

## RAT Support News Letter

Date: 12/29/2013

News Letter #22 January 2013

This news letter is intended to help the people that I enjoy doing business with and anyone else that happens upon this news letter.

If you don't want to get this news letter on a monthly basis then feel free to email me at [support@ratsupport.com](mailto:support@ratsupport.com) and tell me you don't want to be on the list. I will remove you from the news letter list .

1. Well HAPPY NEW YEAR !!! is in order after we lived through the Myan calendar end. I sure hope all are well and looking forward to a lovely New Year.
2. As a reminder I thought I would start off with a note on the fact that you can only have one Anti-Virus on your machine. Please be aware that JAVA updates, ADOBE updates and others do attach add-on software like toolbars and Anti-Virus software for advertising. It is important for the user to know what software they have on their machines and please do not add toolbars or additional Anti-Virus software.
3. This year I would like to make some educational presentations but need your help and feedback to help me pick the subjects. Please send me an email or use my contact us page at <http://www.ratsupport.com> to express your wishes.
4. If you are interested there are some changes in the Music business due to the internet. Here is an article on the subject: <http://www.businessweek.com/stories/2009-03-06/the-music-industrys-new-internet-problembusinessweek-business-news-stock-market-and-financial-advice> .
5. Have you ever had a connection problem with your internet and did not know what to do ? You might want to look this information from PC Mag and it might help you the next time you have a problem: <http://www.pcmag.com/slideshow/story/262550/12-tips-for-troubleshooting-your-internet-connection> . This is a complex article and I can give you a quick check on your system. First be aware of the indicating lights on your modem and or your router. I strongly suggest you see and remember what they look like when your internet is working properly. If the lights don't give you a hint as to what is wrong then I suggest your turn off all equipment, then turn on the modem and let it get up and running and have the DSL or CABLE light on, then turn on your Router and wait for it to complete it's startup and then turn on your computer. If this did not fix your problem then you will have to do some real trouble checking. Feel free to contact me if you get this problem.
6. As we go into the New Year , be sure to be safe in using your car, smart phone and computer. If you see things on your device that you did not request, be sure to investigate the problem at that time. It could do something bad. There is Anti-Virus software for smart phones.