

LANsultants Times

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COMPUTER TIPS FOR 2004

- Space heaters draw extraordinary amperage and can have a detrimental impact on the operation of your PC. Do whatever you can to minimize the use of space heaters. If you must use a space heater, use a different power strip than the one that powers your pc.
- Instruct your users to close applications at the end of the work day and log out of the network. This will both insure the integrity of your data backup and minimize the risk of unauthorized users accessing your computer system.
- When sending a file to a user outside your network send the file as a Adobe Acrobat (PDF) file whenever possible. If this person must edit the file ask them what file format they prefer, such as Word, WordPerfect, Excel or Quattro Pro and convert the file for them prior to sending. In most programs this is easily done by selecting Save As on the File Menu.
- When new staff is hired add ordering a new PC, furniture, cabling, and creating a user on the network as part of your hiring process so that we have plenty of time to order the appropriate equipment and set up the new user.
- Having a printer problem such as streaks, marks or light printing? Change the toner first. If this does not resolve the printing problem, then call for service.
- Application acting up? Reboot. At minimum, reboot your workstation once per week. PCs slower than PIII should be retired and not repaired.
- Any time a third party proposes work which even tangentially imparts your computer system, have their sales and/or technical representative contact LANsultants in advance of signing a contract. This includes, but is not limited to digital copiers/printers/scanners, high speed Internet service providers, and new software application purchases. If there is anything that we can do to make your relationship with LANsultants more productive, please e-mail John@LANsultants.com.

MORE TIPS FOR 2004

- For the fastest service, place calls over the internet in our help desk system. If you do not know how to place a service call over the Internet, call Shirlean and she will provide you with instructions, a login name and password.
- Internet service providers rarely provide grace periods on invoices. If you have a question on your high speed internet account invoice, domain name hosting, domain name registration, contact the vendor or forward the invoice to LANsultants for review immediately.
- Replace your tape backup system archive tapes each January as part of your end-of-year procedures.
- Never put anything in an e-mail you would not post on a public bulletin board in your office
- If for any reason you elect to terminate your relationship with LANsultants and use the services of another network integrator, this is most cost effectively done in an open and forthright manner. Your firm may save significant costs if LANsultants is provided with 30 days advance notice and allowed to provide technical details of your computer system to the new service provider. Please provide a letter on firm stationary stating we are allowed to release information to the designated third party and the date on which service of your system will be assumed by this party.
- If for any reason you question a charge on a LANsultants invoice, send an e-mail to John@LANsultants.com at your earliest opportunity, referring to the invoice number, reference number, charge and comment. I will then research the specific item and report back to you. This is most easily done when the charge is current and not when the invoice is past due.

If you would like to be removed from our e-mail newsletter please e-mail Shirlean@LANsultants.com.