Radio Days – 2011-04-09

Tip of the Week – Only One Anti-Virus program

This week I met a new client who had a problem: he could not access his emails. This was a disaster because his business relied on having immediate access to his emails. It turned out that his computer was also too slow: he noticed this when using Skype to talk to colleagues. A little investigation showed that he had three anti-virus programs (and please remember that two AV programs is too many). Not only that: all of them had expired and needed money to allow him to download updates.

The solution seemed to be to remove all these AV programs, then to download and install ***Microsoft Security Essentials***. I first installed ***Revo Uninstaller*** to uninstall the three AV programs cleanly. Then I discovered that MSE would not install without first installing Windows XP Service Pack 3 (SP3). Then I discovered that MSE would not install. At this stage I had to recommend that he took his computer to a specialist virus remover who would take two days to fix the problem.

The moral of this story is to keep only one AV program at a time and make sure that it is kept up to date.

Browsers: What Are They?

This question perplexes many people. People understand that you use a word processor to write letters or the Great Australian Novel and that you use an email program to send and receive emails. Yet, for some reason, people have difficulty understanding that you use an internet browser to browse the internet. This makes it difficult to explain that what a browser is and that there are many browsers and that they are all free to download and install.

Your browser is your window to the internet. You can also use it to access email sites like Gmail and Hotmail as these services use the internet to deliver emails. For many people their browser is their most important program yet they do not get a better one than the one which comes with Windows. This amazes me because there are many browsers available, all free!

The range of information on the internet is vast, and it is all available if you learn how to use your browser well. There are tricks to using a browser well, just as there are for all programs. Most browsers help you be more effective as they know when you enter a web address and when you enter a search term. This means that, if you mis-type a web address, your browser will do its best to help you get to the right place. This feature has been available in browsers since Chrome came out a year or two ago, and saves me a lot of time on the internet.

New versions of browsers are released quite often, and it is worth getting the latest one. This both makes your browsing safer by patching holes and also makes using your browser easier. A good example of this occurred when Mozilla released version 4 of Firefox.

I suggest that you download and install all of the browsers mentioned below. Then you can try them out and see which ones are your favourites. I use Opera and Firefox more often for general browsing and Chrome for searching. Please let me know which ones your prefer.

Further Information

Revo Uninstaller	www.revouninstaller.com
Microsoft Security Essentials	www.microsoft.com/security_essentials
Chrome	www.google.com/chrome
Firefox	www.mozilla.com
Opera	www.opera.com
Safari	www.apple.com/safari

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