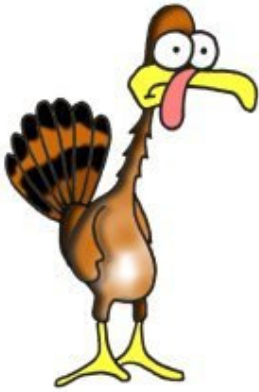


Horizon Newsletter



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Printed on the
Xerox 7400

Did You Miss Our Newsletters?

The last newsletter we sent was on October 2004. So how come so long?

We only have two excuses. This last year was very busy for us. A big thank you to all of the customers who have kept us busy.

The second problem is our HP 8550 printer, used to print the newsletters, decided to quit working in July. We tried several attempts to get it fixed, all attempts resulting with no success. Over a period of several months, different parts were replaced based on HP's recommendation according to the error message that was produced. None of the replacement parts made any difference.

We asked HP what is the next step. Their only recommendation was we spend a \$1,000 flat fee

repair for a HP tech to come out and to keep replacing parts till they fixed the problem. This printer was purchased in 2000 and based on HP's monthly duty cycle, we have hardly scratched the surface on usage. But we had reservations in putting a \$1,000 into a printer made in 2000. Thinking that something else would soon fail.

So we opted to research color printers that could handle the large tabloid format needed for our newsletters. The results concluded in us selecting the Xerox 7300 color laser. On further research we learned that this printer was going to be discontinued and replaced with the 7400 model. The 7400 was finally released in November. The specs are twice that of the HP 8550.

What does all of this mean to you? We have

always recommend HP laser printers for high-end printing requirements. But after this experience we are now recommending that you should also consider Xerox as an alternative. The failure or difficulty in repairing our HP could be a fluke, but our biggest disappointment was that HP could not provide a fix that wasn't associated with a high repair price tag.

We are still HP authorized and have also become a Xerox partner.

One of Xerox's requirements is that we cannot advertise Xerox products below their suggested street price. Of course, we can sell them below the street price.

If you are interested in a Xerox laser printer, call us for pricing and ignore the pricing on our web site.

**Try out our
new Help
Desk. Go to...**

Request.ahinc.com



**Spyware
Protection is
now available
with F-Secure's
Client Security
version.**

New Help Desk Feature

In order to improve customer support, We have implemented a Help Desk system that you can access directly from your Web browser.

There are three main components to the Help Desk - FAQ's, Trouble Shooter Tips and Ticket Tracking.

FAQ's

FAQ's consists of handy and useful information to common questions. Some examples are Backup Edge error codes, How to get the IP address of your PC, How to set your system clock automatically and many more.

Trouble Shooter Tips

This section provides step-by-step instructions for some of the common support questions we receive. One of the most common is instructions on how to re-map network drives.

We are constantly adding new FAQ's and Trouble Shooter Tips. We would appreciate feedback from you for any new topics you would like to see added.

Ticket Tracking

Tickets are used to track job/service requests. Either you or we can add new tickets. You can specify the urgency of the request and also have the option to request a specific technician.

We use this system to schedule and record our time for each ticket. You are able to review the status of all open or closed tickets at any time.

Email is automatically sent to you when a ticket is added or when any changes are made to a ticket.

A login and password is required to view or create tickets. If you don't already have your sign on, please call so we can get you set up.

To access the Help Desk, enter request.ahinc.com for the URL address.

Upgrade to F-Secure's Client Security

If you are already using F-Secure's Anti-virus for Workstations, you may want to consider upgrading to the Client Security version. The Firewall with Intrusion Prevention is especially useful for remote users.

F-Secure Anti-Virus Client Security offers virus protection , spyware protection, desktop firewall, intrusion prevention and application control software.

Feature Summary

- **Spyware Protection** - Stops adware and spyware using real-time scanner.
- **Web Scanning** - Scans Web traffic for viruses before the data is forwarded into web browser.
- **Firewall with Intrusion Prevention** - Detects and blocks hackers and new breeds of worms.

- **Application Control** - Centrally controls and blocks applications connecting to the Internet.
- **Protection for Unknown Threats** - Blocks in real-time unknown threats using system changes, browser hijacking and code injections.
- **Network Quarantine** - Assures the security level of remote laptops connecting to the company network outside the office premises before granting access.
- **Automatic Virus and Spyware Definition Updates with Fail-Over** - Using a fail-over method, virus and spyware definitions update transparently and automatically 1-2 times a day.
- **Automatic Security Levels** - Automatically adapts security levels.
- **Real-Time Automatic Protection** - Stops in real-time viruses, worms, spyware and Trojans attacking via e-mail, web or floppy disks.
- **E-mail Scanning** - Scans all Email traffic for viruses.
- **Virus News** - Delivers the latest virus threat news instantly around the globe.

Windows Vista

Just when you got used to Windows XP, the next version of Windows, **Vista**, is close to being released sometime in 2006. It has been five years since Microsoft introduced a new version. As usual, Microsoft's PR is hyping this as the greatest thing since veg-a-matic. Based on what we have learned so far, here is our take.

Just as we recommended for previous new releases from Microsoft, we are recommending that you not be so eager to jump on the new version. There are a few nice features, but not enough to justify upgrading from XP. Like previous new version releases, there will probably be several bugs. We strongly recommend holding off your urge to upgrade or even purchase a new PC with Vista until the first Service Pack is released which should provide better stability and a more reliable product. It does have the potential to be the best version of Windows.

What's New

It has a new interface look with transparent windows and interesting icons. The new look results in having to learn new navigation techniques.

Internet Explorer supports tabbed windows. Firefox already has this feature.

One of the anticipated features was a relational database-based Win-FS file system. This feature was dropped in order to meet the 2006 release timeframe.

There are heftier hardware requirements. Don't expect to run this on a computer that originally came with Windows 2000 or earlier.

There will probably be software incompatibility with some applications.

Bottom Line

You will eventually be running Vista, but give it some time before jumping on the upgrade bandwagon.

View demo at
[www.f-secure.com/
products/anti-virus/fsavcs/
demo/
fsavcs_demo.html](http://www.f-secure.com/products/anti-virus/fsavcs/demo/fsavcs_demo.html)

New Windows version Vista to be released in 2006.

Our advice...

Hold off on updating or using until the first major patches are released.





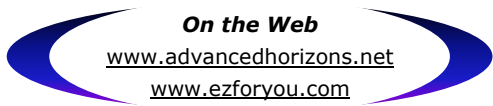
Advanced Horizons, Inc

323 Ferndale Avenue
Elmhurst, IL 60126

Phone: 630.941.9332
Fax: 630.941.9338
E-mail: info@AHinc.com

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Computer Humor

- All wiyht. Rho sritched mg kegtops aaround?
- Computers are not intelligent; they only think they are.
- As a computer, I find your faith in technology amusing.
- All computers wait at the same speed.
- "640K ought to be enough for anybody." - Bill Gates, 1981
- Software never has bugs; it just develops random features.
- If debugging is the process of removing bugs, then programming must be the process of putting them in.
- Real programmers don't document. If it was hard to write, it should be hard to understand.
- Programmer: A red-eyed, mumbling mammal capable of conversing with inanimate objects.
- Ethernet: something used to catch the ether bunny
- Computer: A device designed to speed and automate errors.
- Windows: Just another pain in the glass.
- Error: Keyboard not attached. Press F1 to continue.

