

Tip for January 2006
Courtesy of Wyvern Technology
0418 421 202
www.wyverntech.com



Happy New Year and welcome to 2006, the third year of tips.

I have been extolling the virtues of Ewido for some time now and I urge you all to purchase it once the fortnight trial period is over. It still works if you don't buy but only finds problems if you scan. If you buy, you will get the wonderful service I and a client got just before Christmas. We were searching the web for screen savers and had started to download some free ones. All of a sudden, Ewido pops up alerting us to the problems contained within the download and removed the downloads forthwith. What a program! Well worth the \$40 a year for such protection.

I took a two week break over Christmas and New Year but my son-in-law was having trouble installing the wireless cable modem. The instructions were simple – just insert the disc and off you go. HAH! The procedure was diabolical. First he hadn't been told he needed Windows XP to install the connection and then once he had installed XP he couldn't get a connection.

When you ring these people, you get varying degrees of quality. They have all been given questions to ask once you have established your bona fides. And one of their first, if not **the** first, was: "Do you have a brick wall between your computer and the modem". If you answer yes, then they tell you that that is why your wireless connection isn't working and it won't work but if you would like our technician to come out at extra cost he will put a cable connection in the room where you have your computer.

Since we could see another wireless connection which obviously belonged to a neighbour, then it must have been going through a brick wall or two. Ergo that wasn't the problem and so I persisted and eventually got the wireless connection working. (My lovely son-in-law showed his gratitude the next day with a huge bunch of roses.)

A further note about wireless connections – make sure that they are protected properly. If you or your technician hasn't set up the security properly, your wireless network will show up as "unsecured". You must use a WEP or WPA network key to secure it properly. This is probably gobbledy gook to most of you but if the aforesaid condition holds true, then ring your or a technician pronto.

Cheers,
Deirdree