

Jenesis Software - Podcast Episode 1

Eddie: Welcome to episode one. I'm Eddie.

Chuck: I'm Chuck.

Benny: This is Benny.

Eddie: Today's topic is going to be "Computer Speed for the Insurance Agent." When we're talking about computer speed today, we're not going to be talking about network speed or internet speed. We plan to do that in episode two. We're going to be talking about when a person has a problem with the speed of their computer, they're not happy with it, what are some of the things we're going to look at and make recommendations about.

Chuck: Right. That's right. Sounds good.

Benny: That's fair. It's important to keep those two separate, too, because you can have computer speed and then you've got your network speed. You definitely need to address your computer speed first, because it starts with the workstation and then you move backwards from there throughout the network.

Eddie: Okay.

Chuck: I think it's important for computer speed, before we start, is to actually talk about some requirements for the hardware. That's part of the speed and part of what you would need to increase the speed for your network.

What I recommend as far as a computer for a workstation, we need a dual-core processor of some kind. It can be anything from 2.8 or higher.

Benny: Yeah, I would agree.

Chuck: Then 4 gig of RAM, at least 4 gig of RAM, then a good hard drive size of 500 meg or maybe a terabyte.

Benny: Yeah. It's important to remember too, if you price-check things like this on Newegg.com, standard right now you can get a system for \$400, \$500 that comes with 4 gigs of memory. Just knowing that, it should be a pretty cheap upgrade if that's something that you need to do.

Chuck: I would recommend at least Windows 7 Pro or higher – probably can't even get Windows 7 anymore, it's probably more like Windows 8 Professional – for the software for the computer.

I know Eddie's a big proponent of dual monitors.

Eddie: Yeah, but that really doesn't ... I mean I guess that's ... if we're talking about solving a technical problem with computer speed, then that probably doesn't play into it at this point, right?

Benny: I wouldn't say so. I think we could definitely address that as its own topic though.

Eddie: Yeah.

Chuck: Okay.

Eddie: Because computer speed, once we start talking about system requirements, we're going to be talking about as it pertains to Jenesis, we're going to be talking about which Jenesis product you have and how are you getting that product, whether you install it to your network or local. If we're just talking about someone calling up and saying, "My computer speed..." Maybe this gets kind of dependent on what they're doing and what their speed problem is.

Chuck: Yes.

Eddie: Their computer speed, when I think about some of the problems I may have had over the years, sometimes it can just be because I've had the computer a year or two, maybe I've visited a lot of websites, maybe I've downloaded stuff that is causing the computer to run slower. Right?

Chuck: That's true, yes.

Benny: Definitely.

Eddie: My first thought is making sure the computer is the right ... I mean you don't want a seven-year-old computer, because it probably doesn't have enough RAM and the processor is not enough.

Chuck: That's why I started out with hardware requirements. That's I would recommend.

Benny: And it could be—

Eddie: That's regardless of whether they're using Jenesis or not? Is that what you're saying?

Chuck: Sure. Yes.

Eddie: Your recommendation to people would be you need at least 4 gig of RAM, and a 2.8 processor or higher, and at least 500 meg hard drive.

Chuck: Mm-hmm (affirmative).

Benny: Definitely.

Eddie: The hard drive depends a little bit on how much data you're storing.

Chuck: That's correct, yes.

Benny: Exactly. What you're going to put on there. Another good concern too about computer speed is malware. Malware infections will immediately affect computer speed. A vast majority of the problems I've done tech support for have been solved by removing malware from the computer. That's an immediate improvement in performance.

Chuck: Examples of malware would be something like toolbars on your Internet Explorer. The more toolbars you have, the more likely you are to have malware. For instance, there's several out there that when you install a program it wants to install a tool bar, Internet Explorer or either Google Chrome browser, it will try to install that. That basically picks up your surfing habits, and it's stuff that can slow your computer down.

Eddie: I think a lot of those, Chuck, will require you to uncheck something in that downloader install process to not put that tool bar or other things on your computer, so you need to be careful with that when you're downloading something or running an install. You may want to ... Don't let it add extra things to your computer, because many times it'll want to do that and it requires you paying attention to not let it handle, rather than paying attention to make it happen.

Chuck: Yes. It's important to know if a program is free, it's not always free (laugh). That's a good indicator that they're going to try to install something that you may or may not want. Some things you want and some things you don't.

Benny: Mm-hmm (affirmative).

Eddie: If someone is listening to this podcast and they believe that their computer is not fast enough to make them happy right now, then the first thing we're going to say is, "Right-click on My Computer," and I'm really talking Windows here, not so much Mac.

Chuck: That's true. That's very important.

Eddie: I think most of our people that we are working with today are using Windows, so that's what we'll address right now. I would right-click on My Computer and go to Properties, and open up Properties. It's going to show me my RAM, so I need to be seeing 4 gig of RAM or higher, and a 2.8 processor or higher, and a 500 ... It may not show the hard drive there. You may have to right-click on the C-drive itself to see how big the hard drive is.

If that's the first step is what I'm hearing you say, so if I'm not there, I may want to consider at this point- and I'm a believer, by the way, like Benny said earlier, computers are pretty cheap these days. I'm a believer personally in going out and getting a new computer, if that computer is several years old rather than going out and adding more RAM.

Do you have a recommendation, either one of you? Are you an advocate of upgrading a computer or does it just depend on a lot of things?

Chuck: It depends, in my opinion, on how old the computer is. If it's over three years old, you probably need a new computer. If it's under three, then you can just bump the RAM.

Benny: That'll work, yeah.

Chuck: If you're talking RAM versus a new computer, RAM's cheap too now. If you've got one that's over three years old, I'd recommend maybe bumping up your computer, the total computer.

Eddie: Okay, so replace the computer if it's over three years old. If it's less than three years old, maybe consider just adding RAM. But now, if that processor is less than a 2.8, that probably is not an upgrade so much. Is that accurate?

Chuck: Yeah, most computers that are three years older or less have a 2.8 in them probably.

Eddie: Okay, so if you don't have a 2.8 that's also probably a replace and not an upgrade.

Chuck: Right.

Benny: Right. Anything dealing with a motherboard like that is a much more involved upgrade. It's going to be a lot harder to change out parts like that, and it's almost cheaper really just to replace the computer when you [crosstalk 00:08:00].

Eddie: Certainly a lot less hassle.

Chuck: Right.

Benny: Yes, a lot less hassle.

Eddie: All right, so that's the specs on the computer. If I'm calling you up and saying, "My computer's just not running fast enough," which I've done, by the way, for a lot of years, right?

Benny: (Laughs) Yeah, that's true.

Eddie: Then the other thing is I know sometimes you will maybe run something to find—is malware something, a tool to help me find problems, or is malware my problem?

Benny: It's the problem. Malware is the problem itself. There's a lot of tools you can use to scan and find and target and remove these malware programs. We use Malwarebytes here. It's a free utility that works really well.

Eddie: So you Google Malwarebytes.

Benny: Exactly.

Eddie: And that's B-I-T...

Chuck: B-Y.

Benny: B-Y-T-E-S.

Chuck: It's M-A-L-W-A-R-E-B-Y-T-E-S.

Eddie: Okay, so they would Google that. We can try to put this kind of information in our show notes that will go with this podcast.

Benny: That's a good idea.

Eddie: But they would Google that, and download that little software, and it's free. They would run it, and that would clean up the computer or something, right?

Chuck: Yeah. The initial download is free, but you can buy it. It's a purchasable program.

Eddie: Why would you buy it if it's free?

Chuck: Well, there's different options that it'll give you. You can set up scan at certain times, at certain days.

Eddie: Would that be your recommendation, if they want to keep their computer from bogging down over time, that they purchase Malwarebytes?

Chuck: I would always recommend that you purchase a product that you enjoy using.

Benny: Yeah.

Chuck: Simply because it took somebody some time to write it, first of all. Then I believe in supporting a person or an entity that writes the software.

Eddie: Oh, I agree completely. Really though, what I'm asking I think is ... I thought you were saying you need to purchase it in order to be able to use it over and over again?

Benny: No.

Chuck: No, you don't need to purchase it to be able to use it, but...

Eddie: Are you purchasing it to do the right thing, and that's okay, or are you purchasing it because you get more functionality?

Benny: Yeah, it's not really that ... I mean the reason you would purchase it is because you get additional features. It's more automated. Like Chuck was saying, you can schedule times for it to do it and clean things up itself.

Now, if you just download it as a free version you're going to have to sit there and you're going to have to click 'run' and it's going to ask you, "Do you want to remove these? These are what's listed in your system as malware. Do you want to remove each one of these?" You hit 'clean up' and it'll remove all of them. You can automate that whole process.

Eddie: Do you recommend that they purchase it so they can keep running it, Benny? Or does it depend?

Benny: I would say it would depend. Like a server. A server's a good idea for something like that that's automated. If you've got it on your server, it's a good idea. Now if each workstation individually, I wouldn't purchase it for each workstation and

deploy it. That would be silly, I think, but I think it would be a good idea to run it on all those workstations at some point.

Eddie: Maybe then a way to think about this is if I think my computer should be a little faster and I download Malwarebytes for free, and I run it and I love what it did, and a month later, or two or three months later, I feel like it's over time gotten back to where it was, that may be the time where I want to say, you know it worked for me last time. I'm just going to pay for it and have it run daily, weekly, or however that needs to work.

Benny: Yeah. That is a great idea. That's a good example of why you would want to purchase it.

Eddie: All right, so we understand the specs. We understand that Malwarebytes is a program that will find malware that over time has collected on your computer, probably through e-mail attachments or downloads that you've done that's slowing your computer down. Is there anything else?

Chuck: The other program that I like to use, and Benny uses it is as well I think, is called CCleaner. It will actually clean out the registry.

Eddie: So that's different than Malwarebytes?

Benny: Yeah. Yes.

Chuck: That's different.

Eddie: We'd want to do that maybe to even make more progress.

Benny: I think that's a great idea.

Chuck: Right. That'll help you speed up your computer. There's a lot of things when you install programs that will put a start-up item in your start-up of Windows, and every time you start up it loads this program into memory. So, that's taking up space in your memory and it's not allowing you to use that memory space for day-to-day operations.

Benny: Mm-hmm (affirmative).

Eddie: What's that called again?

Chuck: It's called CCleaner. C-C-L-E-A-N-E-R.

Eddie: All right. C-Cleaner. The letter C.

Chuck: The letter C.

Benny: The letter C.

Eddie: Just Google that. Download that. That's free. Run it.

Chuck: Run it, and it'll...

Eddie: Same story.

Chuck: Same story as Malwarebytes.

Benny: Yeah.

Chuck: That'll clear up probably 85 to 95% of your problems, as far as speed.

Eddie: Wow. Nice. Anything else if we're thinking about the things do make a computer, a laptop, or tower or desktop computer...

Chuck: This is a little more technical. If you go to your 'start' button and click 'run,' on some computers you have to type the word 'run' to get to your command prompt, but you can type 'run' then type in 'M-S-C-O-N-F-I-G' which is MSConfig. There's a tab there that says 'Start Up' and you can click on that tab. It will show you the programs that are loading into memory on startup. You can take those out by unchecking them.

Eddie: If you know what they are and you know that you don't need them. If you're unsure what they are, don't take them out?

Chuck: Well, you can take them out and restart the computer. If you find out, hey I needed that, you can always go back and put the check-mark back in.

Eddie: Is that just preventing it from loading in the tray at the bottom?

Chuck: Yes.

Eddie: Okay, so it's not the end of the ... It's not taking the program off the computer, it's just not having it load and be minimized in the tray.

Chuck: Exactly.

Benny: Yeah. It's basically like loading on startup. It's either do you want it to startup immediately every time your computer's running and always run, or do you want to just start it up yourself whenever you need to use the software.

Eddie: An example of that would be like an anti-virus software program. It's probably starting it and running at the bottom, which it should.

Chuck: It should.

Benny: Yeah. It should run.

Eddie: That's a good example of something-

Chuck: There are other examples of programs that update. They check for updates a lot, and they load a software to check for an update. Adobe's pretty bad for that.

Benny: Yes, they do that badly.

Chuck: They'll load an update manager. They'll check for updates every so often.

Eddie: I could have a few of those without being aware, and then in the afternoon I may notice it seems like my computer slows down every afternoon. It may be because I've got one or more applications trying to check for an update for itself and maybe do the update.

Chuck: Right. Also, there's backups. If you run a backup at two o'clock in the afternoon, then that's going to slow your computer down.

Eddie: Okay. Now so...

Chuck: You may want to reschedule that backup for...

Benny: A different time period.

Chuck: Yeah. After hours.

Eddie: Do you recommend then, Chuck, that- the average person that's listening to this podcast will have different levels of technical skills, do you recommend that this person go to the Command Prompt, type what did you say?

Chuck: Go to 'Start' then 'run. Then type M-S-C-O-N-F-I-G, all one word.

Eddie: So, MSConfig in the run box that opens up.

Chuck: Open up a little screen. In that screen there's a little tab that says 'Start Up.'

Eddie: Do you recommend the average person do that?

Chuck: Sure.

Eddie: Is this not an area you say you need to have a trained professional do that? If you follow these instructions, you might even be able to Google, "How do I remove things using MSConfig?"

Benny: Yeah. I think anybody can use that, because the worst that's going to happen if you go in there and uncheck something is you need to check it back whenever it starts back up and restart.

Eddie: All right.

Chuck: Mm-hmm (affirmative).

Eddie: Good. That's good information.

Chuck: If you don't know what it is, you can always ... If you're adventurous, you can uncheck it and restart your computer, see what happens. If you're not adventurous, then don't uncheck it.

Benny: One good point with that is you can usually just go into Google and look up those files in there. If you see something in there you can't identify, you can usually go Google it and it'll kind of tell you what it is, identify that program. You'll be better aware, if you actually want to cut it off, before you do.

Eddie: Okay, good. Anything else on the checklist to speed up a computer? Is that the majority of it?

Benny: That's the majority, yeah.

Eddie: Should be a good start. All that doesn't work, see a professional. Take it somewhere.

Benny: To a shop.

Eddie: Or replace the computer.

Chuck: Right.

Benny: Definitely, definitely.

Eddie: Any closing thoughts on computer speed?

Benny: Hmm. We covered a good bit there.

Chuck: I think that's it.

Benny: I feel pretty confident.

Chuck: I think if you'll do those few things that we recommend, if all else fails, like you said, replace the computer. If you do those few things, you should be good.

Benny: The main thing, like I said, the spotlight I would put on is CCleaner. That's cured, like you said, 80-90% of the problems right there.

Chuck: Yeah, that cleans up your registry, and there's a lot of programs that get loaded that you uninstall and they don't clean up the registry. CCleaner will do that.

Benny: Mm-hmm (affirmative).

Eddie: All right, great. I hope that this episode has been helpful to some folks. Keep it handy for the day when maybe you do have computer speed problems. You can refer back to this, listen to it again there, check out the show notes that should be with this.

If you have any questions of us at Jenesis Software, Eddie, Chuck, or Benny, our e-mail addresses are pretty simple. It's chuck@jenesissoftware.com, or eddie@jenesissoftware.com, or benny@jenesissoftware.com.

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