

# One favourite OAP scam

This is the scenario:

1. You get a phone call late morning or early afternoon – that pretends to be from BT, SKY, or somewhere popular yearly subscription service; informing you that your contract or insurance is close to expire.
2. They friendly ask if you would like to continue the contract and then offer you to upgrade there and then **(MISTAKE)!**
3. They even say they have your card details from last year, and can you please confirm that the card-number starts (not ending) with 4159. And of course, this is incorrect so you automatically change the card number to the correct one **(MISTAKE)!**
4. They might even be cheeky and snail-mail you an invoice asking you to send a cheque, as your payment didn't go through. So, you do **(MISTAKE)!**
5. A week later you might get another snail-mail informing you that if you don't pay they will send the debt-collectors to you.

**DON'T RESPOND!** Either hang up or say "Sorry I can't speak now; can I have your name and number please, so that I can call you back". 90% of the time they

will hang up.

Then phone the company in question and query the call/writ. It is most likely a forgery and a scam.

Then report the number and name to the fraud police.

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## Microsoft Exchange Server in Outlook 2010

I noticed that I was receiving email on my mobile that I wasn't receiving on my desktop through Microsoft Office Outlook 2010 Pro. The last mail I had received was on the 9th of July. I searched high and low (for 2-3 days) and couldn't find the reason why. There just wasn't any useful explanation on why outlook.com emails weren't received in Outlook 2010.

I remembered some Microsoft emails way back in Feb. / Mar that was talking about not receiving emails after their server upgrade. This email stated that I delete the existing IMAP account and create a new Microsoft exchange account. That sounded easy enough. What I didn't do was to back up the old system and that's where all my problems started.

I had a beautiful automated system that worked with three POP3/SMTP accounts all embedded into one primary, plus five separate IMAP (one hotmail.com, one live.co.uk, two outlook.com and one gmail.com) accounts. The whole email system was controlled by approximately 360 rules that would move my emails into relevant folders depending on contents and where they came from.

I also had a fantastic task setup that would automatically create a new task when completing the old one.

This is what happened when I changed the first of the four Microsoft accounts to “Microsoft exchange server” my system was destroyed! The reconfiguring of that account merged itself into my primary account with the other POP3/SMTP accounts.

I could NOT uninstall it without uninstalling the perfectly good POP3 accounts. Not only did it not want to be uninstalled it also became the master of the group, and because it didn't have any rules and tasks, guess what; I lost the work I had created over the years, no rule, and no tasks. What a mess! Thank you Microsoft another brilliant software manipulation! I also lost the use of my shared linked Hotmail calendar (again).

As you can see I have had a brilliant week trying to solve problems introduced by Microsoft converting (forcing) everybody to use Office365.

NO, NO, NO I am not going there! There is harvesting, and there is harvesting of user data; but sorry not with me!

So what was the solution with Outlook 2010? I have recreated everything (I hope) in Mozilla Thunderbird. The only outstanding topic is my tasks. I must admit that the task handling in Outlook 2010 was quite brilliant.

Again the calendar was a little tricky to get working as Microsoft doesn't permit Thunderbird to sync both ways with their calendar; but they do let Google sync both ways (I think but it doesn't seem to work anymore), so I loaded Google calendar with my Microsoft online calendar; then I loaded Thunderbird with “Provider for Google Calendar add-on” and imported the Google calendar – without any problems and now I can update my Microsoft calendar from my desktop, my mobile and my tablet. **Brilliant!**

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# Computer virus phone scam

A student/customer/friend of mine called me the other day asking for my opinion on a phone call she had had. Someone informing her that she had a serious virus on her pc and could she please help investigating the error. She was thank god nowhere near her pc but when she asked which one they hesitated and then said all. That seemed strange as I had only just cleaned her laptops, so she finished the call and called me.

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I have already been through this with my neighbour because with her they spoke Indian as they realised her language. But as she doesn't know anything about pc's and she told them so; but she did tell them when her daughter would be home. The phone rang again when her daughter came home and her daughter followed their instructions, because they were rather intimidating towards her. It wasn't until they asked for money that she realised something was wrong, it took me 2 hours to cure her system.

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The following is quotes from other people's websites. Click the link to see the whole article.

*Once the scammer has gained the computer owner's trust they direct them to a website and tell them to download a program that gives them remote access to the computer.*

*The scammer then takes control of the computer and claims to know exactly what the problem is and how to fix it. At this*

*point the scammer requests payment of a fee.*

*<http://www.southtyneside.info/article/12908/computer-virus-phone-scam-warning>*

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*The service has received reports of unsolicited phone calls from people purporting to be from Microsoft claiming there is a serious problem with their computer.*

*The householder is urged to download a programme to get rid of the "virus" and is asked for personal information and bank account details.*

*[http://www.wirralglobe.co.uk/news/8961405.Warning\\_over\\_computer\\_virus\\_phone\\_scam/](http://www.wirralglobe.co.uk/news/8961405.Warning_over_computer_virus_phone_scam/)*

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*The scam always starts the same way: the phone rings at someone's home, and the caller – usually with an Indian accent – asks for the householder, quoting their name and address before saying "I'm calling for Microsoft. We've had a report from your internet service provider of serious virus problems from your computer."*

*<http://www.guardian.co.uk/world/2010/jul/18/phone-scam-india-call-centres>*

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*A PC Pro reader was left startled after a customer support company rang his grandfather to tell him there was a virus on his PC, and then tried to charge him £185 to remove it.*

*<http://www.guardian.co.uk/world/2010/jul/18/phone-scam-india-call-centres>*

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*Internet users are being warned about cold-callers who offer to fix viruses but then install software to steal personal information.*

<http://www.bbc.co.uk/news/uk-11754487>

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## **Reverse ATM pin security HOAX**

This good security feature is nothing but a HOAX. Think about it!

If your pin number is 1234 then 4321 seems ok; but if 2552 is your number; how do you reverse that number? Also if you have 1231 – logic is reversed 1st and 4th digit triggers the alarm (hehe). And so on and so on.

**Sorry to all who believed this email; but it is only a hoax.**

**By the way; the email is something like:***ATM PIN Number Reversal – Good to Know!!If you should ever be forced by a robber to withdraw money from an ATM machine, you can notify the police by entering your PIN in reverse.For example, if your pin number is 1234, then you would put in 4321. The ATM system recognizes that your PIN number is backwards from the ATM card you placed in the machine. The machine will still give you the money you requested, but unknown to the robber, the police will be immediately dispatched to the location. All ATM's carry this emergency sequencer by law. This information was recently broadcast on Crime Stoppers however it is seldom used because people just don't know about it. Please pass this along to everyone.*