# Radio Days – 2010-02-13

## Tip of the Week – Slow Internet

I had a call from a client whose internet was slow, running at dialup speeds. This worried her because she had just had a new motherboard installed in her computer and she thought that this was the problem. When I arrived two days later she informed me that her internet was now running at full broadband speed, and asked me what had caused the slowdown.

This was a simple question to answer. I believe that Australia is the only country where you are charged by the amount of data which you download (all other countries charge you for the speed at which you connect to the internet: faster speeds attract higher charges). This means that your ISP has two options when you exceed your monthly download limit: charge you extra (usually at an exorbitant rate) or reduce your speed (called *shaping*). Shaping is preferable as it does not wreck your budget for the next year, but it is frustrating. If you have an ISP who charges you more for exceeding your budgeted download amount then I suggest that you either keep a tight watch on your downloads or change to an ISP which shapes your excess downloads.

My favourite program for keeping track of your downloads is NetMeter. This simple program keeps track of every bit and byte of your downloads, and can warn you when you are about to exceed your monthly allowance.

## Online Safety 5 - Good Anti-Malware Programs

The inevitable has just happened: you have downloaded something from somewhere and you now suspect that your computer has developed a virus (or something else) but your anti-virus has not detected any problems. What to do now? I run my two favourite ant-malware programs: *A-Squared Free* and *MalwareBytes*. Both of these programs come in free and commercial versions: I use the free versions because they are so good.

You will need to download, install then update both programs to ensure that they have the latest definitions (just as you do for your anti-virus program). When you run them please expect that the scan will take some time. It is impossible to predict just how long a scan will take because computers vary in their speed and contents, but it is reasonable to expect a scan to take up to two hours.

You may find that some programs appear unexpectedly in the results from your scan. I found that the program to save the phone numbers in my mobile phone was labelled as a problem, as was the game of Mah-jong that I play in moments of stress. This means that you must check the results of your scan to ensure that you do not delete anything that you want to continue using (like your mobile phone software!).

And you thought that it was easy to download music, etc, from the internet and remain clean! Please think again before exposing your computer to such risks: you may pick up an infection which cannot be cured so that you lose all your data when you reinstall Windows onto a reformatted hard disc.

## Websites

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| NetMeter | http://tinyurl.com/ycljflt |
| A-Squared Free | www.emsisoft.com |
| MalwareBytes | www.malwarebytes.org |