

# **Cry for Help**

Computer Tips & Tricks for the novice to the advanced.

## **Remote Access Repair**

A couple of clients have recently told me about calls they have had from Microsoft offering to diagnose and repair their PC's, and asked me what I thought. This was my answer...

1. Microsoft do NOT call computer owners, and do not offer computer support or repair services.
2. When you buy "off the shelf software" like MS Office. there is no software warranty protection. So irrespective of the age of your computer, such a warranty cannot expire – because it never existed.
3. Nearly every computer, sometime in its lifetime, will have experienced a glitch of some sort and will have recorded this in its log files. That is how PC's earned the reputation of "Have you tried turning it off and on again?" So it would not be surprising if a stranger on the phone offers to show you these errors in a log file.
4. Think carefully before you give "Remote Access" of your computer to someone you don't know.
5. If you are considering such a maintenance service, check the cost first.

Don't get me wrong, I am not suggesting that remote access is not a good thing, since it is a tool that we also use. Merely that the above sales technique from people you don't know has many potential issues.

Be very careful.

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