



From Behind the Service Counter

It's myth dispelling month...

- 1) First myth; "some computers are sold with Microsoft Office already installed."
 - a. Nope, there may be a TRIAL version on your new system but after you get used to it and have created documents using it, Microsoft pulls the rug out from under you and demands you purchase a proper license for it on-line. So with the access to all your work in jeopardy, you pay.
 - b. Smaller retailers, similar to ourselves are authorized to sell legitimate versions of Office when you purchase a new system from us, but it is never included unless the total price has been inflated to compensate for the joint purchase.
 - c. Microsoft used to sell a 3 user retail package of Office but that has now disappeared and only single on-line downloadable copies exist.

- 2) Another myth; "There is an upgrade from Windows XP to Windows 7 which will allow me to keep my existing software programs."
 - a. There is no upgrade from XP to Win7. Even Vista resists any attempt to upgrade while retaining software programs.
 - b. Other than the programs that come included with Windows 7, all your software will have to be reinstalled and/or reconfigured.
 - c. This also applies to email and internet configuration.
 - d. Moving from XP to Win7/8 will take the average user a good day or two to get comfortable and a week to work out all the kinks.
 - e. More dangerously is that all those neat programs you discovered over the years may not work on Win7/8. As time marches on, so too does the technology and with the advent of 64bit Windows software, many old programs won't function.

- 3) A 32bit version of XP, Vista or Windows 7 will work just fine.
 - a. 32bit software can only access 4Gb of RAM. If your video card shares the RAM you have in your computer, that reduces the amount of working space you have before you even get going.
 - b. 64bit software can access billions of gigs of RAM so the memory cap is off.
 - c. Only older, specialized program need 32bit and the computers they run on are usually dedicated single-purpose systems.

Thanks and stay tuned for more myths in future months...

And have a great computing experience!

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