



Seltek Tech Tips February 2011



For more information about any of these topics, contact the Seltek Help Desk at (804) 360-4490 x7 or [e-mail us](#).

Seltek offers a CLE seminar on "Retrieving and Using Electronic Evidence" approved for 1.0 hour of Virginia MCLE credit. To schedule, call Stephanie Greene at 804-360-4490 x13 or [by email](#)

To learn more about the computer forensics and e-discovery services of Seltek, Inc. go to

[Seltek Website](#)

Let Seltek know when you're having problems with your hardware.

Fixing a broken computer yourself could just cause more problems. Your fixes could, for example, result in network incompatibility. Seltek can diagnose and correct problems. In fact, Seltek techs may have already seen the problem and have a known fix for it. By contacting our technicians, you can help us to track common problems and to make informed choices about which brand and model of device to order in the future.

Tech Tips

By Kara Mueller, Primary Help Desk Analyst

"How You Can Maintain Your Computer and Devices at Work (and Avoid Down Time)"

Your PC and mobile devices are critical to your job. Every day you rely on them to perform tasks, connect with people, and access resources. Maintaining your computer and keeping it running smoothly can even be closely tied to job performance.

At work, your computer and devices are part of a larger network. Keeping them running can save you time, save your company money, and help enhance network security. This article offers tips and best practices for working with Seltek to help keep your computer and devices up to date and functioning properly.

Know who owns the computer

You might take your work computer home, but it's important to realize that your company owns the computer. As the owner, your employer has the right to install patches and updates on a regular basis. By installing updates and new Microsoft software, your employer can make sure your computer and the network run as smoothly as possible. A software update is usually a win-win event, even if it causes a minor inconvenience.

To further protect their computers and network security, many companies prevent users from altering software or even changing settings.

Install all required updates.

Lacking the software updates required can expose your company to viruses and other security risks. Check for Microsoft updates regularly. Doing so can prevent the hassle of installing updates when it's not convenient for you, and you might avoid potentially costly and time-consuming damage-control measures, such as virus removal.

Install only licensed programs.

Make sure that you or your company has a license for any software you install on your work computer.

Let Seltek know when you need something.

Making reasonable requests and giving Seltek adequate time to plan can help us respond to your needs. We're here to improve your effectiveness at work.

Software for which you've bought a license is probably fine, but unlicensed software can trigger litigation, so installing that program your friend bought could pose a problem. Sometimes software bought for home use cannot legally be installed at work. It's best to double-check licensing details and to get approval before you install.

Don't install different versions of software.

Even if you prefer the software version you use at home, don't install it on your work computer. It could be incompatible with the software your coworkers use or with your specific line of business applications. Also, Seltek may not be able to make required updates or to provide technical support for unapproved software.

Don't download programs from Internet sites you don't trust.

When you download programs that may not be secure, you jeopardize the entire network.

Be aware of suspicious emails.

A computer virus may be disguised as a downloadable file attached to an email. If you receive an email from someone you don't know, or if an email contains strange text or looks suspicious, contact Seltek. If you open it, you could cause problems for you and your coworkers. If it does contain a virus, we can ask other employees to look out for similar emails.

Choose work-compatible pocket PCs and smartphones.

If you work on the road, your company may provide you with a smartphone to stay in touch with the office. If you decide to buy your own, though, first check whether your company has a list of recommended devices. There are many options for phones and for data and voice plans. Seltek may already support specific brands, models, and plans. Buying those can make it easier to connect to the network and to get support if you need it.

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