

the newsletter of Tarragon Solutions

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Spring is coming! No, really!

As the snow falls gently outside my window and the tanker delivers yet another load of oil to power my central-heating through this coldest winter for yonks, I remind myself that spring isn't that far away which means it's a good time to think about spring-cleaning your PC.

Last June, [Solutions!](#) highlighted Tarragon's Computer Spring Clean offer which promised to get your PC starting and running faster, or your money back. The offer still stands, so, if you are one of those who haven't yet taken advantage, here are the details:

When you bought and installed your computer, you probably felt impressed and relieved about the speed with which applications loaded and ran, the near instantaneous switch between programs or documents.

Time has passed and you're certain that your "new" PC is now running even slower than your old one did. Possibly this is true, because all PCs suffer from an aging process of sorts – an accumulation of unwanted and unneeded files, programs and Registry entries, hard disk space fragmentation and burgeoning start-up lists.

One solution definitely is to replace the PC with a new one, where everything is clean and well-ordered with nothing to slow it down. However, why not consider trying a [Tarragon Spring Clean](#) instead?

Either in your office or ours (your choice), we'll analyse your computer and report on the programs installed, uninstall those programs you *really* don't need and clean up the Windows Registry to remove the accumulated clutter. We'll reorganise your start-up lists and your hard drive and, in the spirit of a real spring clean, we'll physically clean the PC's insides to remove all the dust, fluff and food items.

The cost is just £80+vat per computer (annually supported clients may have their support time adjusted by the time taken instead if requested). However, if you don't see a noticeable difference in start up and program performance (in which case, maybe it is time to buy a new computer!), we won't charge for the spring clean.

Call us on 0800 0199 925 *now* to make a spring clean appointment!

Yet another Internet Explorer flaw admitted by Microsoft

Following Microsoft's emergency patch to Internet Explorer in January, another potentially damaging flaw has come to light. This time it affects those using IE with Windows XP or older (Vista and Windows 7 users are not affected). McAfee spokesman Joris Evers said that, although the latest issue doesn't allow the attacker to gain full control of a system, it nonetheless represents "a serious vulnerability that can expose personal information or system information that may be used in a follow up attack."

It is expected that Microsoft will issue a patch in due course, in the meantime you could consider reserving IE for Windows updates and use another browser, such as Firefox or Chrome, for your general browsing.

Microsoft security updates cripple computers running Windows XP - reproduced from **ComputerWeekly.com**

Microsoft's monthly security updates for February have left some Windows XP users unable to restart their computers, according to more than 100 people on a Microsoft support forum.

"I updated 11 Windows XP updates today and restarted my PC like it asked me to," said a user identified as "tansenroy".

"From then on, Windows cannot restart again. It is stopping at the blue screen with the following message: A problem has been detected and Windows has been shutdown to prevent damage to your computer."

The complaints started appearing after Microsoft released 13 security updates, but Microsoft forum moderator Kevin Hau said only one update was causing problems for XP.

"There is only one patch that requires uninstallation to resolve the blue screen issue. KB977165 is the patch in question, the other patches do not seem to cause the blue screen behaviour and do not need to be uninstalled," he said in a forum post."

Uninstalling the faulty patch will fix the problem, said Hau. Users should then follow the [Microsoft guidance](#)* on how to protect their computers without installing the faulty update.

* <http://support.microsoft.com/kb/979682>

How to uninstall faulty XP patch

1. Boot from your Windows XP CD or DVD and start the recovery console

Once you are in the Repair Screen

2. Type this command: CHDIR \$NtUninstallKB977165\$\spuninst

3. Type this command: BATCH spuninst.txt

4. When complete, type this command: exit

Of course, if you'd rather not do this yourself, please call us!

Tip of the Month - Running Outlook in Safe Mode

If Outlook isn't working properly the usual recommendation to try opening Outlook in Safe mode. Like running Windows in Safe mode, Outlook's Safe mode loads it with restricted capabilities, that is, without any add-ins, extensions, customization or reading pane. If Outlook works correctly when in Safe mode, then it points the finger at an extension, add-in or some configuration parameter..

After closing Outlook there are several ways to reopen Outlook in Safe mode:

- Press Ctrl as you click the Outlook shortcut.
- If you use Vista, type *outlook.exe /safe* in the Start Search field on the Start menu and press Enter.
- If Run.... is shown on your start menu (any version of Windows) click it and type *outlook.exe /safe* in the Open field and click OK
- Hold the Windows key and press R, then type *outlook.exe /safe* in the Open field and click OK.

Normally you need only type outlook or outlook.exe, but occasionally Windows complains that it can't find the file. When this happens you need to use the full path to Outlook.

The default location is usually C:\Program Files\Microsoft Office\OfficeXX, where XX is your version number. You can browse to it or look on the Quick Launch shortcut for the file path. Do this by righting click on the Outlook shortcut on Quick Launch toolbar and choosing Properties. The default switch is /recycle, you can replace this with /safe, press Apply then double click on the shortcut to run it (leave the dialog open). After Outlook opens, replace safe with recycle and click OK.

Please let us know what you think of **Solutions!** - email solutions@tarragon.co.uk