Question Of The Week
July 21, 2018

Dear Valued Customer,

There is a lot of information is this week's email. Please take time to read it carefully!

Joyce and I are back from our vacation and Summer Hours resume tomorrow morning (Monday) at 10:00 a.m. We have a lot of catching up to do so please bear with us as we get everyone scheduled for deliveries, etc.

There's big news for our Remote Technical Support customers. Please see below.

Last but not least, our question this week is extremely important. Please be sure to scroll down and read it.

John
772-408-4425

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REMOTE TECHNICAL SUPPORT

4KCC

KEYSTONE COMPUTER CONCEPTS

WWW.4KCC.COM

If you're a Remote Technical Support customer, we are changing to new software. If you have our old software (4KCC Remote Support icon), you can log in at your convenience and we will install the new software for you. We will also remove the old software.

If you aren't a RTS customer and need help, you can go to **support.4kcc.com** and follow the instructions to log into us. Hopefully, you'll decide to join the RTS program!

Summer Hiatus - Next Seminar

It's time for our summer break from seminars! There will be no seminar in July or August (but we will have webinars). Our next seminar will be Saturday, September 8, 2018. The seminar title is "I Am Not A Crook" and it will be from 10:00 a.m.-12 Noon.

Question of the Week

Question: "While you were on vacation, my HP printer stopped printing. I did an online search and one of the results said I might need to update the printer driver. I did another search and found a program that promised to keep all my computer drivers up to date. Are these types of programs safe?"

Answer: First, the short answer: "NO!"

Now, the explanation: A computer driver is a piece of software which allows hardware (printers, scanners, keyboards, etc.) to work with your computer's operating system (OS). Without the proper driver, hardware will not work with your computer.

Having said that, here are some driver rules that we have here at KCC:

1) Unlike OS updates, which should be done almost as soon as they are available, driver updates should not be done unless you are having a problem with one specific piece of hardware.

2) It is actually a rare occasion when a driver update is needed for hardware which has been working with your computer. In the case of the question asked this week, it is unlikely a driver caused the printer to not work.

3) The only driver update software you should allow on your computer is software from the manufacturer which came with the computer. You should never install other driver update programs. These programs can cause unwanted pop-ups, spam emails and lots of other damage. If you have allowed these kinds of programs onto your computer, please remove them. If you are a Remote Technical Support (RTS) customer, feel free to log in and let us remove them for you.

4) On the outside chance you do need a hardware driver, never do a general search for the driver. You should always visit the manufacturer's support site and search for a driver there. If the manufacturer doesn't have it, it doesn't exist.

If you have any questions about driver updates, feel free to check with me.