

Clear COMmuniCaTions

From those friendly people at **DOT-COMmuniCaTions**



Clear COMmuniCaTions is a new regular column offering IT advice & support. If you have an IT-related problem that would also benefit others, please send an email to the address shown below, & we'll do our best to answer your questions.

Q. I was browsing the internet when a window popped up warning me that I had a large number of viruses & Trojan programs installed on my computer & advised me to download a free virus checker. The program claimed to clean my computer up but when I next used it, my browser kept on being hijacked & redirected. What happened?

A. Whilst there are some very good FREE anti-virus programs (AVG is one we recommend), none can scan your computer over the internet without first being installed on your computer. Unfortunately you've been scammed by a rogue software program, which lures in the unsuspecting by offering 'free' instantaneous scans, then claims to find 100s of viruses or even pornography on your computer (which aren't really there & never were), or informs you that your computer is leaking information to the internet (it won't be) and offers a downloaded program to resolve it for you. However, when installed, the program will either demand a fee to remove the viruses (it doesn't actually remove the viruses as they were never there in the first place), or hijacks your browser & redirects it to spam advertising sites.

The moral of the story is never download any program that claims to have identified or discovered viruses on your computer just through you visiting a website.

Always use a reputable anti-virus program that you install & which is updated regularly. Even then only ever download from an official or authorised site.

A list of bogus spyware & antivirus programs can be found at <http://tinyurl.com/586lv> but this list is not complete. The site also lists some of the bigger phoney 'review' sites used to try & convince the unwary just how much better a rogue program is than leading programs.

If you do end up installing a rogue program, install a reputable spyware remover, start up in safe mode & run it or phone/email us for a free information sheet on how to remove the most common rogue spyware programs.

Q. I've received a donated PC which has had its hard disks wiped. Can I install my own copy of Windows onto the computer?

A. Provided the operating system is either a volume license or isn't already on any other computer (including any computers you might have subsequently disposed of yourself), you have the original disks & the issued license details, then yes.

However, if you are already using or have used the license on another computer, then copying it to the other computer is illegal. This still applies even if the computer has a license tag (called a Certificate of Authorisation) attached to the computer, as you need both the license tag & the original media to legally install the operating system.

In some cases, computers come with a copy of the media installed on the hard disk, but if the hard disk was scrubbed then that will obviously not be available.

If that has happened then you may have to purchase a new copy of Windows or contact your nearest Microsoft Authorised Refurbisher to see if they can help.

For more information: <http://tinyurl.com/marlicense>

Is your website readable?

Did you know that a 'typical' editorial in the Sun has a readability age level of under 14 whilst the Guardian scores over 17?

So, how can you be confident that your website content is appropriate to the reading age of your clients or audience? A new free readability calculator (& leaflet explaining how readability levels are calculated) can be downloaded from: <http://tinyurl.com/ngcyxx>

Cheap Software for Charities

You may already be aware that Microsoft software is available to charities for a small fee, but were you aware that Adobe also has a donation scheme?

Eligible organisations can receive up to four packages from the selected software list per year (one licensed user per package) for \$300 (a massive saving for 4 copies of Photoshop or Acrobat Pro) & the transaction can either be sent by fax or by post. Expect delivery within 28 days.

For an application form: <http://tinyurl.com/l6uwrw>

DOT-COMmuniCaTions' is Calderdale's **ONLY** dedicated not-for-profit provider of computer support services & solutions to local community, voluntary & faith sector organisations & not-for-profit social enterprises.

For more information & a free consultation,
please contact: **01422-845003** or email: **talk2us@dot-communications.co.uk**