

WAN and Computer Options, Frequently Asked Questions

Q: I have a computer that I would like to get connected to the WAN. How do I get started?

A: Get the WAN and Computer Options document from an administrator in your office. It has everything you should need. Remember, if you have a notebook with Wireless in it, you can access the Wireless Network today. See Agent Wireless Documentation available from an office administrator.

Q: Will Tucker install the computer in my house?

A: No, but you need help, we suggest you consider one of the vendors on our “Vendor Resources” page.

Q: If I leave Tucker, can I continue to use the Antivirus software?

A: No, the Antivirus software loaded onto your computer by Tucker is licensed exclusively to Tucker. It is illegal for us to sell or give it away, and it is illegal for you to use the software without our permission. In order to un-install the software properly, you should call the I.S. department at Tucker. It is a simple procedure that we can “walk” you through over the phone in about 5 minutes.

Q: If I go remote, can I continue to use the Tucker Antivirus software:

A: No, without regular visits to the office, your anti-virus software will get out of date. If you go remote, there is a chance that the frequency of your office visits will diminish. We don’t want you to be un-protected, and we don’t want your PC to infect others on our network.

Q: If I go remote, can I still have access to the Tucker WAN?

A: No, but you can use the Wireless Network. Because the Tucker Company’s version of anti-virus software has been or will be disabled when you go remote, you can not use the WAN. Back to the primary rule, you have to run our anti-virus software to be on our WAN.

Q: Can I use my computer on the WAN without the Tucker Antivirus software?

A: No, when we first installed our WAN and allowed agents access to it, that was our policy. Viruses were a huge problem for us then, however, since we have moved to the policy that requires every agent and assistant to use our Antivirus software, the virus issue has been almost non-existent and our network has been much more stable. Viruses will always be a problem. We must do everything we can to prevent them from getting their foot in the door. All computers on our WAN will be required to run our Antivirus software.

Q: My computer has been on the WAN and working just fine for several months but all of the sudden it doesn’t work. Can you come and fix it? Please?

A: The Tucker I.S. department is responsible for about 350 computers in 15 locations as well as all phone systems, phone lines and data lines. We just don’t have the resources to maintain all the agent computers also. If you call, and we aren’t out fixing all those other computers, we will try to answer your questions quickly, but we won’t be able to solve everyone’s problems this way. You may need to pay for help. You can use anyone you want, but we would suggest vendors listed on our “Vendor Resources” page. These are the only vendors that can install our version of anti-virus software and connect PCs to our network.

Q: Can I have the company version of the Antivirus software loaded onto my PC at home?

A: No, the software will only work properly in conjunction with our Antivirus servers on our WAN. This software cannot “see” our servers from your home, and therefore will not be updated properly.

Q: I am an agent with one assistant. Can I have 3 PC’s connected to the WAN?

A: Yes, but the company will only pay to have 2 of those PC’s registered and connected to the WAN. You must pay to have the 3rd PC connected. Currently, we contract exclusively with those vendors listed on our “Vendor Resources” page. These vendors charge \$125.00 to connect a PC to our network.

Q: Since I am on the WAN and I have to run your version of Antivirus software, will you guarantee that I won’t get a virus?

A: With viruses, there are no guarantees. Antivirus software only knows how to protect your PC from a virus that it knows about. New viruses that spread very rapidly can infect thousands of PCs across the nation before the “cure” for it is developed. Our Antivirus servers check with Symantec, the provider of our software, every 2 hours. Usually within 2 and ½ hours of a known “cure” being available, it is on all the PCs on our WAN that are turned on and working. If your PC is at home, it will usually get the update within an hour of re-connecting to our WAN.

Q: What if I think I have a problem with my company version of Antivirus software? Who do I call?

A: By looking at our Antivirus server, we can verify if you have the most current version of the virus definitions. If you don’t have the XP firewall running, we can actually have the server query your active connection to verify that your software is running properly. If you do have a problem, we will suggest that you call one of the vendors on our “Vendor Resources” page of the WAN and Computer Options document to have it re-loaded and/or repaired.

Q: My PC hasn’t been connected and on our WAN for a month. Is this a problem?

A: Probably not, but to be sure that the antivirus software on your PC is functioning properly and has the current definitions, plug your PC into the network, and leave it on for several hours. Then check the virus definition file date. It should be one week old or less.

Q: How do I check the virus file definition date?

A: Double click the shield in system tray located in the lower right hand corner of your screen. The shield should say, “Symantec Antivirus”. A box will pop up and in the lower right hand corner of this box will be the version date of your virus definition file.

Q: How do I reach a computer person who can help me?

A: See the “Vendor Resources” page of the WAN and Computer Options document.

Q: My assistant personnel has changed and I want to buy them a new PC. Who will pay to have this new computer connected to the Tucker WAN?

A: The company will pay one time each for the Sales Associate, and one time each for an assistant. We don’t really care who that assistant is. If you only employ one assistant, but that person changes every 6 months, it is still only one assistant to us. Every assistant must be active and registered with the company to qualify.

Q: My PC doesn’t have the XP operating system, it has XP home, can you connect it to the network?

A: We have been allowing this to occur, because we have found that it is currently working. However, Symantec does not support this version of the operation system for their software. Should an update come down that does not function with the XP home operating system, and the anti-virus software stops working, you will at that time need to upgrade your computer, or be taken off the network. The cost of this upgrade and re-connection will be on you, not on the company. That could happen a week from now, a month from now, or might never happen, we just don't know. It is your gamble.

Q: How reliable is the version of anti-virus software the company provides?

A: We have been using this version or versions of it for years. During that time, we have only had 1 or 2 company computers that required us to re-load the software. This is because these computers are in a stable environment. If changes are made, we have usually tested them first. This is not true of the same software running on agent computers. There are programs that don't co-exist well with Symantec Norton anti-virus. Sometimes an agent will download and install one of these programs, and their anti-virus software stops functioning properly. As a general rule, if you don't know what you are loading, or what you will get from it, don't load it. We have published newsletters with helpful "to-dos" and things to look for. We would suggest you find it and read it.

Q: Will the anti-virus software you load last forever?

A: No, we will load the most current version of the software that we know is functioning properly. Once loaded, it will be good until Symantec no longer supports it. Once that happens, we will ask that you pay a vendor for the time to upgrade your version. The software is again supplied to you for your use for free. However the cost of the labor is on you.

Q: When will the company start using wireless?

A: Wireless is here NOW. See Agent Wireless Documentation available from your office administrator.

Q: Does it cost me anything to get connected to the Wireless network?

A: No, see Agent Wireless Documentation available from your office administrator.

Q: I know how to configure my PC for Wireless, can I do this myself?

A: Yes, absolutely, see Agent Wireless Documentation available from your office administrator.

Q: If I use the Wireless network, do I need to send the WAN form in?

A: No, see Agent Wireless Documentation available from your office administrator.