

**Genesys Travel Technology Consultancy senior partner Paul Richer prescribes solutions to your most common technological problems**

# Internet clinic



**Q1:** I've just installed Broadband and I have been told I need some anti-virus software and a firewall. But aren't they the same thing? And where do I get them from and how much will I have to pay?

**A:** It is good to have both a firewall (that will block intruders trying to get into your system) and anti-virus software (that will block viruses from installing themselves on your PC). There are lots of different applications available. For a firewall, I have always used ZoneAlarm (visit [www.zonelabs.com](http://www.zonelabs.com)). There are two versions, the basic ZoneAlarm, which is free, and more comprehensive versions, ZoneAlarm Plus and ZoneAlarm Pro. I have been very pleased with the free version.

For anti-virus software I use Norton Anti-Virus from

[www.symantec.com](http://www.symantec.com) but there are plenty of others. It is most important that whatever anti-virus software you install you set it to update its virus definitions automatically and as frequently as possible. Anti-virus software on your PC that does not know about the latest viruses is not very helpful.

**Q2:** Help! I've been sent a virus. What do I do?

**A:** First, make sure you are disconnected from the Internet and your local office computer network. You do not want to infect anyone else. You can visit a site such as <http://securityresponse.symantec.com/> (using another machine if possible). There you will be able to identify which virus has infected your PC. Once you have identified it, this website offers removal instructions. These are usually complicated to follow and not

to be tackled by the faint-hearted. Far better to have up-to-date anti-virus software in the first place.

**Q3:** How can I get rid of those annoying pop-up adverts that jump out at me when I'm searching the web?

**A:** The easiest way of barring these is to install Google Toolbar. This is an extra toolbar that will sit within Internet Explorer. It is free and can be downloaded from <http://toolbar.google.com/>. Apart from blocking pop-ups it has other useful features.

**Q4:** How do I go about registering a domain name for my agency website and how much does it cost?

**A:** The most simple approach is to register your

domain with the Internet Service Provider that is going to host your website. You can register a domain with any other service provider, though.

The cost varies from one service provider to another. Depending whether your domain is a .com or .co.uk, reckon on up to £100 per year.

**Q5:** The name I want to use for my domain has been snapped up by a third party which says the site address is for sale. Is this legal?

**A:** Yes and no. If it is clearly a company name that does not relate to the third party's business name then they have no clear right to use it. However, legally enforcing this might be expensive. If it is a generic name (eg. "travel-faster.com" or "ultra-low-cost-flights.com") the third party is perfectly entitled to hold these domains.