

COMPUTER TROUBLESHOOTERS

Global NEWS

® March 2004

"Would you leave your car unlocked with the keys in it?"

"Local service, global strength"

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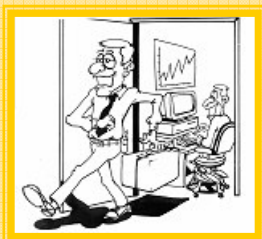
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"Thousands of businesses around the world depend on Computer Troubleshooters"



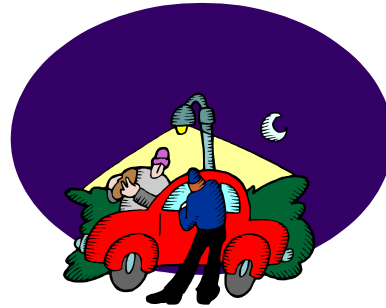
Global strength

Newsletter produced by Pat Chesters

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In a recent article from Microsoft the analogy was used comparing how we commonly look after our cars with how we look after our computers. Computer Troubleshooters have been using this analogy for many years to explain to our customers how we should look after our computers. It does not matter if you have one computer or a100 computers the rules are very similar and the analogy stays true.

There are two basic areas to consider, firstly "would you leave your car unlocked with the keys in it?" of course most people around the world would answer no to this question. Ask a similar question about using their computers the answer is often much different, "would you access the internet without using up to date operating system patches, virus system and a firewall?" well probably yes! Using your computer in this way is very similar to leaving your car doors open, it is an invitation for all and sundry to jump in and start messing with your system, the difference between your computer and your car is with the computer you may not know what has happened until some real damage has been done. If you have a permanent broad band connection you can add the additional part of the analogy of leaving



your keys in the ignition, with a fast permanent connection your computer becomes really vulnerable without the right protection.

The second area to consider is the basic car maintenance that most of us consider important. Even if we don't go for the regular full service, most of us have to have some kind of regular road worthy certificate (MOT, WOF etc). We also check the water and oil, tyres etc. and often can be seen on Sunday mornings out there with a bucket and sponge giving our pride and joy a good polish. **But**, with our computer systems we just expect them to work. We treat our computers more like a TV than a car - turn it on and away it goes. Your computer might look like a TV, but it has much more in common with a car as far as maintenance goes. Your computer has moving parts, it gets dirty and dusty inside, it has complicated electronics and it can easily and very quickly get full of all sorts of junk to a point

where it slows down or just stops working! We have discussed in some detail in previous issues the type of activities that should be performed on a regular basis and this often leaves our customers cold, a common response is " I don't understand all that, what can I do to protect my system without worrying about all that stuff". Well, talk to your local computer expert about system security and maintenance. Many of the required security and maintenance items can be set up to run automatically, as long as your computer is switched on it will happily take care of a lot of pre-scheduled maintenance and your system will be secure. Then once or twice a year (just as you would with your car) get you local expert in to perform a "road worthy" check on your system and give it a service to take care of all that "stuff". Your computer system will work better and your data will be a lot safer.



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