



# Computer Dave's

Service & Upgrade Centers, LLC.

*Serving Central Connecticut Since 1995*

Things You Should Know... Fall 2007

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## PREVENTIVE MAINTENANCE

Computers are more like cars than TV sets, in that they are not virtual machines. Performance degrades over time, due to a number of factors, and there are a few simple steps you, the average non-technical computer user, can take to keep things up to par:

**C**heck your antivirus! One of the biggest problems we see with dysfunctional computers are antivirus programs that have expired or are non-functional. Your antivirus program is your first and most important line of defense against the virus bad-guys. If your antivirus application is not doing its job, you and your data are in big trouble.



Open your antivirus program, mouse around and make sure that the program is active, that it hasn't expired and that it continues to receive updates on a regular basis.

If you are using an older antivirus program that you have been renewing from year-to-year and your computer's performance has degraded to a snails pace, chances are your antivirus application is not doing its job. We have been seeing a significantly greater level of virus activity on computers running antivirus applications that have been renewed from year to year.

We highly recommend that you uninstall your existing antivirus application on the anniversary of its next expiration rather than renew, purchase a new current copy of the program and install this. The difference in cost of renewing and replacing is usually not significant.

Anyway, while you're in the antivirus application, run a full scan of your computer. This shouldn't take too long and it's a good preventive measure.

Need some help with this? Give me a call for free telephone support at **877-266-7349**

**A**daware, it's and worth its weight in



free

**gold!** Adware, malware, spyware, and all kinds of cookies are continuously sneaking into your computer. These mini-applications run in the background reducing your computer's performance, and they can be very malicious. They can provide information about you to others, use your computer for attacks on other computers, send unsolicited emails, and all sorts of other non-productive, anti-social acts, all of which negatively impact the overall performance of your computer!

If you feel that your computer has slowed down, if you hear the hard drive constantly chattering, this may be a good time to install a free application called Adaware. Simply Google "Adaware" and download the version listed under "www.download.com." Follow the intuitive directions and run the program once a month. It takes only a few minutes to scan most computer hard drives. You'll be surprised at what it finds, and gets rid of. Click the "Update tab" each time you run the application as there will always be free updates. If you need some help with this, give me a call for free telephone support at **877-266-7349**.

## **D**isk Defragmenter

Over time the data files on your hard disk drive become fragmented. This is like having a file cabinet that should be kept in alphabetical order, but for one reason or another, you keep sticking more and more files in the drawer without concern. As more data accumulates, it takes longer and longer to locate files, and sometimes you can't even find what you're looking for. The same thing can happen on your computer's hard drive. This is important on computers equipped with Windows XP. The newer Windows Vista system has automatic defrag.



Take a few minutes at the end of your day and go to "Start"; "Accessories"; "System Tools"; "Disk Defragmenter." Run the "Analyze" option first to determine if a defrag is necessary. This should take a couple of minutes and the resulting message will advise whether a defrag is necessary. The actual defrag operation should take less than an hour, depending on the size of your hard drive. If the defrag process takes significantly longer, or does not complete, give me, Computer Dave, a call for free telephone support at **877-266-7349**. It is a good idea to check to see if a defrag is necessary once every three months.

**D**isk Cleanup Your computer system likes to store files. It stores a lot of files you may not need. These files take up space and can reduce system performance. As a matter of course, when you run your defrag, go to "Start," "Accessories," "System Tools," "Disk Cleanup" and run this option. It will analyze your hard drive and recommend a number of files that you can choose to delete. Generally, the files it recommends are not important to the operation of your computer. If you're not sure, give me a call for free telephone support at **877-266-7349**.

**M**emory Remember when you bought your computer? Chances are your computer has Windows XP and 256 MB of main memory. Fact is, two or more years ago, 256 MB of memory used to be more than enough memory to sufficiently operate a computer with Windows XP. But, over time, Microsoft has added significant new updates that affect the way Windows XP operates. These updates include operating enhancements and security improvements. But they come at a cost and that cost is operating overhead!

256 MB of memory will still run Windows XP, but not as efficiently as when the computer was new. Today, 512 MB of memory does a far better job. The resulting difference in performance between a Windows XP computer with 256 MB of memory vs. 512 MB is like night and day.

Checking your memory is easy. Simply go to the "Start" button on the bottom left of your computer screen and left click. Left click on "Settings" and then "Control Panels". In Control Panels mouse down to the "System" Control Panel and left click. Here you will see the memory displayed as "XXX MB of Ram."

The good news is that increasing the memory in your computer from 256 MB to 512MB is, in most cases, inexpensive and uncomplicated. Give me a call for free telephone support at **877-266-7349** and I'll be glad to provide you with a quotation for this upgrade.

**W**hy call **Computer Dave?** There are computer repair centers in every big-box store including Staples, Circuit City, Best Buy and more. You can also call the Computer Geeks, Geeks-On-Call, Fire-Dogs and a whole bunch of other Geek types.



But do you really want to trust your important data to a \$10.95 tune-up, or a geek mobile with four seats and no diagnostic tools or repair parts?

When you call Computer Dave, you get an experienced computer technician who will arrive at your location in a fully stocked van with Computer Dave logo and signage on the sides. We are a real, insured business serving greater Hartford since 1995.

Computer Dave provides free ongoing telephone support to our customers. If we can resolve a problem over the phone and save you money, we will. Try getting that from a big box store or a geek.

Computer Dave's is a long standing member of the Better Business Bureau, never ever having had a single complaint.



**G**ive Computer Dave a call today with your computer questions or to discuss the specifications for your next computer before you buy it. The call is free. We can save you some heartache, a headache, and even some money. **877-266-7349**

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