

Insider tips to get the most out of your com-

## How To Protect Your PC From Mother Nature

### Inside this issue:

Protecting Your PC From Mother Nature	1
Get Free Spyware Scanning & Removal During August	2
FREE USB Jump Drive	3
New "Computer Freedom" Program Eliminates PC Problems	3
Computer Question of The Month	4

August is bad weather month here in the CITY and it's not uncommon for a severe storm to hit without warning.

That's why protecting your PC and printer with a surge suppressor is more than a good idea—it's an absolute must.

While a home circuit breaker can protect some of your appliances, they were not built to protect the sensitive electronic equipment in a computer. If a high electrical surge hits your PC, it could fry your motherboard and CPU in seconds causing you to lose data AND the use of your computer.

The biggest mistake most home users make is thinking that their power strip will protect them, when in reality, it won't. To adequately protect your sensitive electronic investments, you need a quality surge suppressor designed to handle the job.

**There are main 2 things to look for in a surge suppressor.**

First is response time. This is the amount of time it takes this device to react to a power surge. This should be 10 nanoseconds or less. Any longer

*Continued on page 2...*

### Can't Get Pictures in HTML E-mail Messages? Here's Why...

**I recently had a few clients complain that they couldn't send pictures in the body of e-mail messages after updating their e-mail client from Outlook Express to Outlook 2003.** This is due to a new security setting in Outlook designed to protect you from spammers.

These clever cyber crooks include graphic files in spam e-mail messages because it requires you to download the graphic from their server to open the message, thus verifying that your e-mail address is valid EVEN IF you don't respond. By default, Outlook 2003 blocks automatic download of pictures.

The blocked pictures will be represented by a small box with a red X. You can download the pictures in a particular message by right clicking the red X and selecting to download the picture. You can also change this setting for all messages so that all pictures will be downloaded. To do that, in Outlook click Tools | Options and go to the Security tab. Under "Download Pictures" (just past the middle of the page), click the button that says Change Automatic Download Settings. Uncheck the box that says Don't Download Pictures or Other Content Automatically in HTML E-mail.

Another solution, if you only want to get pictures from certain senders, is to place those senders in your Safe Senders and Safe Recipients list. To do this, click Tools | Options and click the Junk E-mail button. Click the Safe Senders tab, click Add, and enter the e-mail address of the sender from whom you want to receive pictures in the body of e-mail messages.

### *Protecting Your PC From Mother Nature Continued...*

and you run the risk of damaging your PC.

The second thing to look for is the amount of energy it can absorb and dissipate before it blows, measured in joules. I recommend at least 800 joules or more.

Another feature to look for is a failure indicator light. This light will come on when the suppressor is fried and no longer protecting your computer. Most surge suppressors will have this.

If you are using a dial-up modem, be sure the suppressor blocks electricity that can come in from the phone lines. If you have a fax or cable line, make sure the suppressor you chose handles those too.

You also want to make sure the suppressor you choose meets the UL 1449 specifications (this will be listed on the box).

There are three levels of protection: 330, 400 and 500. This number refers to the maximum voltage that the suppressor will allow to pass through the line. The lower the number, the better off you are.

Finally, unplug your PC and all computer equipment, telephone, and modem lines during a lightning storm.

This is the ultimate protection against sudden and devastating power surges.

### **Need Help In Choosing A Surge Protector For Your Computer?**

If you want to make sure you are getting the right surge protector for your PC AND setting it up properly, give me a call.

I carry surge protectors in the shop and would be happy to answer your questions and help you chose the right one. I'll also show you how to set it up.

**Call: 414-431-8599**

## **Stop Cyber Criminals From Stealing Your Personal & Financial Information!**



**Order any computer repair service this month and receive FREE spyware detection and removal!**

Stop advertisers from spying on you, stealing confidential information, and using your own computer to send you unwanted spam and pop ups! Bring your computer in (or schedule an on-site visit) for any type of service this month and I'll perform a complete check and cleaning of all spyware software.

**Offer Expires August 31st, 2005**

## **Get A FREE USB Jump Drive**

**Store, Transfer, and Carry Your Data With You Wherever You Go!**

Refer a new customer to Country Computer and we'll give you a FREE Lexar Media's JumpDrive as our way of saying thanks!

This cool little USB drive is small in size but not in capacity. This 128MB JumpDrive holds as much data as approximately 90 floppy disks! Share photos, files, and bring work home effortlessly. You



can even use it as a quick back up system. All you need is a USB port on your computer, no driver installation required (for Windows XP).

**Keep Those Referrals Coming!**

# My New “Computer Freedom” Program Is Designed To Protect Your Computer From Viruses, Hackers, and Spyware While Eliminating Sluggish Performance, Crashes, And Other Computer Problems

Just like your car, a computer needs regular maintenance to keep it running smooth. Neglect critical maintenance and you can end up with viruses, lost files, slow performance, crashes, annoying error messages, or even a complete break down that could cost you hundreds of dollars in repair bills or a new computer!

Now, thanks to a new computer maintenance program we call our “Computer Freedom” program, you can avoid expensive repair bills while keeping your computer running like new and your irreplaceable files safe from loss.

## 3 Big Reasons Why You’ll Want To Sign Up For “Computer Freedom”

**Reason #1:** The low monthly rate will cover **ALL** computer problems, questions, maintenance, and support with **no surprises**. You can choose from 3 easy plans ranging from simple phone or online support with a periodic cleaning, to full coverage of support and labor charges, maintenance, updates, etc. We’ll even install any new hardware or software that you purchase through Great Gates Technology for FREE.

**Reason #2:** You’ll get **all the technical support you need** including a 24-7 help desk hotline so you can get fast answers to your computer questions anytime, anyplace. You can bring in your computer **as often as needed**, we’ll take care of it.

**Reason #3:** You’ll have the **complete peace of mind** that your irreplaceable files are protected against viruses, hackers, and loss. Let’s face it—the information contained on the hard disk is **FAR MORE** valuable than the disk itself. Isn’t it about time you got serious about protecting it?

## Our 100% “You Can’t Lose” Money Back Guarantee

Try this service out for one full month. If you are not completely convinced this program is going to help you reduce or eliminate the number of computer problems you are experiencing, while saving you money, cancel the service and you won’t owe us a dime more.

## Here’s What Our Customers Are Saying:

“Unlike the big computer stores and repair shops, Cherrina really cares about her customers and it is apparent in everything she does. I love that I can get a hold of her when I need her and that she only recommends what best for me – not her wallet.” – Dawn Blaha, Home User

“We’ve trusted Cherrina to support our computer network for over 4 years now and wouldn’t think of using anyone else. If you want someone who is very knowledgeable, quick to respond, AND that really takes care of you, then give her a call. You won’t be disappointed.” – Rik Meyer, optek-Danulat, Inc.

**For Complete Details And Pricing,  
Contact My Office At: 414-431-8599**

**Plans  
Starting At  
\$19.95 Per  
Month!**

**Great Gates Technology**  
**4230 N Oakland Ave**  
**Suite 231**  
**Shorewood, WI 53211**  
**414-431-8599 phone**  
**414-431-7550 fax**

## Services We Offer:

- PC repair and troubleshooting
- Printer repair and troubleshooting
- Disaster recovery
- System back ups & data protection
- Virus protection & removal
- Network security
- E-mail & Internet setup help
- Custom built PCs
- Wireless networking
- Consulting & remote support
- One-on-one computer training

### Attention Small Businesses:

Get all of the computer support you need without the expense of hiring a full time IT staff. Ask about our Small Business Computer Support Program.

## Computer Question of The Month: What's That Strange ~ File On My Desktop ?

**Q: I keep having a strange file (~) appear on my desktop. I've deleted it once but it came back. Do I have a virus? Could it be spyware? How do I get rid of it?**

A: Although it may appear to be a virus or a spyware file, it's actually a legitimate Microsoft file.

This appears when an Outlook Express 5.5 or 6 user downloads the cumulative security patch outlined in Microsoft's Knowledge Base article 330994.

This patch is a necessary security update that prevents malicious hackers or viruses from executing code on your computer.

This update also creates backup copies of your address book and saves the file as "~". This back up is created automatically by Outlook Express whenever something is added or changed.

The default name of the backup file is `<username>.wa~`, where `<username>` is the name of the current user (you).

The renamed file appears in the same directory as the shortcut used to launch Outlook Express. Most often this is the desktop, which is the reason why you see it there.

If you delete it, it will come back on it's own whenever Outlook automatically creates a back up of your address book.

You can continue to delete the ~ file without any ill effects, but it will leave you without a backup copy of the OE address book.

A better solution is to simply move it to another folder or offline.

To forcibly redirect where the ~ file is created, edit the shortcut used to start IE and change the **Start In** field to another folder (such as **C:\**). The next time OE is started, the ~

file will appear there rather than on the desktop.

Microsoft is aware of this problem but as of the writing of this newsletter, has offered no fix for it. My advice to you is simply ignore it and stay up-to-date on all future security patches. There is a good chance that Microsoft will correct this problem in a future update.

To learn more about this, go to Microsoft's web site and search the Knowledge Base for article 330994.



Have a question you want answered in this column? Send it to [cmack@greatgates.net](mailto:cmack@greatgates.net)