

Radio Days – 2010-11-06

Tip of the Week – Installing a Downloaded Program

Yet again I have found a client who has downloaded a file after being reminded that there is a new version only to have the reminder and the download to appear again and again. This is not important (apart from the waste of time) but in this case it was their anti-virus program which needed to be updated.

AVG anti-virus has recently been updated from version 9 to version 2011. A new client had downloaded the update because they read the instructions on the screen, but then did not know enough to install the update. This meant that they downloaded the update, without installing it, about 15 times. In frustration they rang and asked me to sort the problem out.

What made this so frustrating is that the AVG download is over 100 MB in size and they had a dialup internet connection. This meant that their phone was unusable for some hours while the download was taking place. Eventually, of course, they worked out that if they started the download just before going to bed they would not be inconvenienced by the phone being unavailable.

I am lucky because I have some idea of how computers work, but for too many people they are the work of the devil. This couple needed to be shown how to do the update, and all was well again. Another happy client.

MYOB TLC

Each year MYOB users need to start a new financial year for each data file. If they do not do this they cannot print reports for the following financial year. The problem with far too many people is that they do not realise that they are losing all their transaction history during the rollover. This is not a problem if they actually read the advice on the screen and take a backup before the rollover. The problem occurs when the Tax Office wants to see previous transactions and they have been deleted.

Another problem occurs when the data file which you are trying to rollover has corruption errors. These can happen for many reasons, but the main one is power loss when saving a file. The only cure (and I do mean **the ONLY cure**) for this problem is to recover from a good file in a good backup.

This was brought to the fore with a new client. She had a really old computer on its last legs and an equally old version of MYOB. The plan was to copy the MYOB data file to her new computer then upgrade it to the latest version of MYOB. This upgraded data file was then to be rolled-over to the new financial year so that she could print her BAS. The problem started when we discovered that the data file had errors so could not be upgraded. Fortunately she had MYOB backups on her old computer (not on an external medium) and we could recover a recent one without corruption.

At last I was able to do the rollover. First I did as I do for all my clients: I added the financial year to the name of the file so that the file for each year would be easy to find if the ATO did an audit of the business. This means that the file has to be copied each time that you do a rollover. It also helps if you verify your data file before doing the backup at the end of each day. This can take up to an hour on a large data file with a slow computer.

Further Information

None this week