

TECHNOLOGY SOLVED

"We make all of your computer problems go away without adding additional full-time I.T. staff!"

Ask about our fixed price service agreements — Computer support at a flat monthly fee you can budget for, just like payroll!

Inquiring Minds...

You Could Be Under Attack In 20 Minutes.

Did you know that it only takes about 20 minutes online on an unprotected PC to come under attack? Really, we didn't just make this up. The Internet Storm Center researched it and published this statistic. In less time than most of us spend in a water balloon fight, you could have your entire computer infected or at the very least attract some kind of malicious attack. So, what can you do to keep your entire office safe from such a large threat?

Put a firewall in place and keep it updated. For many years now firewalls have been a physical fixture in server rooms or under desks in offices around the world. These small devices sure pack a powerful punch too. These days there are two types of firewalls available, the physical device or a software application that runs in the background. However, most businesses prefer the hardware models because the software can be cumbersome for the computers it is trying to protect and is more difficult to maintain on multiple machines.

As the name firewall implies... a firewall stands like a barrier between your computers and the Internet. Firewalls prevent unauthorized access to your company's network. These devices help secure your information from dangerous threats online. Unfortunately, firewalls were not built to detect virus ridden



e-mails or stop the spread of a virus from one computer to another in your office.

Just one line of defense.

A firewall should be just one component of your security plan. Alone, it will only take care of a portion of your risk. Coupling a firewall deployment with strong

antivirus program, content filtering service, and ongoing monitoring is the best way to identify and stop dangerous activities on your network.

Don't just stand there... Just like when you look around in a water balloon fight and gather new information about your targets, your firewall must be updated with the most recent lists of threats in order to keep fighting. Firewalls are designed to scan traffic that passes through your connection and only allow legitimate information in and out. If the device is not updated regularly, it may not have the means to make good determinations about traffic.

Worried about your firewall? Give us a call today. We will review your device, check your licensing, and update status too.



Ready for an upgrade or new equipment?

Have you been considering new computers or a new server? Not sure what improvements will help your company most?

Give us a call today to schedule your FREE Network Checkup

Let's get started today planning your upgrade or improvement project so we can implement it before the year end.

Computer Troubleshooters • (870) 677-3428



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Happy Labor Day!

August 2016

Troubleshooter Times

TECHNOLOGY SOLVED

Making sure your technology is working for you.



43 Network Problems And 3 Ways To Win The IT Battle Without A Slap In The Face

With a headline like that, you've got to be wondering what in the world are the 43 problems? Do I have the same issues? Is my Network safe and running like it should be? What is the best approach to IT management for my business?

Prepare for the battle.

Remember when you were about 10 and you'd spend an hour with your best bud filling up water balloons for a community battle? All your neighborhood pals would come out of the woodwork to snag a balloon and join the fight when it was time, but few would actually sit by the spigot with you and fill each balloon. Preparing for that epic "end of summer" water fight is like taking care of your business network. As IT partners, we come along side you in your time of need and assist with the nitty gritty so you can focus on the larger battle, daily business operations.

When you're ready, throw the first balloon. You've filled all the balloons and you're ready to

Problems for the IT guy

1. Slow web browsing
2. Dropping connection
3. Poor streaming
4. Setup my new tablet
5. Can't even get connected
6. Program stalled
7. Sassy's new phone
8. Printer not found
9. Pop-ups driving me nuts
10. Can't access my files
11. Can't reset my password
12. New e-mail setup
13. Add a new employee
14. New computer
15. There's a power outage
16. New printer to add
17. Server updates available
18. New scanner at my desk
19. We need a projector
20. Low disk space warning
21. Cannot save my files
22. Can't get to websites ...

kick-off the battle. Everyone is equipped with the means for a great face-off. You take a huge breath and sling your arm back for the first pitch. Your huge red balloon flies through the air and hits your buddy in the face, despite his best efforts to dodge the airborne water bomb. Now, everyone is in the heat of the moment and balloons are flying left and right. Wait, you've been hit! Water drips down your back and you feel strangely satisfied. When things are running smoothly at the office, you may have moments like this where your day is satisfying.

Your job is validated and you've successfully pushed your business forward.

What makes the battle so successful?

Generally it is because you took time to prepare, you didn't have any reservations about your ammo and delivery was flaw-

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Celebrating Labor Day

Did you know the first Labor Day in the U.S. was celebrated on September, 5th 1882? And, we've been working hard ever since. Take time this Labor Day to reinvest in yourself.

Labor Day roots.

Really, Canadians came up with the concept of hosting a day to honor laborers. To show support for striking workers, they held a "Nine-Hour Moment" in 1872.

A migrated holiday.

This small ember quickly ignited a significant demonstration demanding rights for workers in America. The first Labor Day in the U.S. was planned by the Central Labor Union. There were roughly 10,000 workers that marched the streets of New York City to Elm Park for an evening of festivities on September, 5th, 1882.

Oregon kicks off the holiday. Did you know that Oregon was the first state to make Labor Day a holiday in 1887? This grand statement coupled with

(Continued on page 3)

Work Quotes

There is no substitute for hard work.
~ Thomas Edison

Whenever I call a company and get put on hold, I never really feel like I'm being held.
~ Randy Glasbergen

Without labor nothing prospers.
~ Sophocles

Pleasure in the job puts perfection in the work.
~ Aristotle

43 Network Problems...

(Continued from page 1)

less. Believe it or not, most network problems stem from these same water balloon fight essentials. Pitfalls with IT management, your equipment, and overall environment can be very costly for your business.

#1 Find an IT manager you can rely on.

Over a dozen of these network problems can be solved by a good preventative support plan. Things like proactive maintenance, 24/7 monitoring, and remote services will keep your business running smoothly for the long haul.

These types of preventative plans are only offered by Managed Service Providers or MSP's. IT companies offer the best technologies and equipment on the market and will continually keep your business up-to-date with the latest resources for your company to succeed.

- More for the IT guy
- 23. Cat's e-mail's are stuck
 - 24. Firewall locked out all websites
 - 25. Remote connection broke
 - 26. John's locked out
 - 27. Printer stuck turning off
 - 28. Monitors are black
 - 29. Server fans, really loud
 - 30. UPS battery replacement
 - 31. Network running slow
 - 32. Program won't open
 - 33. Icons disappeared
 - 34. Server turned off
 - 35. New software install
 - 36. Delete old employee
 - 37. Backup failed
 - 38. E-mail delivery delays
 - 39. Network's down
 - 40. License is expired?
 - 41. Software upgrade
 - 42. New router
 - 43. E-mail not delivering



"Welcome to Walmart. Shopping or just taking photos of people?"

#2 Make sure you're equipped for your job. Aside from keeping an eye on your network and operations, businesses need the best tools for their specific jobs. Make sure your servers and computers are ready for your workload. The best question to ask is probably the most obvious: What core functions do you need your equipment to handle? Identify your goals before you embark on a quest for new equipment. Start with the basics. Deploy security essentials like firewalls for your wireless and wired access points, install antivirus protection on all of your machines, and establish a good policy for IT support.

#3 Test your environment and train your staff. Once you're comfortable with your equipment and you are up and running, take time to test your environment. Make sure there are no security loopholes online or physically in your office. Know where your data is held and who is accessing it. Put a good back-up and recovery plan in place so your company data is always available should the need arise. From there, create documentation like an acceptable-use policy for your company and train your employees so they know the nature of today's cyber-attacks as well as the common risks your company faces each day.

Seems like a plan but, where do I start? We recommend a full assessment of your network. Develop a comprehensive solution to repair and improve upon your existing environment. Just like the water balloon fight, take time to prepare, make sure you don't have any reservations about your network or equipment, and train your staff so you're ready for a flawless delivery.

Give us a call today for your FREE 27 Point Network Assessment.

We will look at all the details of your network including your infrastructure, performance, availability, management and security. Through this assessment we will identify problems and issues that are negatively affecting your network performance and provide you with our recommendations to improve your network.

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Restart To Refresh

You know how Staples has the "Easy" button? Well, we say a daily restart on your computer is like the "Easy" button.

Refresh your computer. Believe it or not, a simple daily restart can help resolve a bunch of problems. Things like slowness with Windows, web browsers hogging memory, or connectivity errors can be addressed automatically during a restart.

What does a restart really do? Restarting your system wipes away the current state of your software. This refreshes your programs eliminating any code that was misbehaving. When you restart, your system kicks off everything from square one.

Hard or soft restarts.

A soft restart is when you select "restart" from your "start menu" and allow the computer to shut down properly. If your computer is frozen and you cannot access the menu, press and hold the power button on your workstation to restart your machine. This is called a "hard" or "cold" restart since it doesn't allow you to save your work.

Remember, refresh your computer daily with a soft restart before you leave.

Celebrating...

(Continued from page 1)

demonstrations across the nation, encouraged Congress to put a new act in place deeming the first Monday in September a legal holiday. September of 1894 the U.S. celebrated the first official Labor Day.

What are we celebrating? Us! Labor Day is a time to recognize the contributions and achievements of the millions of men and women who make up our U.S. workforce.

What can I do?

Take time to reinvest in yourself. Welcome the downtime. Turn off your cell phone and computer so you can relax this Labor Day weekend. This sweet holiday is calling for us to take that one last trip before the end of summer. Many communities organize parties, BBQ's, outdoor markets, parades, and even fireworks shows. Football season starts too. If you're so inclined, many teams play their first football games of the year on Labor Day.

Thank you for our jobs. We'd like to take this opportunity as a part of the American workforce to say, "Thank You". We love serving your company and we take pride in providing our labor for the betterment of businesses just like yours.

Happy Labor Day!

Beat Bloatware Before It Boggs You Down

Need more space? Sick of add-on programs bogging down your computer? Most devices come with preloaded software that takes up oodles of space. What can you do to reclaim your equipment?

What is "bloatware"? Bloatware or Crapware is that pile of unwanted software that comes preloaded on new computers or mobile devices. The manufacturers try to preemptively load programs they think you will use or that they are paid to promote. Unfortunately, the types of programs they choose are not generally what you want or need.

How can you find them on your computer? Take a look in the Control Panel on your new computer and click on "Programs and Features". From there, you can review all the programs on your computer and decide if they are right for you. Simply right click on a program if you would like to uninstall it. Be careful though. All the programs, even for your standard programs like Microsoft Office, your antivirus program or your PDF reader are in there too. Make sure you do not uninstall things you need. If you're not sure about a program in your list, type the name of the program into Google with words

"What is..." and quotes around the program name. You will receive a definition from Google that will help you make a decision about the software.

What about my new cell phone?

Phones are a little different. With an iPhone, there are standard programs like the "Tips", "Game Center", and "News" that you cannot delete. They are planted permanently on your phone by Apple. Fortunately, if you do not use them, they don't take up a lot of space. If you really hate looking at them, you can just throw them all in a folder together. As for your Android device, you can open the "Settings" screen and tap "Apps", then swipe over to the "All" category. This will open a new window with all the applications. Scroll down until you find the preinstalled app you want to disable and then tap it.

Security, speed and space.

These Bloatware programs can also leave security loopholes for crafty thieves to gain access to your devices. Chucking the applications you don't use will tighten up the access points for your computer or phone, give you more space and could even speed up your device.

Security Memo: Suspicious E-mails

We've been experiencing issues with spam that look so real, we actually had to research with our accounts payable department to ensure it was a scam. Sometimes, there are not clear tells.

Keep an eye out. There are quite a few e-mail scams in circulation today focused on businesses just like yours. Keep a close eye out for e-mails that have attachments like an invoice, receipt or renewal. Investigate the source if you don't recognize the sender and never open the attachment unless you know the e-mail is legitimate.

They may even start with a phone call. Some malicious attackers are even kicking off their nasty scams with a phone call claiming they are with some grand government agency. They may tell you that you're violating a law, but they can help you get back in compliance with just one small purchase. They will e-mail you information including invoices and payment options.

Watch out! These are all scams.

Make \$150 Bucks In 4 Minutes

We love clients and contacts like you.

You pay close attention to details, you're inquisitive, smart, and always on the lookout for great information.

Well, your keen eye and thirst for great resources makes you a perfect candidate to earn \$150 bucks with our referral program.

Give us a call today and refer just one business owner that needs IT services and we will send you a \$150 Amazon gift card to spend as you like.

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