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How To Fall In Love With Your Computer All Over Again!

Thomas Fox is president of Tech Experts, southeast Michigan's leading small business computer support company.

Have you ever shouted at your computer because it froze up, crashed, and caused you to lose work? Have you ever whacked it with your hand, kicked it, or smashed the keyboard out of frustration?

If so, you're not alone. Problems with a computer, cell phone or other gadget can be so frustrating that it has been called "computer rage" by some psychologists, and it's on the rise.

According to a recent poll, three quarters of computer users have admitted to shouting, swearing, or committing acts of violence towards their computer (for the record, I think the number is much higher!).

While some simply curse the darn thing, others have admitted to hitting it until their hand bled or throwing it across the room.

One computer user was quoted as saying, "You feel so helpless. All you can do is sit there and watch the stupid thing freeze up and there isn't a darn thing you can do about it. The error may only cause a few minutes delay, but it feels like a lifetime when you're in a hurry to get things done."

Deadlines are missed, work is lost, customers angered - all because of computer trouble. And the vast majority claim that problems like this happen on a consistent basis.

Apparently, technical problems are only the start of most peoples' anxiety.

Many report that they are further angered by the time and process it takes to get the problem fixed, and some employees claim computer problems are their number one source of work anxiety and stress.

IT related problems further compound employee dissatisfaction since it often forces them to work late or take work home. If you are an employer, take note: your unstable computer network could be elevating your employees' anxiety and job dissatisfaction levels, not to mention interfering with their productivity.

Our Experts Total Support Plans have helped dozens of clients end "computer rage" at their company.

There are two ways we accomplish this: First, our 24/7 monitoring helps us detect and prevent problems before they show up. Your system runs faster, has fewer problems, and users aren't constantly having to deal with system errors.

We also keep your security patches up-to-date, we prevent spyware, viruses, and hackers from invading your network, and we make sure you have a reliable backup of your system and data.

This basic maintenance is critical to the speed and performance of your computer network.Second, getting help is MUCH easier and faster with Experts Total Support.

Our secure software allows us to remotely log in to your network to diagnose and resolve most problems on the spot. No more waiting around for a technician to show up!

Sign Up Today And Get Your First Month FREE

Since it's Valentine's Day, we want to "show you the love" by giving you the first month of service FREE.

You'll discover how Experts Total Support will make you fall back in love with your computer network. Give the office a call at (734) 457-5001.

Need help? Call the Tech Experts 24 hour computer emergency hotline at (734) 240-0200.

Security Risks Of Employee Owned Devices

Employees using their own mobile devices for work may seem like a good idea at first – it's less expense for you, the employer, and they can also make employees more productive.

However, it also means that you are allowing potentially unsecure devices to access your company's data. The solution? An effective IT security policy that balances personal freedom to use these devices and your need to secure important business information.

As technology continues to become more affordable and accessible to consumers, it's an inevitable fact that employers will see more and more of their employees using their own personal devices such as laptops and mobile phones to access the company's IT system.

This can be a dangerous thing. Since these devices aren't company owned and regulated, you have limited access and control over how they are used. Employees could

download all sorts of malware and viruses on their devices and pass the infection along to your IT system when they access it. The solution: a comprehensive IT

security policy. It's important that you find a compromise between the freedom of the employee to use the device as desired and your need to keep your IT system safe from viruses and other threats to your data's security.

Steps such as having employees run mobile device management (MDM) software on their devices is one of

many actions you can take to lessen the risk of security breaches. You may also want to implement applications and software that check and screen for malware, both for laptops and mobile devices. And don't forget that while Android seems to have a bigger problem with malicious software, Apple isn't exactly virus-free, either.

Employees have a right to use their personal devices as they see fit, but not at the expense of important company information stored in your IT system. Running a tight ship in terms of security is an effective way to protect your business interests and your sensitive company data.

If you are interested in knowing more about developing a concrete and effective IT security policy for personal device use as well as general system access, please don't hesitate to give us a call so we can sit down with you and discuss a custom security blueprint tailored for your company's network.

Free Antivirus Software: No Bargain

Free antivirus software may seem like a bargain, but it's not. In this tough economy, getting something for free is always a good thing, right? Short answer: It depends on your tolerance for risk.

Here are some issues to consider before you delay an investment in network protection and use "freeware" instead. First, free antivirus software doesn't provide the comprehensive protection you need against today's biggest online threats.

So when you trust your computer, applications, files and identity to free AV software, it can end up costing you more in time, aggravation, and money than you ever imagined.

Most free antivirus software is really just bait that some software companies use to lure you in. It's usually a "light" version of one of

their paid products that offers only limited protection against today's online threats.

After you install most free antivirus software, you can expect to be hit with a barrage of annoying, time-wasting pop-up alerts telling you that it only provides "basic" protection. Then you'll receive recommendations to switch to one of the software maker's paid security products for "complete" protection.
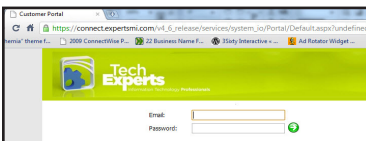
Another point to keep in mind: Experts agree that today's biggest online threats come in forms that free antivirus software doesn't stop. Threats such as rootkits, bots, keyloggers, hackers, phishing scams, and infected websites breeze right past most free antivirus software.

These threats can pose an even bigger danger than viruses, not

only to your computer and files, but to your bank account as well. They can lead to a hard drive crash, system failure, or worse, identity theft. Also, free antivirus software is generally reactive. That means it only deals with threats after they've attacked and had an opportunity to do damage to your computer and files.

When you build your own security suite using standalone free security software, compatibility issues can cause conflicting alerts and even hard drive crashes. That's even more time wasted - and a whole load of aggravation you don't need.

So what's the bottom line? Free antivirus software simply doesn't provide the comprehensive protection you need in today's online world. When you add up the various costs listed above, free antivirus software isn't free at all.

Create new service requests, check ticket status and review invoices in our client portal:
www.TechSupportRequest.com

Windows XP: Usage Declining After 10 Years

With Windows XP being released more than 10 years ago its still amazing that it is still on top when it comes to the most widely used operating system. The question still stands however, why?!
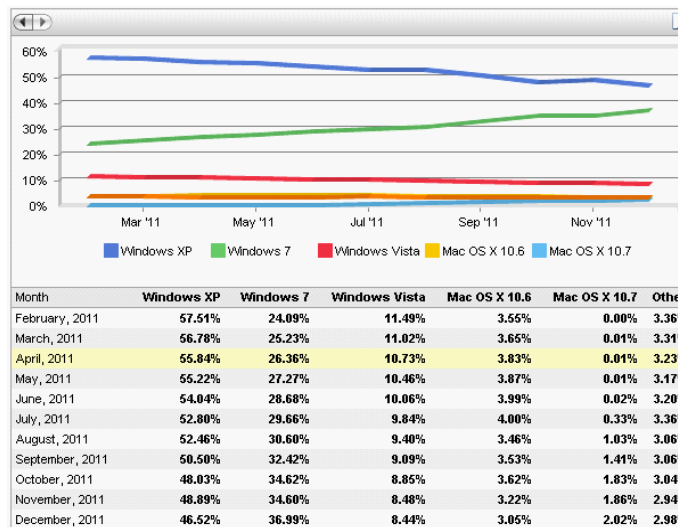
Many users have become comfortable with Windows XP and everyone hates change so it is really no surprise that users are holding on to the antiquated operating system. There are however major problems with holding onto old technology.

The first major problem is support. Windows XP is slated to lose its support in early August of 2014. "So why not hold on to Windows XP a little longer, I heard Windows 8 is coming out soon?" While there are many users out there with that mentality, it is bad practice to hold on to an operating system beyond its useful life.

The fact is there is a great alternative to Windows XP that has been out long enough that the bugs have been worked out and is a stable alternative. Windows 7 is the alternative, while many users are nervous about moving on to a new operating system because they don't like change, Windows 7 is a very intuitive, stable and user friendly operating system.

The second reason you should not be holding on to Windows XP over Windows 7 is the simple fact of security. Windows 7 has been proven to be more than five times as secure as Windows XP.

That's right, all those viruses you get in Windows XP due to its numerous security holes do not exist in Windows 7. While its true there are still some viruses and malware in Windows 7, this is true of any software (Yes even a Mac…).

Month	Windows XP	Windows 7	Windows Vista	Mac OS X 10.6	Mac OS X 10.7	Other
February, 2011	57.51%	24.09%	11.49%	3.55%	0.00%	3.36%
March, 2011	56.78%	25.23%	11.02%	3.65%	0.01%	3.31%
April, 2011	55.84%	26.36%	10.73%	3.83%	0.01%	3.23%
May, 2011	55.22%	27.27%	10.46%	3.87%	0.01%	3.17%
June, 2011	54.04%	28.68%	10.06%	3.99%	0.02%	3.20%
July, 2011	52.80%	29.66%	9.84%	4.00%	0.33%	3.36%
August, 2011	52.46%	30.60%	9.40%	3.46%	1.03%	3.06%
September, 2011	50.50%	32.42%	9.09%	3.53%	1.41%	3.06%
October, 2011	48.03%	34.62%	8.85%	3.62%	1.83%	3.04%
November, 2011	48.89%	34.60%	8.48%	3.22%	1.86%	2.94%
December, 2011	46.52%	36.99%	8.44%	3.05%	2.02%	2.98%

Many businesses are starting to see these facts as well and are not waiting around for Windows 8. So why are they not waiting?

Well, current reviews of Windows 8 have very mixed opinions on whether or not it will be a good fit for businesses. Much like Vista was to the Windows XP user, Windows 8 is going to be a very different looking and feeling operating system.

Many people in the Information Technology field have their doubts as to whether it will fit into businesses well due to the drastic changes that have been made in the users interface.

While Windows 8 is still not released to the general public yet, it still appears that it will be too big of a change for those in the business world that generally are not early adopters of new Windows operating systems (Sound familiar?).

Many businesses are just starting to push into Windows 7 for their primary workstations and the numbers of Windows XP computers versus the number of Windows 7 computers out are starting to show

that. Windows XP has dropped over 10% in the past year which is huge! As a matter of fact Windows 7 gained 15% last year which means not only is it doing well enough to take those XP users, but it also managed to steal some users from other operating systems.

The long and short is it is time to get that upgrade and stop wasting your time with Windows XP. Windows XP will cost you more to maintain due to the fact that it is more likely to have viruses and other problems. Windows 7 is the way to go don't wait until Windows XP support finally dies then decide its time.

The time is now, save yourself the hassle and plan the upgrade process now rather than waiting till the last minute.

We can get you upgraded to Windows 7 or, if your computer is too old to put the money and time into it to switch to Windows 7, we can get a computer for you with Windows 7 and transfer all of your existing data to it. Just give us a call.

Feature article by:
Frank Wright

Are You Ready To Meet Your Social Match?

Whether MagnetU catches on to quite the same extent as social media sites such as Facebook remains to be seen, but for many, the appeal of being alerted every time they are in the vicinity of someone who has the same "social desires" as they do will undoubtedly be enormous.

MagnetU describes itself as the first real-world street network; essentially this little device acts as "a bridge between your online digital life and the real world" by broadcasting your social media profile to every-one around you. Whether you are looking for the perfect love match, want to meet people with similar hobbies or are more interested in making business contacts, all you need to do is go to MagnetU.com, fill in your social desires, and then sign in to Facebook, Twitter and other social network sites to receive alerts each time a "compatible" individual passes nearby.

You can even change which particular social desire you wear at any given time so that you can look for your soul mate while you're out socializing and a potential business partner when you're at a business conference.

Although critics of MagnetU point out that machines are notoriously bad at people-matching and suggest that society already faces enough distractions from social media without this addition, it could just turn out to be another one of those technological necessities that we can't do without, if only because everyone else is using it!

Sometimes Something's Just Gotta Give

Whether you're chasing around between two or three different jobs, trying to maintain a standard of living that used to be achievable doing just one, or burning the candle at both ends to fit in numerous extracurricular activities as well as holding down a full-time job, sometimes there just comes a point where something's got to give.

Although it might be easy to assume that a constant state of activity means forward progression, when things start to get too frantic, all that dashing around can easily become self-defeating. Not only does the body become exhausted, but as the brain goes into overload, mistakes start to be made, things begin to be forgotten and it becomes impossible to give your best to anything that you attempt. Far from moving forward, what often happens is that you end up spending most of your time sorting out the muddles that have been created due to time pressures and the inability to stay organized.

Both mind and body need time to relax, so if your life has started to look like one endless merry-go-round and offers no respite, bear in mind that sometimes you can achieve more by doing less. Focus on what's most important and give anything else the old heave-ho!

Increase Your Typing Speed And Accuracy With A Touch Typing Course

Touch typing could be described as a "technical" skill, and you only have to watch today's army of two-fingered typists to see that it's a dying art. Not only is touch typing invariably much faster than poking away at a keyboard with just two index fingers, but being able to type without taking your eyes off the computer screen also decreases the incidence of error by a huge margin because you can see instantly when you have hit the wrong key.

Unlike years ago when learning to touch-type involved signing up for an expensive course, today there are numerous free resources on the Internet that require nothing more than a small investment of time. A wide range of books that promise to teach you to touch-type in a matter of a few hours is also available.

Take the pain out of using a keyboard and brush up your skills for the workplace or your own home use by taking a free online touch typing course and becoming an expert in hours.

Murphy's Bed meets Murphy's Law.