

Guaranteed Computer Disasters

10 Ways to Waste Money, Get Hacked and Lose Everything



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10. I just ignore error messages...they'll eventually go away by themselves.

- ❑ Record exact wording of error messages
- ❑ Pay attention to your actions & any unusual symptoms when errors appear
- ❑ Check to see if other computers near you have same problem
- ❑ Start with program Help & tech support website
- ❑ Be cautious of advice from unknown sources

9. Computer maintenance is supposed to be automatic ... isn't it?



- ▣ Performance decreases as uptime increases even for healthy computers
- ▣ Install critical & security updates from **Windows Update** when available
- ▣ Run **Disk Cleanup** monthly, don't wait for low disk space warning
- ▣ Don't forget about **disk defragmentation** weekly
- ▣ Check computer manufacturer's web site for recommended updates quarterly



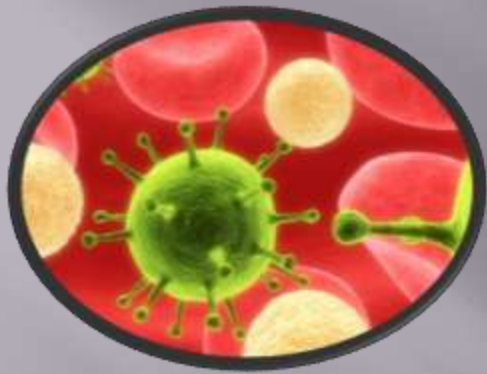
8. My 6 year old computer is running great...it'll last 10 years easily.

- ❑ Changing demands drive as many upgrades as failed hardware
- ❑ Smart hardware upgrades can extend computer's useful life
- ❑ Don't skimp on power protection
- ❑ Keep computer as cool & clean as possible
- ❑ Buy more than you need today but less than the top of the line
- ❑ Extended warranties: usually not a good idea

7. You won't believe all the money I saved on our new inkjet printer!



- ▣ Inkjet printers expensive considering cost per page of consumables
- ▣ B/W laser printers generally have lowest cost, best reliability
- ▣ Multi-function printers (fax, copier, scanner) convenient but more complicated & less reliable
- ▣ Personal printers not designed for demands of workgroup printing
- ▣ Electronic fax management can save money



6. I heard antivirus software is just a waste of money.

- ❑ Common symptoms of infected computer: numerous pop up messages, unexpected web redirects, slow performance
- ❑ Beware of threatening e-mail messages or websites warning you to “Buy this product, or else...”
- ❑ Install legitimate antivirus software on **all** your computers
- ❑ Configure automatic scans and enable them to run regularly
- ❑ Keep antivirus program subscriptions current

5. Why should I keep all this junk that came with my new computer?



- ❑ Keep original CDs and manuals – frequently needed to prove genuine license, to track warranty details and may contain product keys required to reinstall
- ❑ May need to transfer programs to different computer or reinstall after hard drive crash
- ❑ May be required to qualify for discounted upgrade price on newer version
- ❑ Simultaneously using same license on multiple computers runs security risks, usually doesn't work



4. Passwords are a total hassle to remember...I just use my name.

- ❑ Stronger passwords are more secure:
museums vs. **mUs3vMs!**
- ❑ Simplify password management with situational passwords
- ❑ Password protect computer user accounts
- ❑ Change passwords immediately after security breach
- ❑ Logoff or lock computer when away from your desk
- ❑ Use file encryption to secure data on laptops & flash drives

3. I have to open everything I get in an e-mail message.



- ❑ Configure junk mail filters but check regularly for mistakes
- ❑ Use caution opening attachments, clicking hyperlinks & downloading images
- ❑ Opt out links generally safe from legitimate organizations
- ❑ Think before you click Send: language, spelling, recipients, message size



2. How could I lose my new phone when everyone says its attached to my ear?

- ▣ 10-15% of phones lost or stolen annually
- ▣ Mobile devices are computers with computer security threats
- ▣ Minimum security: automatic lock, remote erase/self destruct
- ▣ Consider installing antivirus/security software
- ▣ Beware of phishing scams, malicious messages
- ▣ Use common sense when installing applications & granting access to location, personal info

1. Backups are for people who worry too much.



- ❑ Backups should be **regular, secure & automatic**
- ❑ A recent backup should be stored offsite on standard portable media (CD/DVD, flash drive, online or USB hard drive)
- ❑ Role of backup operator should be assigned to *trusted* staff member
- ❑ Test backup process by periodically restoring & verifying files...don't wait for a crisis
- ❑ Backups just part of comprehensive disaster recovery plan

Resources

- ❑ Five Ways to Speed Up Your PC
<http://www.microsoft.com/atwork/maintenance/speed.aspx>
- ❑ Microsoft Security
<http://www.microsoft.com/security>
- ❑ Microsoft Support
<http://microsoft.com/support>
- ❑ Dell Support
<http://support.dell.com> – look up warranty, original system by service tag
- ❑ Purchasing Computer Hardware
<http://www.newegg.com> – good quality reviews & customer service
- ❑ Purchasing Computer Memory
<http://www.crucial.com> – excellent customer & warranty service
- ❑ SBA Disaster Preparedness Planning
<http://preparemybusiness.org>