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PC MedEvac
*Network and Computer Support
 for Small and Medium Sized Business*
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 Virtual IT and CIO Services Available



PC MedEvac Monthly News

1 September 2005

Dear Theresa,

I'd Love To Hear From YOU!

Is there an article you would like to comment on? Is there a topic you want me to research? Have a funny story or a resource you want to share with the other subscribers? Then write to me! We are always looking for new and useful content to add to our newsletter.

Since most of our customers are referrals, we would appreciate you forwarding this newsletter to friends or co-workers that you feel could benefit from our services. Just click on the "forward" button at the bottom and send it with a quick note.

New Saturday Shop Hours! PC MedEvac will be open from noon to 5:00 p.m. on Saturdays beginning September 1st. Pick up, drop off and Emergency In Shop services available.

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Matt Carter

Are Your Children In Danger Online?

These Statistics of Online Child Abuse Will Shock You!

Now that school is back in, thousands of children will be surfing the Internet to conduct research, chat with friends, and complete homework assignments. Although the Internet provides a tremendous learning tool for children, when left unchecked, it can also expose them to inappropriate material and unscrupulous individuals who are looking for the chance to exploit innocent children.

- **Are Your Children In Danger Online?**
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The statistics of online abuse towards children are alarming. According to a survey conducted by NetAlert, nearly one child in every five using the Internet has been approached online by a stranger. Forty-seven percent of children have been exposed to material that is pornographic, sexually explicit, violent, hateful, or that encourages them to participate in dangerous or illegal activities.

One In Five Children Will Receive Sexual Solicitations Online

According to Highlights of the Youth Internet Safety Survey conducted by the U.S. Department of Justice, one in five children received unwanted sexual solicitations online; there are a growing number of pedophiles using the Internet to gain a child's confidence and arrange face-to-face meetings. These cyber criminals trap children by using spam e-mails, online messaging, children's chat rooms, and misleading domain names. If your child is using the Internet, you must take measures to educate and protect them from these dangers.

As part of my back-to-school newsletter edition, I've outlined 3 things you should be doing now to keep your kids safe online.

3 Ways You Can Protect Your Children Online

1. Install web and e-mail filtering software to prevent your children from viewing inappropriate material. We recommend using www.bsafeline.com. Not only will this prevent your children from visiting inappropriate web sites, but it will also stop inappropriate spam.

2. Talk to your kids about online safety and proper Internet usage. Set limits and guidelines about when they can go online, what they can do, and how long they are allowed to be online. Explain why it is dangerous for them to "chat" with strangers online or download suspicious looking files.

3. Give your children specific online guidelines or rules to follow when using the Internet. It's not enough to warn them about potential risks; pedophiles know how to cloak their identity and gain a child's confidence to arrange face-to-face meetings.

Require your kids to follow these rules online:

- I will not give out personal information such as my address, telephone number, parents' work addresses, or our e-mail address to anyone online.
- I will tell my parents right away if I see a web site, e-mail, or message that makes me feel uncomfortable.
- I will never send my picture to anyone online or upload my picture to any web site without my parent's knowledge and permission.
- I will never agree to meet someone face-to-face who I met online without my parents' knowledge and permission.
- I will not respond to any messages that are mean or that make me feel uncomfortable in any way. If I get a message like that, I will tell my parents right away so that they can contact the online service.
- I will never give my parents' financial information to anyone, especially their credit card information, bank account information, or social security number.

If you want more information on how to keep your children safe online or to report illegal, violent, or explicit acts towards children, go to www.cybertipline.com. This site

is run by the National Center for Missing & Exploited Children and is a great resource for parents, teachers, and guardians.

Do You Know the Difference Between a Virus, Worm, or a Trojan?

While viruses, worms, and Trojans share the ability and intent to wreak havoc on your computer, there are distinct differences between them. Understanding these differences can help protect you from becoming infected.



A computer virus is a malicious program that attaches itself to another program or file with the intent of spreading or replicating itself. Some viruses cause only mildly annoying effects while others can completely destroy your hardware, software, and files. Almost all viruses are spread by executable files attached to an e-mail. Unless you run or open the program, a virus cannot infect your computer. That is why you should NEVER open a strange-looking e-mail from an unknown source.

Like viruses, worms spread from computer to computer; but unlike a virus, a worm has the ability to take advantage of your computer's file or information transport feature to spread without human assistance. This is why worms are so dangerous.

Left unchecked, a worm could send out thousands of copies of itself from your computer, creating a devastating ripple effect. For example, many worms will access your e-mail address book and send a copy of itself to everyone you have listed. If it is able to install itself on the recipient's machine, it performs the same broadcast to everyone in their e-mail address book, and so on down the line.

Because of the copying process they initiate, worms use up system memory and network bandwidth causing Web servers, network servers, and individual computers to stop responding. In some cases, like the Blaster Worm disaster, a worm can actually allow malicious users to control your computer remotely.

A Trojan Horse received its name because of the way it tricks users into installing it on their computer. To an unsuspecting user, a Trojan Horse will appear to be useful software or files from a legitimate source. Once activated, the damage can be mildly annoying (like adding silly icons to your desktop) to outright devastating (deleting files and destroying information on your system).

In addition to damaging files and destroying information, Trojans are known for creating an entry point that allows outsiders to access your system and possibly even steal confidential, financial, and personal information. Unlike viruses and worms, Trojans do not reproduce by infecting other files and do not self-replicate.

What You Need To Do Now To Protect Yourself From These Threats

Since new threats are developed daily, it's important to stay vigilant about keeping your computer or network's security current. The most obvious line of defense is up-to-date virus protection that has the ability to scan and clean inbound and outbound e-mail messages. Next, make sure you have the latest security patches and updates installed for your operating system, especially if you are running Microsoft Windows. You should also have a software or hardware firewall installed.

Finally, modify your browsing habits. Do not click on pop up ads, download "cute" screen saver programs or emoticons, and never participate in peer- to-peer networks like KaZaa.

If you are a business owner, you need to educate your employees with an AUP (acceptable users policy) that outlines what they can and cannot do online and with company e-mail. In some cases, you may even want to implement web and e-mail filtering software that will prevent employees from accidentally or intentionally engaging in activities that could harm your company's network, security, and reputation.

Our PC Rx Takes All of The Guesswork Out of Protecting Your Network

Thanks to our new PC Rx Network Maintenance Plan, we can monitor and maintain your entire network to make sure it stays secure and running smooth 24/7. We've already had a number of our clients register for this program because the benefits are obvious:

- You gain all of the benefits of a full-time IT staff without the overhead or costs.
- You pay one low, fixed, monthly rate for all the computer support you need.
- You sleep easier knowing you have the most up- to-date protection available from viruses, worms, and Trojans.
- You greatly reduce or completely eliminate frustrating computer "glitches," crashes and performance issues.

To learn more about this program and to receive a FREE Network Audit, call our offices at 919-369-7800 or go online to: www.pcmedevac.com

"Signing up for your PC Rx program was one of the best decisions I've ever made. Now I don't have to spend time dealing with computer problems. I only wish I had learned about it sooner!" - **Name, Title, Company**

The Lighter Side: Good Advice and Observations

If you can't be kind, at least have the courtesy to be vague.

The real art of conversation is not only to say the right thing at the right time, but to leave unsaid the wrong thing at the tempting moment.

The easiest way to find something you've lost is to buy a replacement.

Did you ever notice that the Roman Numerals for 40 are XL?

If you can smile when things go wrong, you have someone in mind to blame.

Did you ever notice that when you put the words "the" and "IRS" together, it spells "theirs?"

Meet PC MedEvac's Client of the Month

Every month I choose one very special person to be my Client Of The Month. It's my

way of acknowledging them and saying "thanks" to those who support me and my business with referrals, word of mouth, and repeat business. This month's Client Of The Month is **Mid-Atlantic Crane**

Mid-Atlantic Crane, is an engineered, driven crane manufacturer, that built its reputation on serving the steel, paper, textile, injection mold industries, general contractors, municipalities, and a variety of other manufacturing companies.

Their specialty is in the design, manufacture, installation and maintenance of overhead cranes and runway systems.

You might be my next "Client Of The Month" watch for your name and picture here!

[More information about Mid-Atlantic Crane](#)

5 Cheap Ways To Bring Old Computers Up To Speed

Want to improve the speed and performance of your current network without purchasing new hardware? Don't despair! There are ways you can get more life out of your current computer network without investing serious cash into new machines for every employee.

#1. Add Memory. One of the most inexpensive and effective ways to improve a computer's performance is to install more RAM (random access memory). This is especially true if you are running newer applications that are soaking up your system's resources. Adding RAM will speed up the applications installed on your computer and allow you to open and run more programs simultaneously.

#2. Upgrade The Processor Or Add A Graphics Accelerator. If you are just looking for a little more "zoom," upgrading the processor or installing a graphics accelerator will give your computer the ability to process information faster and improve its overall speed.

In addition, the growing popularity of graphical and multi-media applications means that graphics accelerators have become more of a necessity rather than an enhancement. Most computer manufacturers now bundle a graphics accelerator with their mid-range and high-end systems, but if your machine is old, you may benefit from installing one.

#3. Perform Regular Maintenance. Computers, like cars, need regular maintenance to perform at top speed and reliability. At a minimum, you should run ScanDisk and the Disk Defrag Utility on your machines once a month. ScanDisk will scan for and repair problems on your hard drive. After running ScanDisk, run the Disk Defragmenter utility to reorganize your hard drive. This will make your applications and files load and run faster. Make sure you run these two utilities on both the server and desktop machines.

#4. Remove Spyware. One telltale sign that your computer is infected with spyware is slow, unstable performance. Spyware sucks up your system's resources to carry out its evil intent, slowing down your computer and even causing it to freeze and crash. I recommend using spyware cleaning software at least once a week to make sure your computer network stays clean.

#5. Disable Or Remove Unnecessary Programs Running In The Background.

Many computers have pre-installed software programs that automatically start and run in the background. These programs take up system resources and slow down speed and performance of your computer.

While these recommendations will certainly speed up your system, they aren't a miracle cure for a seriously out-of-date computer network. Just because a computer still runs doesn't mean you should keep it around forever. If your machines can no longer handle your daily demands, or if they constantly crash, freeze, or run painfully slow, then it's time to bite the bullet and upgrade your hardware and software. Fortunately, computer prices are constantly dropping and new technologies (like thin-client networks) can dramatically lower your overall IT costs.

Not sure if you can get more life out of your current computer or network? Want to know if it is time to upgrade? Give us a call! We'll be happy to review your network and discuss various options for upgrading on a budget.

Did You Know PC MedEvac does.....

You know what types of services we provide for you or your company, but did you know that PC MedEvac also provides these other services?

- General Network Repair and Troubleshooting
- Network Design and Implementation
- Disaster Recovery
- Virus Protection and Removal
- Network Security
- Remote Monitoring and Solutions
- Wireless Networking
- Thin Client Computing
- Storage and Backup Solutions
- and many, many more, just ASK!!!

Thinking About Buying a New Computer?



Worried about getting stuck with a bad deal? Not sure what features to look for? Concerned that you might end up buying the wrong machine? Stop worrying and become an educated buyer! Just E-mail me at matt@pcmedevac.com and I'll tell you what to look for, what to avoid, and how to get the best deal.

Plus, you won't have to deal with a pushy sales person who makes you feel dumb when you don't understand their techno-babble.

No hassles and no obligation.

Our Price: FREE

[email Matt@pcmedevac.com](mailto:matt@pcmedevac.com)

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web: <http://www.pcmedevac.com>

Free Computer Support

Put that checkbook away! We offer two free hours of computer support to all first-time business customers. If you have 5 or more PCs and need help troubleshooting a problem, eliminating spam or spyware, making your network more secure from viruses, or if you simply want a second opinion on a new project, give us a call. The first two hours are on us!

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