

The KCS Enquirer

Information about the Computer Revolution

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Happy Holidays!

KCS Opens Storefront

Windows 7 is Here

KCS News

Season's Greetings

The KCS staff wishes you and your family a Happy and Joyous Holiday Season.

Service Center is Open

We have opened a retail storefront for computer repairs, upgrades, malware removal, and Internet access, printing, faxing, scanning, copying and tech help. Located at our main office at 9524 Franklin Ave in Franklin Park we accept carry-in computers for service from both consumer and business customers. Pickup and delivery is available at an additional charge. Because we will not have to dispatch a technician for on-site service we can save our customers money

See Our Face

We now have a Facebook page – www.facebook.com/KCSTech. Please visit and sign on as a fan.

Year End Review

This is a good time to review some of the dos and don'ts of computing.

First the **Don'ts**:

KCS Computer & Security Technology Inc.

Novell Authorized Partner
Authorized Hewlett Packard Dealer
Microsoft Certified Professional on Staff
Certified Novell Administrator on Staff
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Network Installations

Custom Programming

Custom Configured PCs

Digital Surveillance Systems

Phone Systems & Upgrades

SEE OUR WEB PAGE FOR QUOTES & ON-LINE ORDERING

Don't visit Web sites that you are not sure are safe. Especially be leery of Web sites that are contained in e-mails even if they are forwarded from a trusted source.

Don't download anything unless you know it is from a safe site. Games, toolbars, screen savers etc. are prime candidates for having embedded viruses, adware and spyware. Be careful of additional programs bundled with legitimate downloads. Only download the program you want. The same holds true for programs supplied on optical, flash or floppy disks or drives.

NEVER give out sensitive personal or business information, such as account or social security numbers to a web site.

Don't open e-mails or attachments from sources you do not know or trust. Just delete them.

Don't respond to pop-up windows that say your anti-virus is out of date or your computer needs updating etc. Just click on the "X" and close them down. Always upgrade your programs using the upgrade feature supplied by the program. This is usually accessed through the program menu or help function.

The dos:

Do have an up-to-date suite of anti-virus, anti-spyware, anti-phishing and anti-adware programs. Make sure the definitions are kept current – the program should prompt you when they are old.

Do have a backup system and back your data up often. For network systems and critical stand-alone computers at least two recent backup copies should be kept off-site.

Do change your passwords often and make sure they are difficult to break.

http://www.microsoft.com/smallbusiness/support/articles/select_sec_passw_ords.mspix is a good source for information on secure passwords. And don't write them on a post-it and stick them on your monitor.

Do have your system or computer scanned and cleaned if you are experiencing numerous pop-up ads, quirky functioning or slow performance. Not only are you losing productivity but your computer usage may be monitored maliciously. Key trackers can record every keystroke made on an infected computer.

Server Monitoring

We are offering a new service that will continually monitor the health of your system and notify our technicians of any problems as soon as they occur. It also delivers a daily report on the health of the system, tracks hardware and software assets and generates inventory reports. The system monitors more than just the server(s) performance. It watches RAID status, ISP connections, bandwidth usage, backup performance, disk space and disk health, remote offices and corporate websites. The program will check file sizes, log critical event errors, check to make sure your anti-virus software is up-to-date and watch for hackers – unauthorized login attempts. Our technicians will be alerted to any problem as soon as it is detected 24/7.

We are offering this service for \$50.00 per month for up to two servers. Additional servers can be added for \$25.00 each per month. There is no setup cost. Workstation monitoring can be added for \$10.00 for up to ten computers. Additional workstations are 50 cents each up to twenty. Call for quote for over twenty.

Solid State Drives

SSDs (Solid State Drives) that store data electronically with no moving parts are now available for both notebook, and desktop computers. This type of drive stores information similar to the way RAM (Random

Access Memory) does except capacity is much larger and the data is stored and utilized just like it is on a mechanical hard drive. Capacity currently does not reach that of mechanical drives and prices are high but this is a new technology and capacity will increase and prices will come down. Even using a smaller more affordable SSD to store a computers operating system will result in a quantum increase in speed. Storing databases on a SSD will also result in much improved data retrieval speed. If you want the fastest speed from your computer a SSD is the way to go. SSDs can also be retrofitted on some existing computers. Talk to one of our technicians or call the office if you need more information or a quote.

MS News

Windows 7 is Here and its Good

Windows 7 has been released and is available on new computers and as an upgrade on existing systems. Windows 7 comes in three versions – Home Premium, Professional and Ultimate. We would recommend at minimum the Professional version. It has “Windows XP Mode” to run XP based programs that may not run properly in 7, “Domain Mode” to facilitate connecting to company networks and enhanced backup and restore features. The Ultimate version adds “BitLocker” which encrypts data on both your hard drive and removable media devices such as USB flash drives and external hard drives to protect it from theft, loss and hackers plus it can switch between any of 35 languages.

Our experience with Windows 7 so far has been very positive. It is fast, especially the 64bit version, stable, user friendly and pretty bug free. If you are looking for blinding speed coupling a Windows 7 64 bit Operating System with a Solid State Drive computer is unbelievably fast plus the 64 bit version utilizes more memory. Window management, searching and sharing features are

improved. “Pin” and “Jump Lists” speed access to the files and programs you use most. The “Libraries” feature lets you organize files, documents and photos from several folders and/or computers so they appear and can be managed in one location.

Since Windows 7 is such a radical change upgrades from earlier versions of Windows generally require a clean install. That means all data must be backed up, the computer wiped clean (all data deleted) and then Windows 7 installed. After the OS installation all programs must be re-installed and data restored. It can be a time consuming project and we would not recommend it for an older machine. You would be money ahead in purchasing a new computer with 7 installed. For newer machines however it would be a worthwhile endeavor that would pay for itself over time. Many newer computers come with an upgrade coupon for Windows 7 or are a Windows 7 PC downgraded to XP. Before you buy make sure you are not eligible for a free Widows 7 version. If you are running XP or Vista you are eligible for upgrade prices on Windows 7. If you have any questions or need any additional information please contact your KCS technician or call the office. We can give you a cost estimate on upgrading your system.

Office 2010 beta Version Released

The beta version of Office 2010 looks like an upgrade to Office that would be worth the price. In addition to many new features this version improves document sharing abilities and integrates well with the Internet to share and collaborate on projects. Data management and analysis tools are improved. Outlook 2010 has a “Conversations View” to track and manage your e-mails. The beta version is available for download at <http://us1.office2010beta.microsoft.com/product.aspx?sku=10199914&culture=en-US>. We will have pricing as soon as the release to production date is announced.