making a physical connection. I hesitated but finally got up my nerve and asked if she had connected her phone line to the PCMCIA modem. She stopped, looked off into space, and said, "Huh? Oh, I didn't try that . . ."

Christine Aschenbrenner

Thanks for the opportunity to once again laugh at the usual technical "to dos" of the non-technical world. I recently read "Go Back to Bed" in *Novell Connection* and loved it.

I have to tell you, though, that you shouldn't be shocked to find a 37-year-old who is technically challenged. I recently talked to a woman who was probably in her mid-20s. Upon finding out my profession, she confessed to me that she gave her computer away after realizing e-mail was too hard for her to master. It drove her absolutely crazy; she could never figure it out. So rather than deal with e-mail, she gave her computer away. How strange is that?

Michelle Johnson

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