

Radio Days – 2011-03-26

Tip of the Week – Keeping Up-To-Date II

As a continuation of last week's Tip, I am delighted to be able to report that all is now well. My client's Windows 98 computer has now had its QuickBooks data file updated to the current version: QuickBooks Accounting 2010-11. It was a hard row to hoe but we got there.

The first hurdle was installing the first version in the QuickBooks upgrade path onto Win 98. This did not work because it needed a version of Internet Explorer which would only work on Win XP or later so I was delighted that I had an old USB external hard disc with a Win 98 driver disc so that I could copy the data file to another computer. First, however, I had to format the hard disc to FAT because the Win 98 computer did not recognise its NTFS formatting.

Next I had to find a Win XP computer to do the first two steps of the data file upgrade. This was easy as my second computer runs Win XP. After that it was downhill all the way and the whole process was completed in under a day! Now all she has to do is to learn how to do payroll in the new version of QuickBooks. Easy!

Avoiding a Repeating Scam

An old scam has reared its ugly head with a vengeance! During the week I received not one but three phone calls: each of the callers told me that my computer had a virus then asked me if I had a computer! (Do these callers really think that we can be fooled so easily? Apparently so! And apparently we are so easily fooled or else the scam would die from neglect.) In all cases the caller gave me their name but not their company name or their phone number, so I was not able to report them to the ACCC on 1300 302 502.

If you do succumb to the spiel which these scammers use you may well find that they have charged you to download a computer virus to your computer and, in the process, been given access to your credit card. This means that you can expect a number of charges to your credit card over the next few days as the scammers attempt to get the maximum amount of money from you.

There is a general rule that it is easier to avoid trouble than to recover from it. For this reason I strongly urge you to be careful if you receive a phone call which tells you that your computer has a virus. There are a number of reasons to be sure that no caller would even know that you had a virus. They might suspect that you had one but no reputable caller would charge you for an anti-virus program when there are so many good ones about. Currently my favourite anti-virus program is *Microsoft Security Essentials*. This program is free to download from the internet and is the easiest one to update of all the anti-virus programs that I know.

Do not rely on a stranger to charge you for a dodgy anti-virus program when you can install a good free one yourself and know that you have helped the world (and your credit card!) survive yet another attack from the nether world of scammers. Please remember that it is easy to ask for help from a reputable source and there is much less chance of trouble if you do ask.

Further Information

Microsoft Security Essentials	www.microsoft.com/security_essentials
ACCC	www.accc.gov.au
Microsoft Security Essentials	www.microsoft.com/security_essentials