



Tech Notes

YOUR SYSTEM MANAGEMENT EXPERTS September 2008

CIO Office Inc, 9005 Overlook Blvd, Brentwood, TN 37027
www.ciooffice.com 615-301-1661

INSIDE THIS ISSUE

- 1 Customer Spotlight: Custom Fabrication
- 2 You Get a Pop-Up That Says Your Computer is Infected with a Virus...Now What Do You Do?
- 2 Play Those Old Vinyl Records on Your iPod or MP3 Device
- 3 Laughs
- 4 **How CIO Could Cut You a Check**



“As a business owner, I know you don’t have the time to waste on technical and operational issues. That’s where we shine. Call us and finally put an end to your IT problems forever.”

Steve Miller, CEO

Custom Fabrication, Inc.

Middle Tennessee’s Finest Granite and Solid Surface Countertop Fabricators

Through extraordinary customer service and the largest selection of products in the industry, Custom Fabrication has grown from two employees to over 60 and now has five establishments. Since its founding in 1987, Custom Fabrication has offered Middle Tennessee innovative products for the kitchen and bathroom. Custom Fabrication is one of the largest stone and solid surface fabricators in Tennessee, offering a large selection of beautiful countertops and a full line of sinks, faucets, and accessories. Custom Fabrication serves Tennessee and all surrounding state residentially and provides service all across the United States commercially.

What is the secret to their success? Mike Woods, Sales Manager for Custom Fabrication, suggests that is their specialization and expertise in their product lines. He also added that Custom Fabrication has always been on the cutting edge of countertops. They now offer a product called Vetrazzo, which is constructed from 85% post consumer recycled glass and concrete, for their environmentally conscious customers.

Custom Fabrication has a number of notable clients, including Vanderbilt Children’s Hospital, Belmont University, Middle Tennessee State University, Ensworth High School, Currey Ingram Academy, Marriott, J. Alexander’s, and Deloitte & Touche. Residentially, Custom Fabrication has provided service to many Country Music Stars, including Garth Brooks and Terry Clark.



2260 Dortch Ave, Nashville, TN 37210
(615)259-9040 www.customfabrication.net

You Get A Pop Up That Says Your Computer Is Infected With A Virus... Now What Do You Do?

Not long ago, a friend of mine was surfing the net when -- pop! -- a warning appeared in the middle of his screen stating that his computer had been infected by a virus...

The alert looked real enough and at first, he thought it was his anti-virus software protecting his computer. But, being the skeptic he is, he closed the alert by clicking the "close" button in the upper right corner of the pop up - boy, did that turn out to be a HUGE mistake! Pop-up ads began sprouting everywhere, his screen froze, and none of his programs were accessible -- even after rebooting. His computer was disabled and he had to spend a small fortune in tech support to correct the problems.

Welcome to the world of bogus anti-virus and anti-spyware programs! Fortunately, getting your computer hacked by a fake anti-virus alert is not a common scenario - but what IS common are "rogue" security software programs that are developed by unknown or questionable origins using "Your Computer Has Been Infected!" pop-up ads to try and get you to click on or download their phony software. Quite often these alerts are designed to appear to be coming from more well-known brand-name software companies like AVG or McAfee. Don't be fooled! Here are some tips to keep you safe:

- Never click on any pop-up ads that advertise free virus scans or "Your Computer Has Been Infected" alerts.
- Buy well-known anti-virus and anti-spyware products and keep them up-to-date.
- Install a solid firewall.
- Never open an email attachment unless you are POSITIVE about the source.
- If a virus alert appears on your screen, do NOT click on it, even to close it. Instead, hit control + alt + delete and choose your "Task Manager" to view a list of programs currently running. Delete the "rogue" program from the list and call tech support

- Avoid file-sharing sites like KaZaa.
- Reset your current security settings to a higher level.

If you think your computer is infected by rogue software, stop using it and contact tech support immediately. If possible, disconnect from the Internet to shut off the connection hackers have with your computer. Remember, most of this software works in the background undetected, and you might not see visual signs that your computer is being accessed.

Play Those Old Vinyl Records On Your iPod or MP3 device

So procrastination paid off and you can finally justify why you saved dozens if not hundreds of those old bulky vinyl LPs from the 70's or 80's. Now you can use one of several easy ways to transfer those hard to get favorites to an electronic format.

The simplest way to do it is to send your old LPs to an internet company such as Reclaim Media or Ferris Mastering. The charge for a single LP ranges from \$10 to \$15 (about what you paid for the album in the first place) and gets cheaper in bulk, but the upside is they may be able to improve the sound quality by removing the crackles and pops associated with scratches or dust.

However, the cheapest way to convert albums is via a USB turntable with prices ranging from \$49 - \$250. Turntables come in a wide variety of quality levels from well known and off brand names. Be sure the turntable comes with feature packed user friendly software to avoid hours of record "babysitting" and headaches trying to break up the tracks.

**Welcome to our new
customer!**

**John P. Coble, Attorney At Law
Huntsville, AL**

Custom Fabrication, Inc.

Middle Tennessee's Finest Granite and Solid Surface Countertop Fabricators (continued)

The Role of Technology

In 2004, Custom Fabrication called in the expertise of CIO Office to handle their computer networking needs. At that time, Custom Fabrication was running on a single Windows 2000 server and a handful of desktops. One of CIO Office's first projects was upgrading Custom Fabrication to a Small Business Server, which integrated email and calendaring across the network. Then, wiring infrastructure was upgraded to Ethernet cabling and laptops were incorporated for sales personnel. CIO Office also set-up wireless connectivity between office buildings and their West Nashville location was connected through VPN. Now, Custom Fabrication utilizes CIO Office's Tech Advantage plan, which provides complete network monitoring, practically eliminating network downtime and the risk of data loss, viruses, spam, or hackers.

Although all of the upgrades dramatically improved productivity for Custom Fabrication, the most significant change to business operations has resulted from the implementation of advanced software solutions. Once a manual process for employees, computer software now calculates countertop dimensions from digital pictures. The CNC Router accesses those dimensions and precisely cut the countertop material. All of this saves the business hundreds of man hours each year. Technology plays an intricate role in the everyday functions and quality products of Custom Fabrication.



"Just as people come to us for our expertise in countertops, we get the computer expertise that CIO Office offers. I would recommend CIO Office's services based on the sheer fact of the comfort that CIO Office brings to our establishment. Knowing that we are protected from the latest viruses, the tech support, and keeping us updated, is a comfort that we have all grown accustomed too and we would hate to lose it."
-Mike Woods, Sales Manager

Laughs

Some of Life's Little Truths

Age is a high price to pay for maturity.

If you must choose between two evils, pick the one you have never tried before.

Artificial intelligence is no match for natural stupidity.

Blessed are they who can laugh at themselves for they shall never cease to be amused.

In the land of the blind the one eyed man is king.

Junk is something you've kept for years and throw away three weeks before you need it.



"When my kids get out of line, I threaten to start a 'My Space' page and invite their friends."



We Have A Secret We Would Like to Share....

CIO Office is grateful for the wonderful people and companies that we serve. In fact, we would like to find more customers just like you.

The secret is out... CIO Office rewards referrals that result in new clients. **For every referral you give us that becomes a new client, CIO Office will give you \$100.** All the people you refer will be offered a free 27-Point Problem Prevention Network Audit (no strings attached and no heavy sales pressure). This audit will give them valuable information on how to make their network more secure, reliable, and faster. Obviously, they will be under no obligation to buy anything or use our services again.

All you have to do is provide the name, company, and phone number of the person you are referring and we will take care of the rest!

How can you get this information to us?

- 1) Cut out the form to the left and mail it to our office
- 2) Email this information to referral@ciooffice.com
- 3) Go online to www.referral.ciooffice.com
- 4) Call us 615-301-1661

Share Your CIO Office Experience with Others!

Referral Request

Your Name: _____

Your Company: _____

Please contact the following on my behalf:

1) Name: _____

Company: _____

Phone Number: _____

2) Name: _____

Company: _____

Phone Number: _____

Please send this form to:
CIO Office Inc
9005 Overlook Blvd
Brentwood, TN 37027



CIO Office Inc
9005 Overlook Blvd
Brentwood, TN 37027
Phone:
615-301-1661
Fax:
615-301-8573
Website:
www.ciooffice.com

We Want Your Input!

Do you have an idea to make this newsletter better? Would you like to submit a story, article, or trivia? We'd love to hear from you!

Amanda Chiavini
CIO Office
615-301-1661
achiavini@ciooffice.com