



maintain .IT
repair .IT
train .IT

NEWS

Merry Christmas !



Our New Website Is Now Live

We're delighted to announce the completion of the first major overhaul of our website since its introduction.



www.oakleyit.co.uk

The site now sports a fresh, modern and professional appearance and will allow us to introduce features such as user areas, instructional videos and almost anything suggested by customers.

We're chuffed to have already received lots of very positive feedback from customers.

If you haven't yet visited our site, we invite you to do so and remember to let us know what you think!

Is Windows XP Too Dangerous?

From 8th April 2014, Windows Updates will no longer be available for Windows XP or Office 2013. Microsoft is ending support for them, meaning increased risk to important data and personal details at the hands of hackers eager to exploit XP's insecure environment.

Windows Updates keep your Windows up-to-date, protected from the latest threats and running smoothly. Without them, new security holes will not be plugged and Microsoft will not be introducing new features, improving performance or fixing bugs which cause crashes after.

The advice from Microsoft and security companies across the world is to move to Windows 7 or Windows 8 - or simply to disconnect the affected computer from the internet (which may be an option if you only ever use your computer for work like word processing and storing photos).

Reasons to Consider Upgrading to Windows 7 or Windows 8

1. **Security:** XP is missing many security features in newer Windows
2. **Compliance:** (only relevant if you accept payments by payment cards)
3. **Performance:** new printers etc. will never work properly in XP
4. **Software compatibility:** an increasing number of programs will soon stop working in XP altogether.

If you think you are affected and wish to learn more , please call Jan on 07401 250118 or email help@oakleyit.co.uk

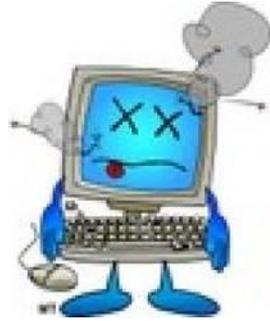
Ted Fryer (Oakley) Says : SERVICE

Would recommend Jan to any-one who has a laptop. Very quick & explains in lay mans terms so that you are not confused by technical jargon only an expert can understand

Maintain.IT / Repair.IT (www.OakleyIT.co.uk/repair)

Save Your Money! Do you really need a new PC / Laptop?

If your computer starts misbehaving or something breaks off, the chances are that it can be repaired pretty simply (even if it looks fatal).



Oakley.IT's principal, Jan Rymarz, is on hand to help with a wide range of services, including:

- Scanning for and removing viruses
- Installing security software (eg AntiVirus)
- Installing Parental Protection
- Speed up computers
- Free up disk space by decluttering
- Remove computer programs that are not needed
- Updating Windows - Microsoft releases frequent updates
- Install / update computer software
- Stop crashes and errors
- Broadband installation and fault finding
- Internet security / child protection
- Recovering data from damaged hard drives or after deleting by accident
- Carry out repairs and upgrades
- Fitting replacement parts (eg. screens & keyboards for laptops etc) ... and much more – we do it all!

Linda Bundy (Oakley) Says : GREAT SERVICE / ADVICE

A friend recommended OakleyIT to me. Excellent service and prompt status updates. Advice and explanations given in a straightforward easy to understand way. I shall use this company again. Many thanks Jan.

Two popular Services to keep your computer running well:

EXPRESS SERVICE

- Lasts around 60 minutes and costs **only £35**.
- A selection from 15 "housekeeping" tasks are carried out (as required) which if done regularly (eg 6 monthly) will keep your computers running optimally.

FULL SERVICE

- Lasts between 2-3 hours and costs **only £55**.
- After an Express Service is carried out, a selection from 20 longer tasks is carried out (as required), aimed at improving stability and performance.

For an informal chat or arrange a Service, please call Jan on 07401 250118 or email help@oakleyit.co.uk

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- No call out fees
 - Friendly service and advice
 - EXPRESS SERVICE
 - FULL SERVICE
 - Full CLEAR explanations
 - Work completed ASAP
 - Value for money

NASTIEST MALWARE EVER

Experts warn against 'Cryptolocker' – a virus that encrypts your files and cripples Windows computers



Although it can spread via web links, Cryptolocker normally spreads through email attachments – often from seemingly reputable sources (eg USP, FedEx etc) claiming that you have a package to track.

If you somehow get infected, you will see a message (see image above) informing you that your files have been encrypted and demanding payment to retrieve them. Latest reports are that ransoms vary in size from around £50 to over £600! (usually in “bitcoins”).

Important: Whilst it is possible to remove the infection from computer(s) it is IMPOSSIBLE to recover files that have been encrypted by Cryptolocker. The only option is to restore files from backups after removing the virus.

Preventative Actions:

1. Backup your critical files regularly but note that network drives aren't safe from Cryptolocker;
2. Double check that you have an anti-virus program and that it is up-to-date;
3. In your anti-virus program settings, ensure that all email & web traffic is also scanned;

DON'T RELY ON MICROSOFT SECURITY SOFTWARE

Microsoft Security Essentials (MSE) is a popular computer security suite, often recommended by experts. But after consistently flunking antivirus tests between 2009 and 2012, Microsoft recently admitted that MSE is only designed for “baseline” protection and suggested that people should look elsewhere to protect their computers.

In tests designed to rate their effectiveness, MSE comes **last out of 24** suites! (sources: CNET, AV-Test.org and ComputerActive Magazine, October 2013).

Luckily, there are many free programs that can replace it (we recommend AVAST or AVG).



BE CAREFUL WITH TUNE-UP TOOLS

Lately, there is a wide variety of questionable programs which claim to clean up and speed up your PC. Quite often, these programs are thrust at us with large, colourful adverts purporting to solve problems you probably didn't even know you had.

Never click on those adverts or try such programs, which usually come with lots of malware or you end up paying for the privilege of them cleaning problems which simply don't exist!

Trevor Buck (Oakley) Says: HIGHLY RECOMMENDED

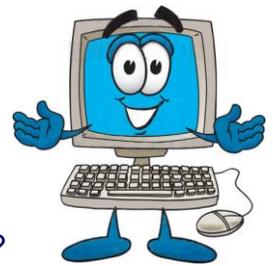
We were very pleased with the service that Jan provided. He explained the problems clearly and did a fantastic job in repairing our PC. We would recommend very highly.

New Computers can be Intimidating

With our help, customers normally avoid the need for a new computer.

If you also have no choice but to buy new, do you understand:

- All the features, comparisons, risks and jargon?
- Internet security (viruses / child protection)?
- How to set it up (broadband, printers, backups, transferring documents etc)?



Let us help you through the maze of sourcing the right computer for you (eg New or Used?) then correctly installing everything & transferring files.

Don't waste hundreds of £££'s - call Jan on: 07401 250 118



Recycle Your Old Ink Cartridges

If you have any empty or unwanted ink or toner cartridges (eg after your ink runs out) please don't throw them away. OakleyIT has an agreement with Cartridge Depot which will ensure that old cartridges are properly recycled.

Please note that we're also happy to take away and dispose of your old / dead batteries.

Train.IT (www.OakleyIT.co.uk/training)

Oakley.IT's principal, Jan Rymarz, offers friendly training – tailored to you:

Almost all needs catered for, but here's a small selection:

- How to use your computer properly
- Using Word and Excel
- Introduction to buying and selling on eBay
- How to use email and send attachments (eg photographs)
- How to browse the internet effectively and shop safely
- How to keep your PC running efficiently
- Setting up peripherals eg. printers, WiFi, webcams

Anything not listed above? Call Jan on 07401 250118



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Friendly
Affordable

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John Bullock (Oakley) Says: WILL BE HAPPY TO RECOMMEND

Jan's expert advice, and his methodical, practical teaching, has taken away my fears of dealing with a new computer.

Good to know he is on hand to deal with any problems if they arise.