Article published on August 1st 2012 | Computer

We live in the age of e-mail, e-commerce and online education, or broadly speaking in the â€œInformation Technology Ageâ€•. Internet and computers have become the 6th sense organs through which we take note of the events and happenings around the world. The development is influencing individuals, businesses, societies, communities, and overall the planets with good vibes. Bestowed with real-time connectivity, sharing and collaboration techniques and features and soaked with simplicity itâ€™s no less than a revolution.

People are accessing the Internet at home, school, work, or on-the-move to pursue their personal or business goals. Activities including social networking, eg Facebook or Twitter, finding information about goods and services, using services related to travel and accommodation, Internet banking, downloading software (other than games software), & making video calls (via webcam) over the Internet are some of the tasks that are part of everyoneâ€™s life. Internet dependency and flooding of personal or business details on the information highway has provoked the Internet cons. The trauma is such that even if people were told wrongly or jokingly that their system is infected with computer viruses, spyware and malware, they become frustrated. Thankfully, anchoring the situations, software developers and tech support vendors have come up with their antivirus support, which is a complete discipline about computer security.

Needless to say, the market is crowded with antivirus brands and software applications to work on different platforms, but unless one is aware of the PCâ€™s demands, installing antivirus wonâ€™t help. He comes the role of the antivirus help desk. Experts can discover the compatibility of any given system, and install, activate, update, upgrade or repair the software in a quick and easy manner remotely over the Internet. They can also handle issues related to the Internet connectivity, email send/receive, sharing of peripherals, and data, and optimize them individually to let people stay productive as well as safe. Some antivirus support portals do hold knowledgebase, video tutorials, community forums, etc. that can help end-users to diagnose and fix antivirus issues on their own. However, before troubleshooting any system to fix problems, users should understand the causes well. For instance, for slow PC performance, blaming only the antivirus can be an injustice. It may also happen due to disk errors, loading of temporary Internet files and unnecessary startup programs, fragmented files or programs, bloating of registry settings, infiltration of viruses and malware and more. Once, causes are on table, users should follow the right troubleshooting path to fix those.

What to look for in a good antivirus? This is must to know for all before jumping to install antivirus software. In this regard, one can buy the antivirus reviews given by noted tech media portals like PC Magazine, PC World, C-net and more. Most of the times, they rate the software on the basis of in-house software tests, but can go with reports or findings published by the independent security testing institutes including AV-Test, AV-Comparatives, VB100, ICSA, West Coast Labs, and more. Hence, information is flowing; users need to have their senses opened.

Article Source:
http://www.articleside.com/computer-articles/a-few-must-to-know-facts-about-computer-security.htm - Article Side

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Article Keywords:
Antivirus Support, Antivirus Help, Antivirus Reviews

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