

"Local service, global strength"



It Was Great When I Bought It But Now...

When you first bought your PC, everything was fine. You were happy with your purchase and everything worked well, but after a short time, you began to face problems. Perhaps the computer itself gradually become noisier, and now the start-up of your PC takes forever, you receive pop-ups, programs run that you did not set to open, or your computer has significantly decreased in speed. What happened to that shiny new machine?

This is a common scenario that Computer Troubleshooters deal with every day. What they don't tell you in the shop is that a computer is not like a TV ; it requires regular maintenance, "house keeping." and even internal cleaning to keep it running well. Added to that, your PC requires protection and regular "scanning" to ensure those unwanted programs are not installing themselves and "getting up to no good."

Modern computers are nice and quiet when you first buy them, but over time, they may start to become noisy for no apparent reason. Often the problem is that computers collect dust through their fans, and over time those fans become clogged. This can make the fans very noisy, resulting in a decrease in performance and, in bad cases, cause the PC to just "turn itself off." To fix this problem, you would need to clean out the inside of your computer. It is recommended that a professional does this so that you do not run the risk of damaging your PC.

Over time, the startup of your PC will gradually decrease in speed. This is perfectly normal, but there are some measures you can take to try and keep your PC booting as fast as possible. When you install programs, quite often they will set themselves to start every time the computer is switched on,

sometimes you noticing. considerably computer's but there is software which can be used to reduce the number of operations running when you power up your PC.



without This can slow your start up, special which

The speed of your PC can also decrease over time. This is usually due to your files becoming fragmented and also because of the way your computer creates temporary files. A solution to this is to regularly defrag your PC, which will sort your files into a structured order enabling the computer to load faster. Also, regularly, perhaps once a week, clean up your temporary files and adware to keep your computer running at optimum speed.

All of this may seem to be a lot for the average business or home user to do (which is why it often gets left undone). Computer Troubleshooters can create a regular maintenance plan for your business, or we can take all your worries away by scheduling a regular short maintenance visit to work on each of your PCs (and don't forget your printers) to ensure they are running as good as the day you bought them.

Fault Tolerance

Last month we talked about backups and briefly touched on identifying your fault tolerance. Fault Tolerance is simply defining what you and your business can afford to lose and how long you are down. It is almost cliché now to say at some point everyone who uses a computer will experience a hard drive crash. Just like there a statics that say at some point everyone will experience a robbery of some kind. The problem with backups is that they are a copy of your files at the point and time the backup ran. So if you only run a back-up on the last day of the month

Computer Troubleshooters of Southwest Austin

6034 Abilene Trail

Austin, TX 78749

512.394.9115

512.301.2186

dbryce@comptroub.com

www.ct-swaustin.com

Computer Troubleshooters Offices Worldwide

Australia, Canada, Dominican Republic, Egypt, Greece, Hong Kong, India, Kuwait, Mexico, Morocco, Netherlands, New Zealand, Portugal, Republic of Ireland, Romania, Singapore, South Africa, South Korea, Spain, United Kingdom, United States of America

Short cuts or hot keys can save time here are a few common Windows short cuts

F1 - Universal help

Ctrl+X - Cut

Ctrl+C - Copy

Ctrl+V - Paste

Ctrl+A - Select All

Ctrl+Backspace - deletes the word to th left of the Cursor

Ctrl+left arrow - Moves one word to the left

Ctrl+Right - Moves one word to the Right

See our international website
<http://www.computertroubleshooters.com/>

Computer Troubleshooters is the World's Number 1 computer service franchise network



and your drive crashes on the 25th day of the next month, you now have lost or have to rebuild 25 days of data and work. This maybe an ok risk for you, maybe not. With nightly backups you may lose an entire day's worth of work. In the end even the best strategy has a risk for some loss. It is just a game of mitigating how much you can tolerate. If you have low tolerance, consider implementing some sort of RAID solutions for your hard drives in your servers and maybe workstations. RAID stands for Redundant Array of Independent Drives (note: in older documentation the "I" will be defined as Inexpensive). RAID can be very complex in that it can not only offer fault tolerance to your systems but also a performance increase. Sometimes this is one or the other. You also lose some percentage of your total disk space to RAID over head. There are several levels of RAID. The most common that we will talk about are 0,1,5. RAID 0 - offers Performance improvements only but no fault tolerance. It is also called stripping and it stores your data across two or more disks. RAID 1 - offers fault tolerance but no performance improvement. This is called mirroring it requires an even number of disk drives. Each time you save a file or data it is actually written at the same time to the drive and its mirror. If a drive fails the mirror is set to be the

primary drive and you are up and running. RAID 5 offers both performance improvements and fault tolerance. It requires 3 or more drives of equal size and is typically more expensive equipment to implement. None of the RAID levels will protect you against viruses, accidental deletions, or a casualty loss (theft, fire, flood, and natural disaster). If you have extremely low fault tolerance, there are services that maintain a pool of make ready PC and servers that you can install your applications and data on and get back up and running. These can be entire sites for you to use as well. Remember it all comes with a price tag.

Another alternative if you have medium fault tolerance is to make images of your hard drives. There are a number drive imaging applications out there. They are relatively quick and copy your entire hard drive. Once you get your PC up and running and have installed all your applications make an image of it. Store that drive image on a different disk in a different location than your computer. Compliment this drive image with regular backups of your data. If you ever lose your hard drive simply get a replacement drive available at retail stores in most US cities, restore to that image then restore the data and you are back in the game. It takes a little longer than a RAID solution but it does work.

Let Our Team of Professionals Manage your Computers and Network Systems

Dr. Backup - Online Backup Solution as low as
\$ 14.95/mo

AVG - Antivirus w/firewall
2 - Year signature update
\$35.24

PC-Cillin
Internet Security
\$59.94

PC-Tune up
\$120.00



Call Computer
Troubleshooters
(512) 394- 9115 or
Visit us at
www.ct-swaustin.com