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Welcome to our 1st NEW edition of Bits & Bytes!

After a long hiatus, a company name change, a rebranding of our business and the addition of new services, we have relented to the many requests to bring back our popular bi-weekly newsletter.

As a previous customer, associate or perhaps someone we've met at a networking event, we wanted to provide you with a short one page summary of technology news and events that may be of interest to you.

WELCOME BACK!!!

YES we are back! First Contact Computer Solutions has now been replaced by our new company name **Fix My Computer Now Inc.**

As such, we have also revamped some of our services, pricing and policies which can be found at www.fixmycomputernow.com.

If you are interested in visiting our older archive for newsletters, please visit [Newsletter Archive](#) The first of our 2 new services is our **Online Backup Solution.**

Fixmycomputernow.com is now offering its own online backup service supported by one of North America's leading online backup systems.

Through this system, you can have the advantages of offsite backup of your most vital data without having to worry about backup tapes or external hard drives. It's all done remotely and is administered by our technicians who receive daily reports on your backup status and can correct any issues before they become a problem.

The New Wave of Virus Attacks!

For a few years now, traditional virus attacks have been on the wane. We at Fixmycomputernow.com, have seen a dramatic drop in the number of virus related calls we've received up until the last few months. Recently a very insidious virus has begun to make the rounds using a variety of very tricky methods to infect systems with a two tiered attack.

If you've ever seen something pop up on your screen called **Antivirus XP 2008** and you can't get rid of it, call us immediately.

This virus hits in two stages, one that is more annoying then dangerous, and a second that is HIGHLY dangerous if you don't deal with the first quickly. The first can hit you in a variety of ways, from visiting an infected website and saying yes to an offered download to run the site, to running software you aren't sure of the source of, to even playing a video sent from a seeming trusted source.

Once launched it will hit your system with several screens. The first will alter the background of your desktop, showing a box telling you that you have been infected. The second will pop up constant warning from the system tray (down by the time) telling you that thousands of viruses have been found on your system. The last and most annoying is a pop up window which you cannot close telling you that you must download a piece of software to clean the infections.

At this stage the virus can be cleaned with no major damage to your system and no risk of data

The service can be deployed remotely with minimal disruption to your systems and is one of the most cost effective back up systems on the market. One of the other benefits is that we can support both **PC AND MAC Platforms**.

This service works for both single desktop installations and backup of both business and personal data if you wish, but it's also fully compatible with server installs. This allows for backing up not only outlook data, photos and music, but also full Exchange servers and databases in a safe and encrypted location.

BackupMyComputerNow.com



Our second new service is our **Remote Maintenance Package**. Similar to our regular maintenance packages for larger offices, this program allows smaller clients who have 1-3 machines the same type of reporting on a monthly basis.

We remotely connect to your machines on a monthly schedule, run a full diagnostic and report back to you on the status of your systems. The whole process takes less than 20 minutes and should the actions recommended on the report need to be implemented, in most cases they can be done remotely during the same session.

Of course, our onsite technicians will always be available for dispatch for more serious issues but this program allows you as the business owner, a more comprehensive benchmark for your technology than previously available.

loss or identity theft as long as those links are not clicked and the software is not installed.

If the offered software is installed however, its a whole new ball game. That software will begin to scour your system for data that it can either destroy or transmit to malicious sites depending on what variant you have been infected with. It is this second stage which is the most dangerous.

Unfortunately, our tests have shown that no current antivirus programs can prevent the infection from happening if you run an infected link or software. Most antivirus programs have trouble removing the first stage and it can require manual removal of the infected files. However, if you follow common sense techniques for keeping your system safe you can avoid this. However, be extra careful here as there have been sightings of fake, but seemingly legit emails, offering this "antivirus system" as a means to protect yourself.

As always stay aware of what you are doing when downloading content and clicking on links on the web. The best defence against any virus attack is your own browsing habit.

OUR THOUGHTS!

A new portion to our newsletter will be the "Our Thoughts" section. Jason and I regularly get asked our opinion about various technology and equipment and we wanted a way to transpose our thoughts so what better way than through our newsletter. The catch is that sometimes Jason and I don't agree on all things.



This edition's topic is "Should I switch to Vista or wait for Windows 7?". For those of you who aren't aware, Windows 7 is the next version of Windows on the horizon which Microsoft has already released as a beta (test) that techies everywhere are hailing as amazing.

On this particular topic, we both agree that the problems with Vista are overblown and unless you are running a specific older customized program, in most cases transitioning to Vista is not a complicated problem and if your getting a new



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**OH.. AND FOR THOSE OF YOU
WHO DIDN'T KNOW...**



October 4, 2008 Jason and Shannon got married!
CONGRATULATIONS!

computer there are very few reasons NOT to go with Vista.

Personally, my primary machine is using XP professional and only this last few months has shown its age in respect to running new applications. I haven't wanted to upgrade to Vista because my hardware would not perform so well with Vista's requirements. However, I know that once Windows 7 becomes official I will have to upgrade to keep up with the change.

Unfortunately, when you are dealing with companies who have dozens if not hundreds of units, it's no longer a technology issue, it's a money issue. Why switch to Vista and buy all the licenses and upgrades for the hardware needed to handle the upgrade now when 7 may be a year away from being a reality thus making Vista obsolete?

Then you get questions about upgrade vs. capital purchases vs. depreciation etc so unless you have a solid technology reason to upgrade, it is hard sometimes to make the right choice that fits both financial and technological reasons.

In most cases, we have been replacing XP with Vista as units are dying over time but with the timing of how Microsoft supports their OS platforms, don't be surprised at a mass migration when Windows 7 is fully released.

FREE DOWNLOADS

[Firefox Web Browser](#)

[MalwareByte Anti-Malware Software](#)

[Bandwith Test](#)



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