



# Doctors Orders

Blimey, it's May already!

It doesn't seem five minutes since we were all huddled around the radiators and fighting over who was going to repair the big games PC that had just come in. (mainly because it had 2x SLI graphics cards running at 75c. It was like juggling hot potatoes, getting those graphics cards out). Now it's May and the workshop is like a sweatshop and not only because of my pay scale. The radiators are scorchio and all those PC's running make you feel faint. It's enough to make you want to run away and join the Navy.

But apart from that, we have some interesting stuff for you this month. Intel's new i3 processor in a PC for under £500, is a first and we've got stock! Plus, the news that Microsoft is withdrawing support for some versions of Vista is sure to get recent purchasers wound up and rightly so.

Marian B sent me a tweet asking what the "Ask the Doctor" heading was on some newsletter pages. Well Marion, these are questions from customers that have a problem with their PC. They can ask our engineers any question by email and get an answer. Our engineers are a clever bunch of so and so's and if they don't know the answers to a question they will find someone who does. If you have a problem there is a link on our home page to "Ask the Doctors".

Also on our home page, the Microsoft Fix It link has been getting some praise from our customers. It seems it actually works! Not all the time, obviously, but definitely worth a try for free.

Our Boss was heard to mumble "Fix your PC for free on the Internet, don't know what the world's coming to".

Craig



<http://twitter.com/CraigtheTrainee>

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# Run multiple antivirus applications on one PC

## Ask the Doctor.

Conventional wisdom says antivirus tools don't work well together — so a PC should have just one antivirus program installed at any time. In most cases, that wisdom is still correct — but if you pick the right kind of software, there are ways to clean a PC with multiple AV tools.

## Is it OK to piggyback Antivirus applications?

Reader Steve, an amateur PC repairer, wants to use a custom suite of antivirus apps to thoroughly scrub a PC free of malware. But he's not sure how to do it.



"I do a lot of virus cleaning for home users. For the most part, I slave a user's hard drive to my computer and run my various AV tools on it.

"I would like to have two or maybe three AV engines installed on my PC at the same time so I can run all three of them one at a time, because I think we all agree that no AV engine is 100%.

"But AV tools don't play nice together. For example, running Sophos and Webroot together, or Norton with almost anything else, locks the computer up tight. Any thoughts on this subject?"

Full-time AV apps don't work well together because each one integrates tightly with the Windows operation system. Having multiple AV tools simultaneously hooked into the OS — intercepting calls to disk drives, networking subsystems, and other system components — can cause major problems. In some cases, as Steve says, it'll lock Windows up.

Disabling an AV tool's top-level, user-controllable elements is not enough. Its low-level components remain in place — in some cases, still active and still able to interfere with other AV software you might install.

The solution, Steve, is to use AV tools that are not meant for full-time use. When you need additional cleaning, I suggest you try one or more of the free online scanners — tools specifically designed to search and clean systems that may be infected. More or less standalone, they don't need to hook deeply into your OS.

I use these AV scanners:

Microsoft's OneCare Safety scanner <http://onecare.live.com/site/en-us/default.htm>

Eset's Online Scanner <http://www.eset.com/online-scanner>

TrendMicro's HouseCall Free Online Virus Scan <http://housecall.trendmicro.com/uk/>

I'd be remiss if I stopped here, Steve. I think you need more protection than AV tools alone provide — you're plugging a known-infected disk into your system!

At a minimum, minimize any interaction between your PC and the infected disk. For example, disable any apps on your system that automatically maintain a disk index — search tools (Windows Search, Google Desktop, etc.), photo album tools (Picasa, etc.), and so on. If you leave them running, they may discover the new drive and access its files to index what's there. That may be enough to infect your host PC.

And I'd go one step further. Set up a virtual PC (VPC) with networking disabled and no shared drives. Do all the disinfecting from this isolated, virtual system. If any malware gets loose, it'll remain trapped inside the VPC.

This is a long answer to your question, Steve, but you're doing something potentially hazardous to your PC, so it's important to play it safe.

It's also important to reiterate that, in most cases, running two or more full-time AV tools is bad idea.

But there are exceptions to every rule. The standalone scanners listed above work fine alongside standard AV tools.

# Microsoft decision puts public libraries at risk

Millions of people depend on libraries, Internet cafés, and other public locations for their connection to the Internet, and keeping these points of access safe from hackers is especially difficult. Recently, however, Microsoft has made that challenge even more difficult for many public places.

The company announced it would not upgrade the free application, SteadyState, to Windows 7 compatibility, angering many of the folks who manage public-access PCs. People who manage library PCs say they don't have money to pay for third-party products that protect public PCs from malware and malicious users.

People who manage public computers face daunting security and anti-malware threats. Microsoft acknowledged this fact when it introduced Windows SteadyState, an add-on for Windows XP and, later, Vista.

SteadyState essentially resets a computer whenever a user signs off, thus protecting his or her identity and data. It lets administrators restrict how users can interact with the computer — administrators can, for example, block access to programs, Web sites, the Control Panel, and disk drives.

SteadyState can also set time limits on user sessions and when a user logs off, a feature called Windows Disk Protection erases all changes, ensuring a consistent user interface.

However, not only is SteadyState incompatible with Win7, Microsoft says it has no plans to introduce a Windows 7-compatible version. That's leaving some IT managers scrambling for replacement technology and others vowing not to upgrade to Windows 7 at all.

As a Microsoft partner we asked Microsoft to comment. They provided, an e-mail response attributed simply to "a Microsoft spokesperson."

"Microsoft is always investigating customer requirements and continually explores opportunities to meet customer needs in product offerings. Part of that process is prioritizing features we put into our products and making tradeoffs on what to support.

"For many organizations, the use of Group Policy and System Restore functionality provides the ability to manage and reset their PCs as needed; as a result, Microsoft will not be updating Windows SteadyState to support Windows 7. Organizations that require the extended functionality beyond what is offered within Windows 7 should explore third-party products which provide comparable functionality to Windows SteadyState."

Using Group Policy and System Restore is not practical in a public, kiosk-PC setting. SteadyState treats each computer as a self-maintaining, autonomous system.

Microsoft still maintains the SteadyState Web site, which lauds the tool's virtues for shared Windows XP and Vista PCs — not just in libraries but also in Internet cafés, schools, and even homes.

## A product developed in the public's interest

SteadyState is descended from the Public Access Computer security software developed in the early 2000s by the Bill and Melinda Gates Foundation. It was part of the founda-

tion's ongoing drive to put computers into schools and libraries.

In 2005, Microsoft picked up the torch with the release of the Shared Computer Toolkit and then followed with SteadyState in 2007 for Windows XP.

As Microsoft's statement on SteadyState suggests, there are other tools available for managing shared computers. At least one blog poster said he was able to install SteadyState on Win7 systems by using the new operating system's Vista or XP compatibility mode. But at this time, it's not known whether all features — particularly Windows Disk Protection — will work.

Third-party solutions, such as Faronics' Deep Freeze, <http://www.faronics.com/en/default.aspx>

don't appeal to cash-strapped educational institutions, which are already spending considerable money upgrading to Windows 7. Faronics does offer libraries and non-profits discounted volume licensing rates that lower the price per PC from the advertised £22.50.

## Protecting yourself when using public PCs

What about people who use PCs in public places? A lot depends on what the PC will let you do — which you might be able to determine only by trial and error. Unfortunately, there is no visual cue to alert the user of what type of security the machine is using, unless the person is pretty tech-savvy and knows what to look for.

### Tips for using public PCs include:

Check how the PC is set up. What operating system is it using? It shouldn't let you poke around in the system settings such as the control panel and user accounts. Ironically, the less you can do on the PC, the better — it's well-locked down.

You might even look behind the machine for any keylogger devices attached to the keyboard cable, where it plugs into the PC.

Avoid tasks such as online banking and credit card purchases that might leave sensitive information behind. But if you must do so, uncheck any box offering to remember your information and change your passwords as soon as you are on a PC you know is secure.

If you have access to browser options that let you clear the cache and wipe out cookies, you should use them. The best systems warn you that they will clear stored information such as cookies when you exit.

If you need to save a document, it's up to you to bring a flash drive to store it on — or e-mail it to yourself and then delete it from the public PC. Be sure to empty Windows Recycle Bin.

Take similar precautions when using public Wi-Fi networks. For example, log into a user account without administrative rights when browsing on a public Wi-Fi network. You don't need admin rights just to browse the Web, create a document, and do e-mail, especially at a public wireless hotspot.

# MS Calculator won't remember window position

## Ask the Doctor

A customer is frustrated with XP's Calculator applet.

"I seem to remember from a previous newsletter that any window, when shut down, remembers its size and position the next time you open it. This techniques did not work with my XP calculator.

"The built-in Calculator always opens in the upper-left quadrant of the monitor. I would much prefer the Calculator to open in the lower right of the monitor. Is there a way of doing this?"

XP's Calculator is one of those poorly coded apps that is not alone. Its "remember window position" function simply doesn't work. Never has. Never will.

Vista's version retained this limitation, even while having an updated look and feel.

But the good news is, it's fixed in Win7 — Calculator finally remembers its size and location! So when you eventually move to Win7 or beyond, your calc problem will go away.

Meanwhile, any of several free, third-party, replacement calculators should do the trick. Moffsoft.com's FreeCalc <http://www.moffsoft.com/freecalc.htm> is a great one to try. A quick Web search will show you dozens of other calc alternatives, too.

## My new computer has too much RAM?

### Ask the Doctor

In all the years I've covered personal computers, I've never, ever, had a letter like this one:

"I recently purchased a new computer with a 64-bit processor and 12GB of memory. The problem is that the computer never uses more than 2GB. A memory monitor never goes above 20%. Could you do an article on configuring Windows 7 to maximize the use of all available memory?"

12 GB of RAM? Wow!

I hope this doesn't disappoint you. I think your system is operating fine — you simply have way more RAM than you currently require.

The amount of RAM you need at any given moment is determined by the software you're running. You say your memory monitor typically shows around 2GB of RAM in use. That sounds about right for a normal mix of consumer software.

For comparison, I'm writing this reply on a 32-bit Win7 notebook with 4GB of RAM. It's a normal workday, and I'm currently running 12 apps (including two browsers with a total of 9 tabs open) and 37 major processes. I'm using 1.4GB of RAM, roughly the same ballpark as you. (Remember that 64-bit code itself takes somewhat more memory space than 32-bit; that alone could account for much of the variance in our respective systems' memory use.)

In both our systems, unused RAM is available on an as-needed basis, to be employed only when we run software requiring more memory. If your system needs only around 2GB of RAM to accomplish your normal tasks, there's no easy way — or particular benefit — to try to make those same tasks use more RAM than they really need.

But you can use the "extra" RAM for new tasks. For example, you could set aside about 6GB of RAM for a RAM drive. This won't do much for routine operations, but disk-based operations run much faster on a RAM drive than they do on spinning platters.

For example, while writing to CDs or DVDs, most burning apps use a buffer to cache the data. Putting the buffer on a RAM drive should speed up the copy portion of the operation.

SevenForums.com has a good article, "How to make a RAM drive in Win7 64." It may spark ideas on how to use your unused RAM. Just remember that a RAM drive goes away when the PC is shut down — it's not for longer-term storage.

Beyond that, there's not much you can do to modify the amount of RAM your setup actively requires. Use 64-bit apps where you can, and they'll automatically use as much of your abundant RAM as they need. (For more on 32- vs. 64-bit computing, see "Choosing between 32- or 64-bit Windows," in last month's newsletter.)

By the way: Someone might tell you to set your pagefile (or swapfile) to the smallest-possible size, forcing Windows to use more RAM to run itself and your apps. However, with Vista and Win7, doing so could lead to instabilities and crashes, according to some online reports. (If you try this, back up your system!)

It will probably be many years before most of us will need 12GB of RAM for normal PC tasks. So think of it this way: you're way ahead of the game!



# When streaming video stutters and stops

## Ask the Doctor

Watching streaming video on your PC is great — until poor computer performance or a slow network turns it into an unwatchable mess. But it doesn't have to be that way. Frequent pauses, video breakup, stutters, and hangs can often be eliminated with some simple fixes.

## Unplugging streaming video bottlenecks

Brian, a local video fan ran into a problem that we all encounter from time to time.

"When I attempt to play streaming news or television videos, my computer pauses every few seconds. This is continuous through the end of the video. How can I go about correcting this problem?"

There are usually two reasons for erratic video playback: simple system overload or Internet connection problems — sometimes both.

When a PC is juggling too many things at once, it may no longer support the high demands of video playback. Your video then pauses, stutters, breaks up, or drops to a lower resolution.

That fix is simple: shut down all unneeded apps while you're watching streaming videos. Especially avoid any software that makes heavy use of the PC's Internet connection, CPU, or hard drive.

If you can, reduce the size of the video window — or temporarily switch your PC to a lower resolution. With fewer pixels to manage on the screen, your PC and its video player app may have less trouble keeping up.

Make sure your PC is set to High performance or Presentation mode in the Windows Power Options control panel. Most, but not all, PCs allow some level of performance management. For more information on using Windows power management, see:

XP: Microsoft's article, "Configure Windows XP power management"

<http://www.microsoft.com/windowsxp/using/setup/maintain/powermgmt.mspx>

Vista: DotNetCurry.com's page, "Changing power options in Windows Vista"

<http://www.dotnetcurry.com/ShowArticle.aspx?ID=158&AspxAutoDetectCookieSupport=1>

Win7: SevenForum.com's text, "How to change the power plan settings in Windows 7"

<http://www.sevenforums.com/tutorials/778-power-plan-settings-change.html>

Vista and Win7: Microsoft's power plan FAQ

<http://windows.microsoft.com/en-US/windows-vista/Power-plans-frequently-asked-questions>

Your Internet connection can also cause poor streaming video performance. When a playback app eats bytes faster than the Internet can deliver them, the app pauses to let the local video cache (the buffer) refill.

Sometimes, software is at the root of poor Internet performance. For example, XP's default networking parameters were set more than 10 years ago (when XP was being designed). These default settings are out of date for many high-speed setups today.

The solution is to tune XP's Internet settings. The free SpeedGuide TCP Optimizer software (download page <http://www.speedguide.net/downloads.php>) can help you determine the best Internet settings for your particular setup.

Similarly, DSLreports.com's site <http://www.dslreports.com/tweaks> offers free tools for testing and tweaking DSL and other broadband connection settings on XP systems.

Some Web sites offer similar tune-ups for Win7's and Vista's networking. Don't bother! Win7 and Vista dynamically alter their networking settings by monitoring local conditions and speeds. (See the Microsoft Technet article [http://technet.microsoft.com/en-us/library/dd379523\(WS.10\).aspx](http://technet.microsoft.com/en-us/library/dd379523(WS.10).aspx) on Win7's "Next generation TCP/IP architecture.") It's unlikely that you can tune Win7's or Vista's Internet settings any better than they tune themselves.

If the problem's none of the above, then you're probably maxing out your connection's fundamental download speed. No software fix can help with that — you need to upgrade to a faster ISP service.

Your LAN hardware may also need an upgrade. Wi-Fi connections fall back to slower data rates when the signal strength is low. Upgrading old 802.11b/g Wi-Fi hardware to newer, faster, and higher-power equipment (802.11n) can improve video streaming.

We stock the latest "N" series (802.11n) high power routers and adapters at our Northampton surgery.



Linksys "N" series router complete with "N" series USB adapter for your PC £82.49.

# 10 Simple Google Search Tricks

Here are 10 of my favourite little tricks you can use to get more out of a simple Google search. If you are searching for say, giraffe, you can add an extra word or words known as an operator, to tell Google how to deal with the search words. For example: -

1. Use the "site:" operator to limit searches to a particular site. I use this one all the time, and it's particularly handy because many site's built-in search tools don't return the results you're looking for (except our own site, where the search engine is of course excellent). If I'm looking for BBC posts about giraffes, for example, I could try this search: **giraffe site:bbc.com**.

2. Use Google as a spelling aid. Entering a word into Google is a quick way to see if you have the right spelling. If it's incorrect, Google will suggest the correct spelling instead. Additionally, if you want to get a definition of a word, you can use the "define:" operator to return definitions from various dictionaries (for example, **define: giraffe**).

3. Use Google as a calculator. Google has a built-in calculator — try entering a calculation like  $110 * (654/8 + 3)$ . Yes, your computer also has a calculator, but if you spend most of your day inside a browser, typing your calculation into the browser's search box is quicker than firing up your calculator app.

4. Find out what time it is anywhere in the world. This one's really handy if you want to make sure that you're not phoning someone in the middle of the night. Just search for "time" and then the name of the city. For example, try: **time Moscow**

5. Get quick currency conversions. Google can also do currency conversion, for example: 100 pounds in dollars. If you would like to convert minor currencies, be sure to be specific about the country. So, if you want to find out how many nuevos soles your pound might buy, you could try: 100 pounds in Peruvian nuevos soles.

6. Use the "OR" operator. This can be useful if you're looking at researching a topic but you're not sure which keywords will return the information you need. It can be particularly handy in conjunction with the "site:" operator. For example, you could try this search: crocodile OR alligator site: www.youtube.com

7. Exclude specific terms with the "-" operator. You can narrow your searches using this operator. For example, if you're looking for information about X Factor but don't want anything about Dannii Minogue, you could try: **"x factor" - Minogue**

8. Search for specific document types. Google can search the web for specific types of files using the "filetype:" operator. If you're looking for PowerPoint files about giraffes, for example, you could try: **giraffes filetype:ppt**

9. Search within numerical ranges using the ".." operator. Say, for example, you want to look for information about Olympic events that took place in the 1950's, you could use this search: **Olympics 1950..1960**

10. By default Google will search for each word that you supply e.g. Tall Giraffes will find pages dealing with the word Tall and the word Giraffes. To search for **"Tall Giraffes"** just put the whole phrase in quote marks.

Clicking the Advanced Search link in Google will give you a lot more options including 10 topic specific search engines including Book Search and News Archive search. News archive search can automatically create timelines which show selected results from relevant time periods.

## Adobe turns automatic updating on for Acrobat

In the past, Adobe would only offer updates to its Acrobat application when the program was launched. I might go for weeks without getting a much-needed update. Now, with Adobe version 9.3.2, there's a new update-alert box (circled in yellow in Figure 3) that prompts you to install patches.



**Figure 3. Adobe's new update alert icon in the Windows tray.**

**What to do:** Even if you don't have auto-alert installed, you need to ensure that your PDF reader or writer is up to date. Launch your Adobe app, go to Edit/Preferences, and review the settings in the Updater section. See if you've chosen one of the following (I recommend the second choice):

- 1) Automatically install updates
- 2) Automatically download updates, but let me choose when to install them
- 3) Do not download

Check your Adobe version by launching the program and clicking Help, About to confirm you're on version 9.3.2 or 8.2.2.

If you're running a competing app from Foxit rather than Adobe, check that you're on Foxit version 3.2.1, which was released on April 1.

# Microsoft Kills Support for Early Editions of Vista

Microsoft has announced that it will no longer provide support for the first retail version of Windows Vista, which was released to manufacturers (this version commonly called RTM). The move is intended to force early adopters of Windows Vista to upgrade their systems using Vista Service Pack 1 or 2.

End of support means that customers can no longer receive support benefits from Microsoft and will need to upgrade to a supported service pack (Windows Vista SP1 or Windows Vista SP2) to continue receiving security updates, hotfixes or assisted support from Microsoft."

## Having an Up To Date Operating System is Critical

For most users, the upgrade to Vista Service Pack 1 or 2 will have taken place automatically. That said, there are some users who purposely ignore security updates because they don't understand the security implications.

Those least likely to have made the upgrade are corporate businesses that see the upgrade process as long and costly (in terms of rolling out the update to all machines affected). IT managers for firms not sure about the move to Vista SP1 or SP2 should contact Microsoft support for more information.

Microsoft has added that it will not cut the "Up To Date Discount Program" intended to help businesses deal with the cost of upgrading to a supported operating system, which will run through to July 2010.

## End of Support: What it Means

Microsoft's termination of support for un-upgraded versions of Vista means that users will be at the mercy of hackers interested in exploiting parts of the operating system which have not been patched.

"In the event that you encounter an issue/outage in your environment on an unsupported product, our engineers may not be able to help resolve this until you have upgraded to a supported level," noted Microsoft's Eric Ligman, who added that upgrading to Vista SP2 should be approached as a "bare minimum" towards maintaining system security.

It is for the same reason above that it is not recommended to run any version of Windows that is not supported by Microsoft, including Windows 95, 98, NT, ME, and 2000.

To check that you have service packs installed on your Vista PC, right click "Computer" and click "Properties". The General tab will give you the Windows version and which service pack is installed. If it doesn't mention service packs - then you don't have any!

I would suggest always updating to the latest service pack (presently SP2) even though it is a large download and takes a while to install. Your PC will thank you for it in the long run by shrugging off the majority of malware that gets thrown at it.

# Microsoft Works is Dead Long Live MS Office Starter

The latest version of Microsoft Office version 2010 (full product to be released next month) comes with a free version called Office starter edition and is designed to replace the bundled Microsoft Works on new PC's.

We have never had a very high opinion of Works, except for Works Suite which strangely, although having an integrated word processor, came bundled with Microsoft Word.

The Works integrated applications all had obscure file extensions that, even Microsoft Office couldn't open until version 2007.

Many customers buying a new PC couldn't believe it when sending a MS Works created letter as an email attachment, the receiver was unable to open it in Word. This incompatibility is the main reason that we supply Open Office with all our new PC's and laptops. Although Open Office has its own set of file extensions, it can be configured to save documents with Microsoft Office file extensions for compatibility.

Don't get too excited about the free Microsoft Office Starter. Details are still a bit sketchy, but it looks like a severely cut down version with no macro support and advertising on the page.

Outlook is also missing from the line up so a good alternative to Windows live for emails is still missing. It remains to be seen whether this limited functionality will be enough for most customers.

As we have at least one customer that was using WordPad to compose his letters before we talked him into the free Open Office, I suspect MS Office Starter will be OK for lots of people.



Microsoft will allow us to install it on all new PC's and laptops hoping that you will fall in love with it and want to purchase the more advanced versions.

A new feature is "Office-to-Go" which will allow you to save your Office starter programs and documents onto a pen disk. You can then open Office Starter and your documents on any windows PC even if MS Office is not installed on it.

It looks like Microsoft has finally got fed up with Open Office taking its market share and decided to do something about it.

They could have done this years ago by dropping the price of Office to around £25 and totally cleaned up, but then that's not the Microsoft way!

**Note:** MS Office 2010 Beta (Test version) is available for download and even at this late stage is clunky. This will self destruct soon after the full version release and require uninstalling before the retail version can be installed. But if you want to try it go to: <http://www.microsoft.com/office/2010/en/default.aspx>

# Business Identity Theft: What is it and How Can I Avoid It?

We've all heard the scare stories about identity theft – sales of home shredding machines have risen since the issues have been highlighted, and we're all getting savvier about protecting our personal data, passwords and important documents. But how does this advice translate to businesses?

## What is Business Identity Theft?

Business Identity theft is exactly the same in essence as personal identity theft, although in some cases the amounts of fraud involved can understandably be that much higher. A Business Identity Theft happens when scammers get hold of enough information about you and/or your business to be able take on your business identity and use it to get hold of credit, goods and services. It's a widespread fraud and one that all small businesses (and large ones) need to be sure that they take steps to avoid.

## Personal Information Security

To scam-proof your business, it's vital to set a security policy that's adhered to at all times by yourself and your employees. Have a set of strict guidelines in place that set out the types of personal information that must never be revealed, especially by e-mail or electronic communication.

### Basic rules include:

Always keep the personal details of employees or the businesses financial details out of emails.

Be suspicious of any e-mails from sources you don't recognise – and have a good spam filter in place.

Never open attachments, or click links in e-mails from people or businesses you don't know.

Make sure that you report any suspicious emails to the appropriate authorities - Trading Standards, Business Link or in some cases the police.

If a fraudster can get hold of enough information about your business, they could obtain a corporate credit or debit card and spend your money without you knowing about it – so all of these measures are vital parts of your staff training.

## Company Hijacking Scams

In recent years, scammers have worked out how to get hold of complete corporate identities – the scam is called 'company hijacking' and it's a serious fraud which is said to cost an estimated £50 million a year. The reason that fraudsters manage to get hold of this information is because businesses are able to get forms from Companies House that change important details about a business, including the registered address, the company secretary or director.

As you can imagine, if this happens to your business it can lead to some pretty horrendous problems, when the newly appointed 'directors' of your business apply to open new bank accounts, run up overdrafts and credit in your business name, or have goods delivered to the 'new' business address. It can leave your business with debts, and a ruined credit rating.

There is a way that this sort of scam can be avoided, and that's by using the Companies House Protected Online Filing (PROOF) electronic filing scheme. You can find out more information about this from the Companies House website. Frighteningly, Companies House says of the 500,000 paper documents each month, around 50 are fraudulent. They simply don't have the manpower to be able to check every change of personnel or address with the previous company secretary, so when these forms are lodged, even by fraudsters, they are taken at face value.

## The Latest Business Identity Scam

As if that didn't make it hard enough, it's also been reported that recently scammers have been calling businesses, posing as officials from Companies House to ask them to verify their passwords. As any Internet savvy individual knows, you must never ever give out password details over the telephone, and no reputable organisation would ever ask you to do so. The same applies if you receive an e-mail asking you to 'log in' to the site using a link contained in the e-mail. This is Phishing and is exactly the same as the Phishing e-mails that are sent from bogus banks asking you to log in.

Companies House state that they never contact companies by telephone asking for passwords or similar information.

# New i3 PC Bargain for under £450



Intel's new i3, i5 & i7 range of processors is destined to take the PC market into new levels of performance.

ZooStorm's new i3 PC's using, naturally enough the i3-530 processor shows what the i3 can achieve without breaking the bank.

We have had one on test for the last month prior to its release and all our engineers have been impressed by its performance and stability, from day one.

Don't get me wrong, this is no out and out games machine, although with the optional GF graphics card it will give some performance PC's a run for their money. No, ZooStorm has used the extra processor power to future proof the PC so that in three years time it will still be able to cut the mustard with the latest software, something that many entry level PC's based on lesser processors will not be capable of.

The Windows Experience Index in 64 bit, Windows 7 shows a rating of 4.9 which is amazing for this price bracket and we would expect an increase of 1.5 with the graphics card option so you can actually see the value for money in this PC.

The HP and Dell i3's already released are selling for over £550 but amazingly the ZooStorm retails at £449.

The optional gaming Graphics card is a GeForce 9800 GT with 1Gb of GDDR3 RAM, Dual DVI output & HDCP. This costs an extra £99.99 .

The full specification for the i3 is: -

**Processor** •Intel Core i3-530 Processor 2.93GHz, •4MB Cache

**Memory** •4GB DDR3 1333MHz •Memory Slot: 2 x DIMM

**Hard Drive** •500GB SATA II

**Optical Drive** •Super multi DVDRW

**Software** •Operating System: Microsoft Windows 7 Home Premium 64 bit

**Display** •Monitor Not Included

**Graphics** •Intel HD Graphics

**Networking** •Network Interface: 10/100/1000 LAN, Realtek® RTL8111B

**Dimensions** •Width 450mm •Depth 180mm •Height 360mm

**Interfaces** •1 set 7.1 channel Audio jacks (6 jacks) •1 x PS/2 keyboard port •1 x S/PDIF •1 x Serial port •6 x USB 2.0 ports •1 x RJ45 LAN port •1 x DVI port •1 x HDMI port

**Warranty** •1 Year return-to-base parts and labour warranty to Computer Doctors Northampton.

As with all our new PC's we don't let it out of the shop without antivirus, anti-spyware and Office suite. As well as 1 months free trial of our popular Remote Repair and Support service. Even if you don't want to subscribe, you get all the support you need in the first month while setting up and adding programs etc. Although for just £6.99 per month (£9.99 for business) most purchasers quickly realise what a bargain it is.

## Last Month's Competition Winner



The winner of last months all-in-one printer with super affordable ink cartridges was Mr Sefton of Northampton.

## This Months Competition



### Seagate 500GB eSATA External Hard Disk

This months competition prize looks just like any ordinary, external hard drive, but this is the Ferrari of the external drive world. It connects not to your USB port, but to a dedicated e-SATA port which transfers data 5 times faster than USB. If you don't have a e-SATA port on your PC, our engineers will fit one for you for free.

The link right is a review of the drive, where they give it 10/10 for performance but only 8/10 value for money.

But this one is FREE so you don't have to worry!

<http://www.trustedreviews.com/storage/review/2006/11/16/Seagate-500GB-eSATA-External-Hard-Disk/p1>

Don't think that you have no chance of winning. Our competition is only open to people in our catchment area (\*see below) so give it a try, you never know, yours might be the only winning entry. You don't have to be an existing customer, so if you don't want to enter, be nice to your friends and help them with the answers.

As usual there are a few easy questions to answer but all the answers are on our website. **Good Luck**

[www.computerdoctors.co.uk/competition](http://www.computerdoctors.co.uk/competition)

If you are telling a friend to enter, make sure that they live in the postcodes below so that we can install at their home.

\*NN1 – NN18, NN29, MK19, MK40 – MK46, LE16.

Competition ends 25th May 2010

## Contact us

Computer Doctors Ltd  
Unit 12 Blackthorn Ind. Est.  
Blackthorn Road  
Northampton  
NN3 8PT

If this has been passed to you from a friend and you would like your own regular copy, just go to:

[www.computerdoctors.co.uk/newsletter](http://www.computerdoctors.co.uk/newsletter)



Map to our Northampton Workshop  
[www.computerdoctors.co.uk/pages/map.htm](http://www.computerdoctors.co.uk/pages/map.htm)

### General information & to book a call out

Tel: 01604 411 444 (9-6 Mon-Fri, 9-1 sat)

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Fax: 0872 115 5359

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### Technical Support

Free: [tech@computerdoctors.co.uk](mailto:tech@computerdoctors.co.uk)

Remote: [www.computerdoctors.co.uk/care](http://www.computerdoctors.co.uk/care)

Web: [www.computerdoctors.co.uk/pages/askthedoc.htm](http://www.computerdoctors.co.uk/pages/askthedoc.htm)

### Email test Facility:

[mail.computerdoctors@keme.co.uk](mailto:mail.computerdoctors@keme.co.uk)

