

Resident who could not access internet takes his computer to local big box store and pays \$70 for them to say he has a virus. They recommend he buy \$80 software package to fix problem, but it did not. Guy brings computer to me and I had to call him for the bootup password. We then realized BB did not have the password either and could not have gained enough access to know about any virus. I fixed the problem by reinstalling network device drivers. He did get his money back for the unneeded software.