



One Call PC Solutions



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Bits and Bytes...

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past issues of the
newsletter.

It's time again for our newsletter! In this issue: Service Pack 2, Spyware, and recommended maintenance.

Service Pack 2...

If you have had trouble installing Service Pack 2 it could be caused by Spyware and Adware running on your computer. You need to make sure that your computer is completely cleaned up before attempting to install Service Pack 2 for Windows XP. If you still have trouble installing it you may wish to schedule an appointment to have your computer cleaned up and make sure you have no other problems. Also, we have received a disk from Microsoft with the upgrade on it that we can install it with having to download it first.

A Few Bytes About Spyware...

Spyware is a class of software that mostly gets onto computers without their users' knowledge, in the past year it has become an epidemic as people spend more time online and Spyware developers get more aggressive. The most common type of Spyware is more properly termed Adware, its main goal to generate pop-up and other ads. The most common way to get Spyware, including Adware, is to download file-sharing software, screensavers and other free programs that rely on revenues from such tagalong programs to cover costs. Spyware developers consider it part of the bargain, though they also depend on users' fascination with freebies. If you find that your computer is infected with Adware and Spyware you can give us a call to come out and get it cleaned up or you can try www.ad-aware.com to remove some of the problems.

Periodic Maintenance...

People often ask what kind of periodic maintenance they should do to keep their computers happy and healthy. There honestly isn't much that a computer requires to stay in good shape. You should run Windows Defrag and Scandisk at least once a month and make sure that your Anti-Virus software is up-to-date and performing weekly virus scans. Also, another thing to check is your Surge Protectors. The electronics designed to protect your computer in the event of a power surge typically are only effective for about a year. So if your surge protector is more than a year or two old, you may want to consider a new one.

Need a new computer...

We have a personal representative working for Dell at the Parks Mall. Her name is Amanda and she will be happy to answer any questions you have about purchasing a new computer. She will make sure that you get only what you need and not try to oversell you. You can call her at 817-466-9070 or visit the Parks Mall in Arlington. Her hours are Tuesday and Thursday 10:00—6:00 and Wednesday and Saturday 1:00—9:00.

Final Bits...

If you have trouble calling into the office please try and send an email, sometimes we miss a message so it is a good idea to send an email if you don't here back from us in less than 2 hours. Please note our new office hours Monday—Friday 9:00 am to 5:30 pm.

To remove yourself from the newsletter list, click [here](#).

