



# README.TXT

A Newsletter from  
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## Windows 7 To Be Released This Year!

It may or may not be good news, but Microsoft has announced that they're moving up the re-release date for Windows 7, the replacement for Vista.

**Good News:** If you don't like Vista, it's replacement is coming.

**Bad News:** When Windows 7 is released, all support and availability of Windows XP will be gone.

Even people with open licenses will only be able to get the current (W7) or previous (Vista) version — not XP.

Now is the time to contact your vendors and programmer and make sure they start preparing **NOW** to take advantage of this new operating system.


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## Notes From The Field

### By Karl W. Palachuk, CEO



 **Holiday Updates:** KPEnterprises will NOT be closed for Valentine's Day, although we wish you the best.

 **We will be closed February 16th** for Presidents' Day. We will be open on the 9th. Hey, we gotta work sometime.

 The move to Autotask is going great. If you need any assistance or training, please let us know.

 **And if we can help . . .** Give us a call. 916-928-0888

## Files Belong On The Server

### Please Tell Your Staff

Perhaps the worst thing Microsoft ever invented is the "My Documents" folder. It's great for home users who never have anything useful and don't care if they lose everything.

Ugh . . . Actually, there's no one like that. We all want our stuff, we want it where we can find it, and we want it to be there when we need it.

We can't help you at home. But we can at work.

ALL information that you want to keep should be placed on the **server**. Period. That means there should be an appropriate place on the server. Everyone should know about it and use.

If your data is not stored on the server, we can't guarantee that they're backed up, safe and secure.

If you would like us to redirect My Documents to the server, we can do that. But you can't upload all your vacation photos to it. :-)

Please contact us if you need assistance organizing data or training staff.

We're here to help!



Networking Infrastructure Solutions

## Automatic Problem Solving with Vista

From time to time, when using Windows Vista, you'll get a popup that asks whether you want to report problems. Or, even better, you'll get a notice that there's new information about a problem.

If you click **Yes** to view the information, you'll find one of the coolest features in Vista: **Problem Reports and Solutions**.

More specifically, you'll see a list of problems for which the automatic problem solver has more information to report.

Many of these programs are from Microsoft, but not all. In the example on the right, you'll find problems with a camera and an Intel network card.



### So, What Do You Do Next?

This is a wonderful tool, but you need to be very careful with it. There's a tendency, when you stumble upon this, to apply all the updates and believe that your system will now run perfectly.

That's the worst thing you can do. Instead, remember the most important rule in troubleshooting: **Only change one thing at a time!**

Here's how we recommend that you proceed:

1. Pick one update to apply. It will probably be the one listed on top as this is probably the one that just got updated and triggered the flag.
2. Only apply that one update. Really. Please, do yourself this favor.
3. Windows will create a "Restore Point" so you can get back to where you started.
4. Live with the update for a few days, and test the specific product mentioned in the update you applied. If it works, great. If not, restore from the restore point.



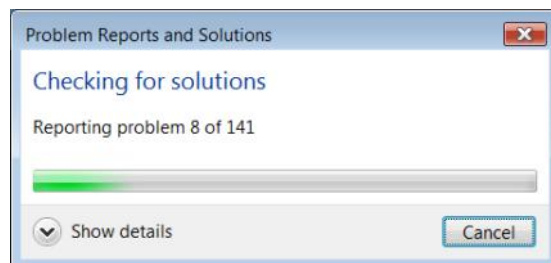
Problem Reports and Solutions

If you have no problems after a few days, then you can go back and apply another update. To get back to the Problem Reports and Solutions applet, go to the control Panel and find the button shown here.

You can repeat this process as needed. Just remember that you only change one thing at a time.

### Forcing a Checkup

Notice, also, that you can ask Vista to "Check for New Solutions" at any time. That will bring up a window to check for a very long list of items. This will include many more items than originally listed.



Poke around and see what you can fix. Vista is pretty good at fixing itself! Just remember: one thing at a time.

## Beware FAKE Anti-Virus Programs!

Unfortunately, there has been a serious increase in the number of virus attacks. In the latest round, the evil people who spread this stuff are creating web sites and tricking people — by pretending to fight viruses!

Here's what happens:

- You're browsing along, or receive and email
- You visit a web site. You don't notice that it is outside the U.S. (It has an extension like .ch, .pl, or .ru.)
- A large popup appear, warning that you have viruses
- You are directed to a website with a very real and professional looking anti-virus program
- It pretends to scan your system then brings up a list of viruses **it says** are on your computer
- You are warned that you must clean these now and offers to help
- **THAT's** where you get into trouble. If you click Yes, it infects your computer. If you click Cancel, it infects your computer. If you click **X** to close the box, it pops up another window. And so forth.
- The two most common variants of this attack are called Antivirus 2008 and Antivirus 2009.



To stop the popup windows: **ONLY** click on the **X** in the upper right hand corner to close each window. Or, you can press the ALT-F4 combination repeatedly until all windows are gone.

Close all programs and reboot your computer.

**Relax:** If you have a current anti-virus program installed, and the signatures are up to date, you will not have infections unless you fall for this trick. You will infect your machine if you say yes (or no) to the Antivirus 2008/2009 “programs.”

Therefore, never be tempted to run these programs that pop up while browsing. Your Trend, or Symantec, or whatever, will protect you. So you never need a free scan that just gets offered up on the Internet.

You can find some manual removal instructions here:

<http://www.xp-vista.com/spyware-removal/antivirus2009-antivirus-2009-removal-instructions>

But we'd rather do the work for you. Please call us if you have questions. 916-928-0888.

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## Windows Split Screen



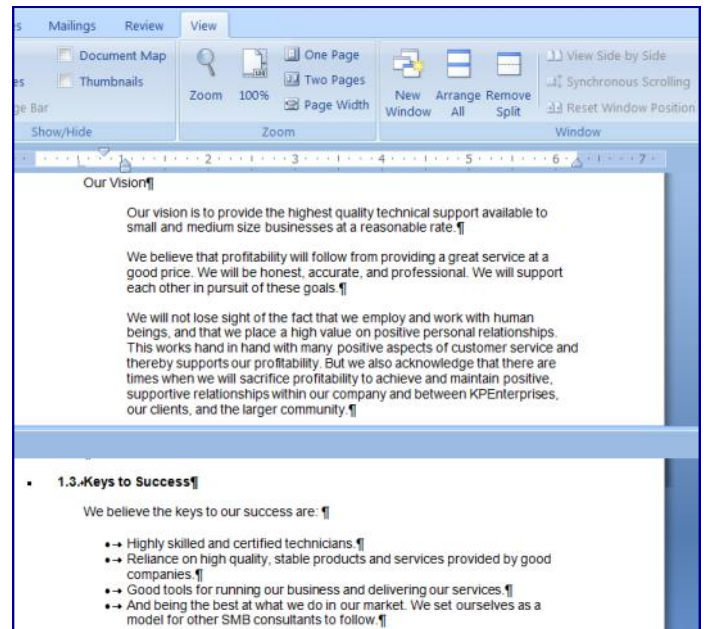
If you haven't use the Split function in Microsoft Word, you should look at it. It's a handy way to view two sections of a Word file at the same time.

For example, you can look at the outline in one window while you browse the related text in another window. It's great for making sure that you use parallel construction, and to make sure you hit all the key points you promised you'd hit.

To use this feature, go to the **View** ribbon and click **Window Split**. A bar appears across the screen and you click to place it. Now the top and bottom windows are completely separate and you can scroll up and down in them separately.

If you want you, you can also set them to scroll up and down together. You probably don't have a lot of uses for this feature, but there are occasions when it's exactly what you need to speed up editing! Give it a try.

If we can help with anything, give us a call. Phone 916-928-0888.



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