

Tip for March 2004
Courtesy of Wyvern Technology



Remember we come to you to fix and train.

Please remember to keep your antivirus up to date – that means that you set the program up to go onto the Internet **daily** to download updates.

There is a new virus around which gets into your email addresses and sends itself out in emails bearing your name and with the words – your attached file or music or bill. Not only delete it permanently using **Shift Delete** but also run a scan using your anti virus program just to make sure it has gone.

A problem which resurfaces every now and then is when you take a document home from work or computing class and the document doesn't behave the way it is supposed to when you put it into your machine. This is because you have a different version of Word or Excel, etc. You can allow it to convert to the different version but then you will run into the same problem when you take it back to work or computing class. Lay the blame at the feet of the program creators, not yourself.

Sometimes Word refuses to open the documents that you have opened the day before and the computer may even go into the words "You have performed an illegal operation ...". Don't despair. Find the normal.dot file in Word and delete it. It will recreate itself when you reopen Word and all should then be well. (Go to Start – Search or Find – type in normal.dot, press Enter and when it comes up on the list, then delete it)

