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## Printer Service & Maintenance



With the release of Windows 7, you may be asking, should I upgrade? Before making any decisions, take note of what Mark has to say below. Printers can be costly to repair and owners are often faced with the decisions on whether or not to repair them or to have them regularly maintained. Brian also has some advice for owners in this situation.

## Printers - To Service or Not to Service

I am often asked whether printers should be serviced or not. Customers are concerned, of course, about the cost of regular maintenance but often forget about the cost of a breakdown.

If a machine is regularly maintained the cost to service the machine is minimal, often around a half hour per machine (under \$50.00). When the machine goes down the lost time and priority service cost to the company is typically far more than the cost of maintenance. This does not suggest that maintenance will prevent all breakdowns, however properly performed maintenance by a qualified technician will prevent many failures.



The frequency of maintenance is dependent on machine type, volume and environment. If the printer is in a high volume application or a dirty or dusty environment more frequent service is needed to keep it running at its best. We can help you to determine the best schedule for your equipment.

Regular printer maintenance is not often thought

"Customers are often concerned about the cost of regular maintenance but often forget about the cost of a breakdown"

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To Upgrade or Not to Upgrade?

of but it will give you increased reliability, consistent quality and it could even save you money.

Click [here](#) to finish reading the article.

- Brian S, Senior Printer Technician

## Windows 7, The empire strikes back...

As of April 7<sup>th</sup>, 2009, Microsoft has ended support of Windows XP, the longest running operating system in history. The latest version, Windows 7 is now widely available, and has become the primary operating system available from all leading vendors. Windows 7 is available in 3 distinct versions, Home Premium, Professional,



and Ultimate. Windows 7 has provided some major enhancements. The look and feel is just

different enough to throw off your average user, but many of these changes reflect on Microsoft's commitment to improving the user's experience. It really depends on your level of experience as well as ability to adapt as to how successful you make this transition.

User Authentication Control has dramatically improved the security, if you choose to leave the feature enabled. UAC was first introduced in Vista, the previous Windows version. It was not well received and suffered from many problems, which eventually forced many users to disable it entirely. Many early users of Windows 7 have chosen to disable this feature and so have the technicians who work with it.

Windows 7 fully supports modern computers running 64bit architecture. "Oh good" says the average user, as he scratches his head wondering



"I want a faster computer, without buying new hardware." If only that were..."

what that means. Basically, today's hardware has a lot of additional power that a traditional 32bit operating system like Windows XP can't utilize. Windows 7 will run much faster than Windows XP if you were to install it on similar hardware. Generally a newer version will run slower when installed on the same hardware.

"Great! I want to upgrade today" is your first thought. "I want a faster computer, without buying new hardware." If only that were true....

As you have probably experienced in the past, it isn't always that easy. While upgrading may improve performance on your computer, there are ...



Click [here](#) to finish reading the article.

- Mark S, Network Support Technician

## Tips & Techs

### Mmm Cookies...

A cookie is a small file created by a web browser at the request of a web site, which is then stored on your computer. Cookies typically store user-specific information or preferences, such as selections in a form, shopping cart contents, or authentication data. Web browsers will normally clear cookies that reach a certain age, but clearing them manually may solve problems with web sites, your browser itself, or even other programs. It is good practice to clear your cookies on a regular basis (and other Temporary Internet files as well). Depending on what web browser you prefer to use, the process to clear those cookies may differ.



For Internet Explorer 9:

1. Tap the Alt key to display the menu bar and select "Tools", or click on the Tools sprocket/gear icon in the upper right hand corner.
2. Select "Internet Options"
3. Under the General tab you will see a heading for "Browsing history". Click the "Delete" button.
4. The options available will likely already be selected for Temporary Internet files, Cookies, and History. Clicking the "Delete" button at the bottom of this page will clear all of the cookies stored from Internet Explorer.

Alternatively, you can tell Internet Explorer 9 to automatically delete your browsing history every time you close the web browser by also selecting the "Delete browsing history on exit" option in step 3 above.

- Clay Pakenham, Network Support Technician