

Tip for November 2006
Courtesy of Wyvern Technology
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For those of you who have been following the story of my client who was suddenly cut off from internet access by Bigpond after she had rung to make an enquiry about her account and agreed to a change to the way her account was billed, you will be very pleased to hear that she is online again.

It only took 3 months and many phone calls and changes of password. What worked in the end was either finally someone who actually understood the problem and promised to escalate [sic] it or the email that I sent on her behalf. Mind you she is now terrified to make any enquiries about her account.

Those of you who use **AVG** anti virus program will be pleased to know that it has been upgraded once more and you can download the new version from free.grisoft.com. If you remember, I did say that the wonderful antispyware program, Ewido, is now part of the AVG stable and is called AVG antispyware. Its icon is no longer the orange version of the pure wool symbol but is the same as AVG's patchwork quilt with an S in the middle of it. You can download this newer version from the same website and yes, it is free, but only if you want to update manually and not have its proactive firewall which kills any nasties as they try to get into your system.

I have said before that the Microsoft firewall is pretty much useless so just disregard any messages about there being no firewall once you have turned it off and loaded AVG anti spyware. I have found too that the latter is better than Zone Alarm which can interfere with networks, so you can uninstall that if you have AVG anti spyware.

One of my clients rang me in a tiz as she had received an email from her ISP (internet service provider) to say that they had detected worms in her emails. I thought this was pretty surprising as she had AVG and Ewido, but I flew to her side anyway. The email was bogus and at the bottom of the email itself we read that AVG had found a virus in the attachment and had removed it. So good old AVG had done its job. These days viruses usually get into your computer just from your browsing the internet but there are still some that come via email.

A **good** site for research is **Google Scholar** (scholar.google.com) which allows you to "search diverse sources from one convenient place, find papers, abstracts, and citations, locate the complete paper through your library or on the web and learn about key papers in any area of research". **Wikipedia** is **not** such a **good** source because anyone can change/add information, so it is not reliable.

Cheers,

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