

Re: People and Viruses

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google_post_at_mail2go.com

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This is in response to all the above posts.

A few years ago, I gave my step dad (at the time he was around 82) a computer, and he asked very intelligent questions. For the biggest part what Lil' Dave said, "Its not that the information isn't there, its just that no one's paying attention." is very true.

His other comment of "Most are hard-headed, and tend to not believe until they see it." I have a brother-in-law that's been in IT for over 40 years (mainframe computers, and is very good at it); howeverm, he is stupid when it comes to PCs, he can't even install a program! Go figure!

My sister (the wife of the above brother-in-law) is also PC challenged. It is really pathetic that people in my family, except for my step-father, won't ask for help when they have someone like me. My list of accomplishments both in the military and out with computers is extensive. My step father is now 85, and although he isn't using the computer anymore (because of his eye sight), I was amazed on what he did learn the time he used it.

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The first day when I gave him (step-father) the computer, with simple instruction, she was an Internet surfing machine! He had asked me "What is this stuff called viruses?" After about 4 sentences, he started to ask very intelligent questions about them. He asked things like why people do it, how they basically work, how to prevent them, among other things.

In our home, my wife and I have three computers. She uses one, and I use two (we are going to buy two new ones in a few months). Although I do most of the maintenance on her computer, her knowledge of computers has increased dramatically since we've been together; in 2000. On a scale 1-100 (normal user, not a programmer, hacker, etc), I would say her knowledge was 5 in 2000, and now it's at the minimum 75-80.

Basically, I have no sympathy for any "bull headed" people that don't attempt to keep their computers clean. If they make an attempt, I do have sympathy. For instance, I know people that use Grisoft's AVG anti virus, because, ***the last time I looked*** it was free. Now if they get a virus because of AVG definations not being up to date, I will have sympathy for them, but not the person that doesn't have an Antivirus program.

The weird thing about this, is that my brother-in-law and sister keeps saying that they don't need antivirus software. I ran an antivirus program on their computer from CD (but didn't clear the viruses). Believe it or not, they had 1863 viruses, and this was on an antivirus program that was free (not Symantec[norton] or McAfee). I showed them the results, and they still refused to buy norton or mcafee (he makes \$100,000+/year, and the programs only cost between \$40 and \$70), so I left their machine alone, with the viruses.

Except for my wife, anytime I work on a family member's computer, they are required to sign a contract, even if I don't charge them. The contract has provisions in it to protect myself. One provision for example is that I will install an antivirus program on the computer, if not already installed. If they refuse to let me, I will not work on it. Years ago, I would scan the computer for viruses, but it was optional to install antivirus, if I worked in it. Now it's mandantory.

I've worked on other friend's computers, and I have a contract that they must sign. Some of the provisions, even with family members are (this are excerpts, not the complete contract):

9.4. Virus and spyware removal.

9.4.1. The computer will be scanned for viruses and spyware before any attempt is made to fix it.

9.4.2. If I'm unable to clear off viruses or spyware, you will be told that lose of the files are unavoidable. If asked to continue, you will be responsible for any lost data.

9.4.3. An Antivirus and spyware removal software will be installed, as specified elsewhere in this document.

9.4.3.1. If the antivirus and spyware removal software is available (you purchased it), it will be installed, otherwise free versions, like Grosoft's AVG antivirus and SPYBOT Search and Destroy will be installed.

9.4.3.2. Refusal to allow antivirus or spyware software to be installed will result in no work being performed, or if the work is partially complete, immediate termination of the work.

9.4.3.3. If the work is partially complete, and it is terminated due to the provisions of this paragraph 9.4.3 (and subparagraphs), you waive any and all legal remedies (you can't sue me).

9.4.3.4. If the provisions of 9.4.3.3 is invoked, and you decide that you want me to continue the work, allowing for the software to be installed, there will be a \$250 charge that must be paid, up front, before the work will continue. This must be paid in cash, however a receipt will be provided.

Cold hearted? Maybe, but when you deal with people, you have to protect yourself. What does 9.4.3.2 mean? If I'm 1/4 of the way done, and they refuse to let the software to be installed, or tell me not to install it, they get the computer back as it is at that moment. Then because of their actions, they can't sue me for incomplete work (9.4.3.3). I've taken law classes and done the research on case law, and this is legal!

BTW, I'm not knocking people that are mature, I'm around 50 myself.