

Jester's Computer Services NEWS

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Special points of interest:

- HOW TO TROUBLESHOOT A LOST INTERNET CONNECTION
- CREATE LIMITED USER ACCOUNTS
- VIRUSES CAN CAUSE DATA LOSS
- MAGNETS CAN HARM COMPONENTS

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OH NO, What do I do now?:



Here at Jester's Computer's we want to ensure that you are not only happy with our customer service, but that you are educated in the process of us helping you. We know it can be frustrating when your computer goes on the fritz. Here are a few troubleshooting steps you can try at home before contacting us for help. This will not only help you (and possibly resolve your problem) but will also allow us to pinpoint your problem better.

NO INTERNET CONNECTION? (High-Speed Only)

1. First check to see that your modem (the DSL or CABLE box) has the DSL or CABLE light lit. The Internet light should also be lit. If not unplug your modem (some boxes have a battery backup if the lights remain on feel around for a battery access panel and remove the battery momentarily). If you have a router also unplug your router from the wall. Plug your Modem box back in. If you have a router wait about 2 minutes and then plug your router back in. Try your connection again. If the lights on the modem are not lit please contact your Internet Service Provider, you may have a service interruption.
2. Open Internet Explorer. Click on Tools and then Internet Options. Click on the Connections tab across the top of the screen. Click on the LAN button and verify that "detect settings automatically" is checked. Try your connection again after closing and re-opening Internet Explorer.
3. In control panel go to Add or Remove Programs (Programs and Features on Vista) and look for Internet Explorer 8 (you may have to check "show updates" at the top for it to be visible) If Internet Explorer 8 is listed you can try removing it to see if that fixes your problem. We have experienced many issues with Internet Explorer 8 including loss of connection.
4. If you are trying to connect wirelessly ensure that you are connecting to the correct wireless network. Right click on the wireless icon in your taskbar and click on view available wireless networks. Make sure you connect to the network which names matches the wireless network you are trying to connect to. (Note: Some computers have a special utility for wireless configuration. The utility should be in your tray by the clock but may not have the same options to connect.)

If the above troubleshooting tips do NOT fix your problem, then we will be able to dig deeper to the root of your issue for you!

TOO MANY USERS ARE ABUSERS!

For most of us we like to create a separate account for each user to allow each user to keep their preferred settings and enable each person to save their files individually. There is no problem with creating this setup. In fact, its an excellent idea to keep data separate and allow each user to customize the computer how they like.

There are a few things you can do make this system even more effective. If you have a child or someone who you do NOT want to have the ability to have access to (see the image on the right) you can setup their account as a limited user account. You should also remove any accounts that are not being used as it does cause the system to run slower.

	Computer Administrator	Limited
Install programs and hardware	✓	
Make system-wide changes	✓	
Access and read all non-private files	✓	
Create and delete user accounts	✓	
Change other people's accounts	✓	
Change your own account name or type	✓	
Change your own picture	✓	✓
Create, change or remove your own password	✓	✓

To access the user account settings. Go to your control panel and click on User Accounts.

Lesson Learned:

Just one more reason why antivirus is so important:

Recently we had two customers loose all their data for two separate reasons.

Customer #1: Had never had a clean-up done and did not have antivirus . They had gotten the "Virut" virus which attaches itself to all data. Its virtually impossible to remove the infection and data cannot be saved due to the nature of the virus. Any saved data would re-infect the system.

Customer #2: Did have antivirus however, let an infection linger on the system. When we got the system it was too late the virus had erased the entire hard drive. No data was recoverable.

Just another simple reminder that you **MUST** back up any data that you wish to keep.

SOFTWARE

dos & don'ts

Do's:

1. DO update windows. Its recommended that you enable automatic updates so that your system can update as soon as an update is released. Its important to update windows because the updates are designed to patch any security holes and fix any bugs within the system. Not updating the computer can leave you vulnerable to hacking or instability. To make sure your computer is up to date you can go to start-> all programs -> windows update (usually at the top)
2. DO restart the computer if updates have occurred. Most updates require a system restart and will not be in effect until the reboot is completed.
3. DO try to limit the software on the computer. If you already have something that does what another program does and you can bare to part with it, do it. The more software you have on your computer the more likely you are to have conflicts between software.
4. DO the research. Many of today's new programs are more demanding. Check the system requirements on the box and make sure it will run on your computer BEFORE opening it. Also if your going to be using new software and you are unsure if you will like it you can usually find reviews and ratings online by doing a simple web search. (Note: If your doing research do NOT only use the manufacturers website. You want information not only for the software but against it and the website will probably not have much on the problems they have encountered if any.)
5. DO educate other users on what software you DON'T want on your computer.

Don'ts

1. DON'T listen to the hype. Many programs and registry cleaners that offer system optimization can cause more damage than good. If your interested in purchasing this type of software read reviews and ratings on the products.
2. DON'T go crazy with the customization. Many programs such as cursor changing software and downloadable screensavers are bundled with malware or viruses.
3. DON'T run two antivirus programs at the same time. Doing so can cause both to function improperly. It will also wear out your hard drive quicker doing twice the work.
4. DON'T attribute all your problems to be hardware related. 9 times out of 10 a fresh windows installation will have your computer running good again. This is also a good opportunity to only install what software you need.
5. DON'T expect an older system to have the capabilities of your software. If your trying to run demanding programs or multiple programs, you may need to upgrade your system. Some upgrades such as memory can be inexpensive and can allow your system to perform better.



Bottom line is keep your system clean and happy and it will run well. Neglecting to perform regular maintenance can leave you at the disadvantage of preventative maintenance.

UPDATES: WHO? WHAT? WHERE? WHY? WHEN? AND HOW?



So that annoying box keeps popping up right? You know the one I'm talking about. The one that keeps telling you to update. But you just aren't sure what that software is for and if you should update it, right? Well have no fear, follow the guidelines below to ensure that the software that should get updates does, and that annoying box will bother you no more!

WHO?: Does the box tell you who the update is for? Usually the software that's trying to update is located somewhere within the writing or along the blue bar at the top of the window.

WHAT?: So you may know WHO is trying to update now but you may not know WHAT its for. If your able to locate the name you should be able to find ample information on the software by doing a quick internet search. It's a good idea to check out websites other than just the main website. The software may have good reviews on its own site but you may find information elsewhere that is not biased and will be more helpful.

WHERE?: You can usually manually download updates by clicking on help on the menu across the top of the program and going to "check for updates" if you don't find it in that menu look around in the other menus at the top of the program or do a search online. You may be able to update from the manufacturers website as well.

WHY?: Updates are important because no software that is released is bug free. Updates you receive for software may include bug fixes and/or feature updates and may also patch holes in the security system that have been detected.

WHEN?: It is recommended that you allow windows to automatically download and install important updates. For other software you should use your discretion when updating. Some software may be unstable at the time of its release and may cause issues.

HOW? Visit the software's website for more information about updating your software!

HOMEPAGE WOES: PROTECT YOURSELF FROM INFECTIONS!

The week before Christmas we had the busiest week ever. The cause of the rush? Mostly a virus named "Live antivirus". Us being the "thinkers" we got to wondering why so many of our customer getting this virus? Of course there is no way to tell where the infection came from so, we tried to think of what our customers had in common. The majority of customers who received the LIVE virus were Embarq/Century Link customers who were using the Embarq/Century Link homepage.



WEBSITES SELL ADVERTISING TO COMPANIES AND DO NOT CHECK EACH ADVERTIESMENT FOR CODE OR SCRIPT THAT MAY EXECUTE HARMFUL CODE TO YOUR COMPUTER.

The best way to avoid this is to follow this advice:

- ⇒ Set your homepage to something without advertisements (We recommend using www.google.com as your homepage. It is ad-free and loads very quickly)
- ⇒ Don't leave websites open if your not using the website close it to avoid allowing more advertisements to display.

To change your homepage:

Open internet explorer and click on "TOOLS"
Click "Internet Options"

Remove the text in the box and replace with the website you want to be your homepage



Side Note: MAGNETIC MAYHEM

Yes the side of your computer is magnetic but that doesn't mean you should use it like your refrigerator!

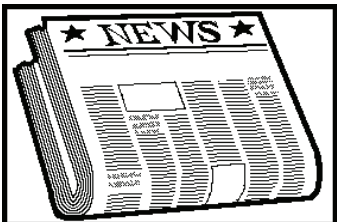
Magnets can cause you to loose data on your hard drive and can damage CRT monitors.

Keep magnets away from your computer to avoid data loss or damage to components!

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Facebook
\(click here\)](#)



facebook



Read All About It!

As you may have noticed the last two issues of our newsletter have been double issues. In an effort to provide exceptional customer service, we have been completely re-vamping our website which has been taking up a good chunk of our time. Although our new website has not launched (Proposed launch date is March 1st, 2010) we would like to share some of the features you can expect to see.

Services & Pricing- This page is broken down into three categories: repair, design and print/fax. Each page will display the cost for the service, and idea of what to expect for that service, and any tips and suggestions we may have prior to the repair.

Computer Systems- This page is also broke into three categories: desktops, laptops and upgrades/add-ons. The system pages will allow you to view what systems we have available for purchase. The upgrades/add-ons page will show available discounted upgrades for our custom build systems.

New Customers- This page will have information regarding what to expect when you drop off your computer including our customer agreement policy. Here we will continue to add common questions and answers for your convenience.

Contact Us- This page will have our business hours, contact information and directions.

Newsletter- You will now be able to view, download or print our newsletter directly off our website. It will still benefit you to remain an email subscriber because our subscribers will receive virus email alerts and special information exclusive to our mailing list.

Tips- The tips page will include general information dedicated to understanding computers and information on how you can help your computer stay clean and healthy.

Self-Help- This is the most exciting page we will be adding to our website. Here you will be able to view common troubleshooting steps to try to fix your problem. This may reduce your need for our help and also allow us to know what troubleshooting steps you have already tried.

Speedy Drop Off Service- This page will allow customers to enter all their information prior to dropping off a computer. Many times we are unable to complete repairs due to missing information. This will help get your repair started and completed without the need for further contact.

Please feel free to make any suggestions or express any concerns about the website after its launch by emailing us at customerservice@jesterscomputers.com

Additional future features!

We hope to add an additional testimonial page in the future. We encourage anyone who is willing to take the time to submit a review of our services as a customer. To submit a testimonial you can email us at customerservice@jesterscomputers.com or you can submit a review on yahoo.

Thank You

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