

Tip for July 2004  
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*Greetings to you all in email land*

Isn't the world of computers a fascinating one!!! One of my clients, having watched me beating my brains out over a problem that he had, once asked me if there was some other way I could earn my money. My reply was that this was what I knew with the addition that I enjoyed matching my wits against a computer. Some days I wonder about both those remarks. Had a dies horribilus yesterday.

One of my clients had purchased the latest version of Norton Internet Security and following all the instructions, installed it. Unfortunately, it didn't work. When you tried to open the program so that you see the status window, it didn't happen. She of course called me and after two uninstallations, the installation of AVG antivirus program to see whether it was a virus (not the case) and two reinstallations, nothing had changed. I recommended she take it back. She did so today and was told that this company has found lots of problems installing Norton on Compaq machines. (If that was the case, why didn't they ask her what type of machine she has – I think the answer to that is pretty obvious.) They told her to ring Symantec. She did and finally after much persistence on her part has been given a refund. It pays to be persistent!

So beware! Ask someone who is in the business who has no axe to grind before you purchase anything.