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This Newsletter is Published by



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IT Director of
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The Tech Insider

Why Should I Backup My E-mail If It's Already Saved On My Workstation? What Are My Options?

Some of you, undoubtedly, have an e-mail account with America Online (*aol.com*), others may have it with your Internet Service Provider (ISP) whether it's Verizon or Optimum (e.g., *yourname@optonline.net*) and others, still, will have e-mail accounts that are specific to their own businesses (e.g., *fred@tech4now.com*). Each user has his or her reason for using their specific type of e-mail account.

Many businesses use their own domain name to establish a degree of integrity to their image online. It conveys an extent of being established if your e-mail matches your domain name. Some businesses feel it is not necessary to use their name in an e-mail address—it's considered excessive and unnecessary. Personally, I disagree, but I have a number of clients that insist on using their ISP's e-mail accounts. Why do I mention these items with regard to e-mail if this article is about e-mail backup and archiving? Simple, it's about how we do business now-a-days.

Envision yourself in your day to day activities: working on your computer, writing proposals or briefs, spreadsheets, messaging (e-mail and IM), perhaps, surfing the web and a presentation or two. Now, picture yourself needing to locate a document that you sent to someone electronically a few months ago...no problem, right?! Just go to your computer, open your mail client and run a search. But,

what happens if you cannot locate it because you bought a new computer and did not transfer over your old e-mail? What if you downloaded all messages from AOL to your computer and the computer's hard drive crashed, you got your documents back, but could not recover your e-mail in the Personal Filing Cabinet (PFC) file? Or, you store all of your mail on the Exchange Server at work and the server crashed. I surely hope that you have a viable backup that includes your e-mail messages!

Well, by now, you should have an idea about why you are dependent upon e-mail. Have you taken the precautions necessary to protect it for the future? Did you know that in the legal profession and in other trades, it is now mandated that certain communications be retained for a number of years and the claim that you don't have the message just doesn't cut it anymore. Those in the know would tell you about the Federal Rules of Civil Procedure (FRCP). In these rules are details citing just how far back you must be able to retrieve messages, how long you must retain them and how they must be searchable. FRCP Rules 26 to 37 include the details on Discovery. This is the process whereby civil litigants seek to obtain information. This is one more reason why businesses and certain individuals may be more concerned about maintaining a fully accessible level of archive

(Continued on page 2)



E-mail has evolved from an uncommon medium that only businesses used to communicate to a popular format by which most messaging now occurs

If MS Lost In Court, Do I Have to Change My Word?!

In a recent U.S. District Court decision, **Microsoft** (Microsoft Word Markup Language) code for which they held a patent. The patented code describes how programs go about "manipulating a document's content and architecture separately." Effectively, custom XML is used by businesses to link their corporate data to Word documents.

The lawsuit was initiated in 2007, but Microsoft's legal team managed to delay the process through appeals. As of December 22, 2009, the U.S. Court of Appeals struck down Microsoft's appeal of a lower court's findings that Word 2007 infringes on a patent held by i4i, a Canadian company. The judge also hit Microsoft with a \$290 million fine. For more information on this court case, please visit our blog at insightsforsmallbusinesses.blogspot.com.

Existing copies of Microsoft Word 2007 in use by consumers and businesses will not be affected by the court's decision, only copies of the program sold after January 11, 2010 will not be allowed to contain the i4i XML editor.



of a lower court's findings that Word 2007 infringes on a patent held by i4i, a Canadian company. The judge also hit Microsoft with a \$290 million fine. For more information on this court case, please visit our blog at insightsforsmallbusinesses.blogspot.com.

Quotations

"I took a speed reading course and read 'War and Peace' in twenty minutes. It involves Russia."

Woody Allen

"If you want to make peace, you don't talk to your friends. You talk to your enemies."

Moshe Dayan

"If your parents never had children, chances are you won't either."

Dick Cavett

"Computers make it easier to do a lot of things, but most of the things they make easier to do don't need to be done."

Andy Rooney

"We make all of your computer problems go away without the cost of a full-time I.T. staff"

Ask us about our fixed price services HTS Insight Hassle-Free Agreements—Computer Support at a flat monthly fee you can budget for just like rent!



Over our past eight years in business, we have grown, learned and come to appreciate the relationships that have been established in our daily interactions. It is with this gratitude that we wish to extend to all of you our sincerest wishes for a happy, healthy and prosperous 2010. May the new year bring all of us a bounty worthy of our efforts. Success to you in all your endeavors!

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Compliance with eDiscovery and Email Archiving

(Continued from page 1)

for their past messages.

The big question that may be lingering in your mind about now is, **"How can I protect myself and maintain a level of compliance with these regulations?"** The answer is straightforward if you have your own business domain name—**RADAR**. RADAR stands for Rapid Archiving, Discovery and Recovery. RADAR is a service that is available from Holzager Technology Services in conjunction with **Holzager Total Control (HTC)**, our spam filtering service.

How is this done? It's rather simple: If you have your own domain, it needs to be protected by **HTC. Holzager Total Control** is a managed email security service that provides email users with unprecedented control over access to their inbox—it blocks unwanted mail, such as spam, viruses and directory harvesting, Denial of Service (DoS) attacks, and makes phishing attacks self-evident. This is achieved by combining its unique capabilities with traditional defenses, such as Allow Lists, Block Lists, and Content Filtering, based upon the user's preferences.

RADAR interacts with HTC inasmuch as all messages that get processed by the spam filter are also passed to the RADAR server for automatic backup and for access via the email continuity component. This aspect of RADAR not only allows a company to maintain their electronic correspondence via a Web User Interface (WebUI), but provides a set of tools to allow a company to perform the requisite Discovery process, as well as maintain the ability to perform a full restore of all messages held within the archive. It's a complete tool/service that not only bestows compliance, but confidence in its level of contingency.

To summarize this product, you get the following key features:

➔ **Active Archiving:** All mails moving forward are stored for retrieval purposes. Prior mail may be uploaded to the server for contingency as well as compliance with the Discovery process.

➔ **eDiscovery:** RADAR's proprietary DeepLink™ discovery engine enables users to locate relevant and related emails and attach-

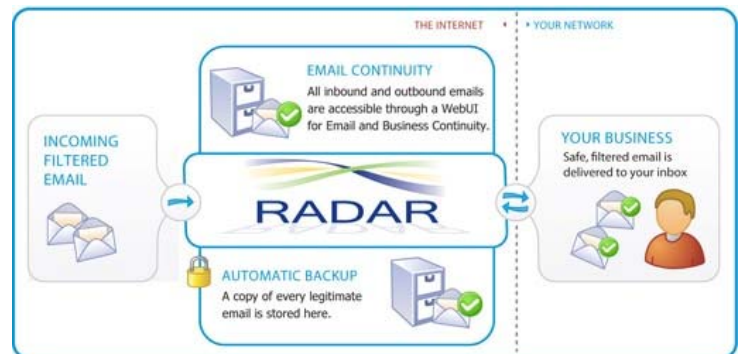
ments quickly and easily from their mailbox archive. Authorized users are permitted to search across the 'enterprise.

➔ **Email Recovery:** RADAR's unique "click and pick" data-packaging tools allow the recovery of email and attachments to be fully customizable by the user. In the event of a catastrophic failure, a full mailbox restore is available to users for complete disaster recovery.

➔ **Email Continuity:** As a managed service, RADAR provides continuous on-demand access to email from any location. In the event of any internal network or server outages, users can access the secure RADAR servers via a webmail client and continue communication via email without any down-time, mail queuing or sender 'bounce-back' messages.

➔ **Managed Gateway Solution:** RADAR operates transparently "in the cloud," automatically saving incoming, outgoing and internal email. Importantly, this does not require any additional hardware, client-side software or IT support. Email availability becomes like electricity availability – it's just there, but even better, because if your local power goes out, you can still reach your email from another location.

The beauty of RADAR and HTC is that both of these services are available for you TODAY. Just give us a call at (201) 797-5050 and we can begin to help you establish this system in place at your place of work. It's a New Year and your dreams for a successful 2010 are still strong. Take the first step to assure your viability throughout the year by protecting your business and its assets. Now is the best time to reduce spam issues and enhance your level of business continuity planning.



A Parable: The Starfish Thrower

A man was walking along beach early one morning when he noticed a young boy who appeared to be picking something up off the shoreline and throwing it out into the sea. As the man got closer to the boy, he saw that the objects were starfish, and that the beach was covered with hundreds of them that had washed up on shore the night before. The man watched the boy for a few minutes and then decided to approach him. "Why in the world are you out here so early in the morning throwing starfish into the water?" he asked.

"If these starfish stay where they are when the mid-day sun come up, they will die. I come here every morning to throw them back into the sea, so they can live," he replied as he continued his work.

"But that is ridiculous!" said the man. "Look around you. There are thousands of miles of beach and millions of starfish. The sun will be up within an hour. And tomorrow morning, they will all wash back up again. How can you

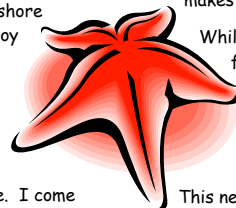
believe that what you are doing could possibly make a difference?"

The young boy picked up another starfish, paused thoughtfully, and remarked as he tossed it out into the waves, "It makes a difference to this one."

While we know we can't save all the people in our area from the challenges, problems, and perils of running and growing a business, we take great pride in knowing that in our own small way, we are the starfish throwers, making our own small contribution to their success.

This new year, we want to thank you for the trust and confidence you have shown us over the years. Whether you are a soon-to-be new customer or long-term client, we truly appreciate your business, referrals, and look forward to serving you in the new year!

—Fred W. Holzager, Managing Member
Holzager Technology Services, LLC



Thoughts to Ponder...

With a focus on change in the New Year, consider the following...

The paradox of our time in history is that we have taller buildings but shorter tempers, wider freeways, but narrower viewpoints. We spend more, but have less, we buy more, but enjoy less. We have bigger houses and smaller families, more conveniences, but less time. We have more degrees but less sense, more knowledge, but less judgment, more experts, yet more problems, more medicine, but less wellness.

We drink too much, smoke too much, spend too recklessly, laugh too little, drive too fast, get too angry, stay up too late, get up too tired, read too little, watch TV too much, and pray too seldom. We have multiplied our possessions, but reduced our values. We talk too much, love too seldom, and hate too often.

We've learned how to make a living, but not a life. We've added years to life not life to years. We've been all the way to the moon and back, but have trouble crossing the street to meet a new neighbor. We conquered outer space but not inner space. We've done larger things, but not better things.

We've cleaned up the air, but polluted the soul. We've conquered the atom, but not our prejudice. We write more, but learn less. We plan more, but accomplish less. We've learned to rush, but not to wait. We build more computers to hold more information, to produce more copies than ever, but we communicate less and less.

These are the times of fast foods and slow digestion, big men and small character, steep profits and shallow relationships. These are the days of two incomes but more divorce, fancier houses, but broken homes. These are days of quick trips, disposable diapers, throw-away morality, one night stands, overweight bodies, and pills that do everything from cheer, to quiet, to kill. It is a time when there is much in the showroom window and nothing in the stockroom. A time when technology can bring this letter to you, and a time when you can choose either to share this insight, or to just hit delete.

Remember, spend some time with your loved ones, because they are not going to be around forever. Remember, say a kind word to someone who looks up to you in awe, because that little person soon will grow up and leave your side. Remember, to give a warm hug to the one next to you, because that is the only treasure you can give with your heart and it doesn't cost a cent.

Remember, to say, "I love you" to your partner and your loved ones, but most of all mean it. A kiss and an embrace will mend a hurt when it comes from deep inside of you. Remember to hold hands and cherish the moment for someday that person will not be there again. Give time to love, give time to speak, and give time to share the precious thoughts in your mind.

With these thoughts in mind, we want to wish all of our clients, friends, and readers the best of health, happiness and prosperity in 2010.



Life is not measured by the number of breaths we take, but by the moments that take our breath away.

Client of the Month—Resto Corporation



Mike Connolly
President
Resto Corporation

This month, we are proud to feature **Resto Corporation** of Chestnut Ridge, NY. Resto Corporation is a family owned insurance service company performing emergency water & fire damage mitigation services and construction repair. They are licensed in both NY and NJ.

We recently spoke with Vanessa, the Office Admin for Resto Corp to ask her a few questions about our relationship. Vanessa had been the *de facto* computer person for the company until the situation got beyond her experience and an experienced support company was needed—we were referred to them by an acquaintance. We have been working with Resto for over four years now. Resto works with a system that depends upon their network for job retrieval and work performed submissions.

What is the single biggest benefit you have since working with us? **"Security. Knowing that if any-**

thing happened, we could have the peace-of-mind that you guys would be there right away to fix it." She added that since working with us, their Line-of-Business software has run consistently without any issues. **"If we have a problem, we call you and your staff remotes in to resolve problems promptly. It's like having a virtual IT department in our own business—It's great!"**

Vanessa cheerfully added, **"You are very responsive and speak to us in plain English....to be honest with you, we feel like we're your only customer, since whenever we call you, you get out here so fast."**

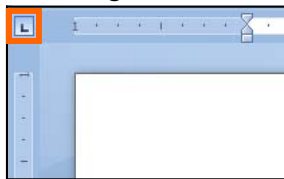
If you ever need a highly reputable company to help you recover from a fire or flood in your home or business—give Resto Corp a call. They come highly referred by an extensive list of clients. If you would like to see some of their work or read some of their testimonials, visit www.restocorp.com.

Next month, we will introduce you to another of our *Clients of the Month*. If your company would like to be considered as a candidate for *Client of the Month*, drop me a line at fred@tech4now.com.

If your company would like to be featured as the *Client of the Month*, please call us to express your interest. You will get positive press for your use of technology and may even gain a client from the exposure.

Quick Tech Productivity Pointers

Tab stops interact with the ruler in Word to give you a granular level of control over the placement of your text and indents. If you look in the upper-left corner of the document window, you will see a small box with an "L" in it. This is a toggle that allows you to place tab stops along the ruler in Word and other Microsoft applications. If you click on the "L", it will cycle through seven (7) options (5 tabs, 2 indents).



Before you may use the indents and tabs, you must display the ruler. If it is not visible, click on the View>View Ruler check box in Word 07, for earlier versions, click on the View Toolbar, then enable Ruler. With that set, you can use the new tool. The icons function as follows:

L A **Left Tab** stop sets the start position of the text that will then run to the right as you type.

⏏ A **Center Tab** stop sets the position of the middle of the text. The text centers as you type.

⏏ A **Right Tab** stop sets the right end of the text. As you type, the text moves to the left.

⏏ A **Decimal Tab** stop aligns numbers around a decimal point independent of the number of digits, the decimal point will be in the same position. You can align numbers around decimal points only, not other characters.

| A **Bar Tab** (nothing to do with *drinks*) does not position text. It inserts a vertical bar at the tab position.

We recommend you visit the Help (F1) within Word to see the rest—type "Tab Stops" to find the details. Imagine how much time you will now save just because you know how to use this tool. If there are any tools that you would like to learn more about, please drop us a line at fred@tech4now.com.



If you learn to work the keyboard with shortcuts, your skills as a virtuoso will transform the keyboard into a true instrument of function and delight.

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Feedback & Suggestions...

Is there a topic or feature you would like to include in a future issue? Opinions and feedback are welcome and encouraged. Send me an e-mail or call our direct line.

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"We make all of your computer problems go away without the cost of a full-time I.T. staff"

Ask us about our fixed price service agreements—Computer support at a flat monthly fee you can budget for just like rent!

"If you depend upon software, which we do for our business, it's a no brainer. You do it [enroll in Hassle-Free IT]. It's an investment and it brings back many returns as far as reliability and dependability."

—Steve Braverman, President, **Industrial Firedoor & Hardware Supply**



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The Lighter Side...

0 to 200 in under 6 seconds...

Bob was in trouble. He forgot his wedding anniversary. His wife was really pissed. She told him, "Tomorrow morning, I expect to find a gift in the driveway that goes from 0 to 200 in under 6 seconds AND IT BETTER BE THERE!!"

The next morning, he got up early and left for work. When his wife woke up, she looked out the window and, sure enough, there was a box gift-wrapped in the middle of the driveway. Confused, the wife put on her robe and ran out to the driveway. She brought the box back in the house, opened it, and found a brand new bathroom scale.

Bob has been missing since Friday.

Bad Language

A nun is sitting with her Mother Superior chatting. "I used some horrible language this week and feel absolutely terrible about it."

"When did you use this awful language?" asks the Mother superior.

"Well, I was golfing and hit an incredible drive that looked like it was going to go over 280 yards, but it struck a phone line that is hanging over the fairway and fell straight to the ground after going only about 100 yards."

"Is that when you swore?"

"No, Mother," says the nun. "After that a squirrel ran out of the bushes and grabbed my ball in its mouth and began to run away."

"Is THAT when you swore?" asks the Mother superior again.

"Well, no," says the nun. "You see, as the squirrel was

running, an eagle came down out of the sky, grabbed the squirrel in his talons and began to fly away!"

"IS THAT when you swore?" asks the amazed Mother Superior.

"No, not yet. As the eagle carried the squirrel away in its claws, it flew near the green and the squirrel dropped my ball."

"Did you swear THEN?" asked Mother Superior, becoming impatient.

"No, because the ball fell on a big rock, bounced over the sand trap, rolled onto the green and stopped about six inches from the hole."

The two nuns were silent for a moment. Then the Mother Superior sighed and said, "You missed the *darned* putt, didn't you?"

The Hearing Test

An old man goes to his doctor and says, "I don't think my wife's hearing is as good as it used to be, what should I do?"

The doctor replies, "Try this test to find out for sure. When your wife is in the kitchen doing dishes, stand fifteen feet behind her and ask her a question. If she doesn't respond keep moving closer, asking the question until she hears you."

The man goes home and sees his wife preparing dinner. He stands fifteen feet behind her and says, "What's for dinner, honey?" No response.

He moves to ten feet behind her and asks again, no response. Five feet, no answer.

Finally he stands directly behind her and says, "Honey, what's for supper?"

She says, "For the fourth time, I SAID CHICKEN!"