

# Tech Talk

Volume 2, Issue 1

1st Quarter 2010

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## ITR Unveils New and Improved Website

ITR has been making several changes over the past few months to better serve our clients in the best possible manner. As you may have already experienced, we've upgraded our Antivirus software to include better protection, real-time scanning and more efficient updates, and let's not forget the fantastic Help Desk support you are now receiving on a daily basis. Now that we have 2010 underway and everybody is looking towards a new and prosperous year, we have launched a more functional and sound website.

The new website adds in an entire layer of support for current customers as well as a wealth of information for prospective clients-to-be. And as this newsletter is always an educational piece of

literature, let's take a good look at what has changed:

### Informational

The best kind of website is one that gives you plenty of information about what you're looking at. This was our goal while creating our website and we are pleased to say that, from the site, you can gather information on what types of services we perform, information about the company and employees, testimonials from previous and current clients, and in depth information regarding ITR's premier Managed Services.

The ITR Blog, previously hosted by WordPress.org, will now be included on our website. This means that you can bookmark one page and get a load of information about the

company. You will also be able to find previous issues of this newsletter on our site as well.

It will also house all contact information for billing questions and easy to use support lines, including phone numbers, Instant Messenger screen names, and extensions. We have also included a listing of areas we specialize in along with actual clients who know firsthand the type of support can provide: such as Angleton Kidney Center (Healthcare), Mambo Seafood Restaurants (Restaurants), several Oil & Gas companies and retail chains. This gives you a better idea of what a proven IT support solution can mean for your business.

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## "Who Wants To Win a \$20 Starbucks Gift Card?"

### Which of Henry VII's wives gave birth to Elizabeth I?

- A. Katherine of Aragon
- B. Anne Boleyn
- C. Jane Seymour
- D. Anne of Cleves
- E. Kathryn Howard
- F. Katharine Parr

E-mail your answer to [info@itrtechnologies.com](mailto:info@itrtechnologies.com). All correct answers will be entered into a drawing for a \$20.00 Starbucks Gift Card. Good Luck!!!

## New Website ... cont...

### Supportive

For current clients, we felt the need to make our site functional. For this we have included 3 mainstays which we named our Client Portal. This includes a channel for Remote Support, submitting Support Request Tickets, and a link to Manage Your Network.

Remote Support is for those times when it's difficult to get into your computer via Managed Services and we have to use other means.

Submitting support request tickets is a lot simpler now. You can send an email to support@itrtechnologies.com, or go to our homepage and use the Portal to sub-

mit a request. Either way, this same Portal can be used to view all service requests you have made with ITR and the steps we are taking to resolve your issue.

One of the best features of ITR's Managed Services is the ability to view your network at a glance. From our home page and via the link, you can do just that. View the status of Antivirus scans, patches, which workstations are online/offline, which servers are online/offline; verify your backups, or even remote into a few of the workstations on your network.

### Innovative

And the best part about our website is the

look and feel. Designed by DesignThus™ several months of thought and labor were put into the construction and layout. We sincerely hope that it represents our ideals and shows off our experience. From ITR's Managed Services to the ITR Blog, you will defiantly know we care about your IT support structure and will continue to strive to provide the best support, the most experience, the quickest response and the most cost-effective solutions for your needs.

Visit us online today at [www.itrtechnologies.com](http://www.itrtechnologies.com).

## Refer a friend.....

Refer a new customer\* to us and we'll send you a \$100 Papas Gift Card OR an Ipod Nano...simply call 713.344.1618 or e-mail us at info@itrtechnologies.com with the following info:

Name of Referral: \_\_\_\_\_

Their Phone: \_\_\_\_\_

Their Address: \_\_\_\_\_

\*new customer must have at least 5 computers



## New Client Corner

It is with great pleasure that ITR welcomes Truitt Insurance Agency.

Truitt Insurance has been serving Harris & Fort Bend counties for over 23 years. Truitt sells all types of insurance, including Commercial, Life, and Personal Property – if you've got it they can insure it. Truitt has a long established reputation for being a high service oriented company.

Jim Truitt and his team are located at 3415 Cartright Road; Missouri City, Texas 77459. You can reach them at 281-499-5499.

Thank you Truitt!!



# FARMERS®

## Client of the Quarter – GOE Cycles

ITR is pleased to recognize GOE Cycles as our Client of the Quarter. GOE Cycles – Kawasaki, Harley-Davidson Buell has been a fixture in the Southeast Texas motor cycling world for over three decades. The GOE family is well known for its impeccable customer service, and top of the line motorcycles, ATVS, UTVS, and JET SKIS.

When asked about the impact ITR's services have had on their business, Kevin Goe, General Manager, stated "Since we have become a customer of ITR, our network is more stable than ever. They have come up with solutions to accomplish our goals, increase speed and not be worried when bad weather is on the way."

ITR provides our full line of services to GOE including premier Managed Services and 24 x 7 consulting.

Take a short drive out to Angleton and visit GOE Cycles at 1350 South Highway 288 B. You can also visit them on-line at [www.goecycles.com](http://www.goecycles.com) or call 979-849-3681 or 281-393-1000.

Thank you GOE for your continued business and the confidence you have shown in us!



### Mysterious Computer Slowdowns Explained

There's nothing more frustrating than software overburdening your CPU and slowing everything down. Finding and fixing the cause isn't always an easy task. These suggestions will hopefully help. The first thing to do is check for an infection. Malware isn't the most likely cause, but it's the most potentially dangerous, and is relatively easy to identify and fix. Don't trust your regular, always-on antivirus program this time. If your PC is infected, that program has already failed and is probably compromised. Try the free version of either SUPERAntiSpyware or Malwarebytes' Anti-Malware. Better yet, try both. If the scans don't find anything, chances are your PC isn't infected. If your registry is corrupted, a registry scan should be your next step. Start searching your memory (your brain's memory, not your PC's). When did the problem start? What did you do to your PC just before that? Did you install anything new? Allow Windows or an application to do a major upgrade? Also, note what programs are running, and what peripherals you're using, when it happens. Keep a journal--on paper, so you don't have to type an entry into it when Windows is moving like an exhausted turtle. Good luck and stay optimized!

Become ITR's 100th Fan on Facebook and win a  
\$100 American Express Gift Card

facebook

Phone: 713-344-1618  
Fax: 832-201-9542  
E-mail: [info@itrtechnologies.com](mailto:info@itrtechnologies.com)  
[www.itrtechnologies.com](http://www.itrtechnologies.com)

## How to Remove a Virus or Other Malicious Infection from your Computer

Ineptitude and arrogance cause most PC problems, but vicious software designed to trick you, steal from you, and use your computer to hurt other people do the worst damage. After all, bugs aren't designed to protect themselves, but "viruses" are. Why did I just put the word *viruses* in quotation marks? Anything that infects your PC today is almost certainly *not*, technically, a virus. But the word has become a common term for any malicious software, whether it spreads like a virus or not. What are some of the signs that you may have an infection?

- Your home page keeps changing, or web searches keep taking you to the wrong page.
- Software that should protect you, like your anti-virus program, can't update or no longer works properly.
- Common programs you can use to configure your system, such as msconfig or System Restore, stop working.
- Your computer accesses the Internet a lot when you're not using the Internet.
- Your security software tells you that you have an infection, but can't get rid of it.

If you think you have an infection, try the following four fixes, in this order. And use them all, even if the second one solves the problem.

1) **Accept that your anti-virus program has failed.** Don't be too hard on it; you just had the misfortune to get the malware before the update that would have protected you from it. But until everything else is fixed, your current software probably isn't working.

2) **Restore the system.** Select *Start, All Programs, Accessories, System Tools, System Restore*. Follow the prompts to restore from a time *before* you starting having the problem. If you don't have a restore point that old, go on to step 3. If System Restore fails to work, reboot into Safe Mode (reboot, then press **F8** before Windows starts loading (it may take a few tries to get the timing right) and try System Restore there.

3) **Get a second opinion from another security program.** I recommend the free version of either SUPERAntiS-pyware or Malwarebytes' Anti-Malware. Download the program, install it, and have it scan your hard drive and eliminate what it finds.

4) **Get a third opinion.** Repeat with the other of those two programs.

If you're not satisfied that you're now clean, download and install another free program: Trend Micro's HijackThis. This one doesn't actually fix anything, but it gives you a very thorough, and for most people, thoroughly unreadable report. But someone who knows what they're doing can study this report and figure out what your problem is and what you can do about it.