



Volume 1, Issue 3

June 2009

This Newsletter is Published by



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The Tech Insider

How much time do YOU waste with SPAM?

According to *DidYouKnow.org*, Some 190 billion emails are sent daily—more than 2 million per second—by 1.2 billion email senders. About 70% (133 billion emails) are spam and viruses. There are about 1.4 billion registered email addresses.

How do you prepare yourself for the onslaught of *viruses* and *phishing* messages delivered to your mailbox on a daily basis? What do you have in place to minimize your exposure to the potential “*productivity pitfalls*” that present themselves on a regular basis? What measures are effective

in curtailing the effects of the spam wars between you and the outside world?

Here, at Holzager Technology Services, we have investigated the current technologies available to enable you to reduce or eliminate the potential threats coming at you on a continuous basis. As *best practices* would dictate, we recommend using a reliable commercial antivirus/antispymware/antispam application utility from a reputable vendor such as Symantec, McAfee, Trend Micro or any number of others.

Second, understand what is happening when you receive these “at-risk” messages: First of all, a

(Continued on page 2)



The average e-mail user may lose up to 2 weeks of productivity PER YEAR due to SPAM. Add in the infection of a virus-laden message and the cost rises!

High School Graduation

Congratulations! Your child has just finished High School. Now that your son or daughter is going to college, what kind of computer do you buy?

This question is raised so frequently, we felt compelled to answer this FAQ. The answer is simply put...It depends.

It depends upon the line of study that you child will pursue in school AND if the school has a standard that they require the students to use. For example, the school may require that the student uses a laptop that has a webcam, has built-in wireless connectivity and can also be used as a tablet PC. How do you know what to buy? Simply put: Ask the school.

Some schools have programs where they discount the computers based upon volume purchases from select manufacturers. Other may “suggest” that the students purchase the computer from a local service provider to enable warranty service on campus. You may have your own preference on what you want for your child. We cannot stress enough that you should confer with the school to determine if there is a “best choice” before buying the computer. Whether it’s a package deal offered on campus or maybe a deal directly offered by a manufacturer—play it safe. Check out the recommendations BEFORE buying. It will save you hassle and much aggravation when your child starts. After all, shouldn’t this be a positive experience for everyone?

Quotations

"Eighty percent of success is showing up."

Woody Allen

"Baseball is 90% mental, the other half is physical."

Yogi Berra

"In the business world, the rear-view mirror is always clearer than the windshield."

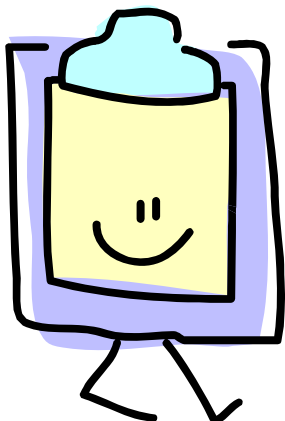
Warren Buffett

"The big secret in life is that there is no big secret. Whatever your goal, you can get there if you're willing to work."

Oprah Winfrey

"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!



The image is temporarily stored on the Windows Clipboard; from there, you may paste it into your document.

Wasting time with SPAM

(Continued from page 1)

message is created by the spammer which is delivered to your mailbox. The action of a spammer or multiple spammers sending simultaneously to your mailbox to cause havoc is referred to as a **Denial of Service** (DoS) attack. The Denial of Service affects your ability to receive legitimate messages because your mail server is occupied with processing spam, therefore important communication cannot be delivered due to their being bounced with server busy errors.

Now, assume that it is not a Denial of Service attack and you only receive 10 to 50 messages per day. We'll refer to this as your normal class of annoying spam. Let's say that you spend about 10 to 20 minutes per day to rid your mailbox of these messages. If you calculate approximately one quarter hour per day and figure that you check your e-mail only on weekdays, then we recognize you are losing 75 minutes per week. If we expand our thinking, then we see it

works out to about 3,900 minutes or 65 hours per year—roughly over a week and a half of work lost addressing bogus e-mail.

If you use an e-mail provided by Verizon.net, Optonline.net, Gmail.com, Yahoo.com or any other generic provider for your business, then your options are somewhat limited. However, if you use your own domain name for your e-mail (e.g., fred@tech4now.com or yourname@domain.com), then we can help you significantly reduce your spam. We use a technology that allows us to redirect all of your messages from your current mail provider to our spam filtering servers. Our spam filtering servers then forward your cleaned e-mail to your server for you to have anywhere from 75 to 98%+ reduction in spam (dependent upon your settings).

Why is this service valuable? First of all, spam is not delivered to your mail server, thus avoiding the DoS attack. Second, viruses are cleaned and quarantined from your incoming mail, thus reducing the likeli-

hood of infection from incoming mail. Third, you do not have to parse through your e-mail on a regular basis to weed the spam from the legitimate messages. You receive a *Daily Quarantine Report* (DQR) that summarizes the possible spam messages, the balance of the pure trash can be "vaporized" automatically. You can now scan your DQR in seconds and move on to what really matters to your productivity. In summary, your mail is delivered to your mailbox in seconds, it is cleaned, filtered and faster to process. If you believe you could find a true benefit in this service and would like to learn more, please do not hesitate to contact us. This service is available as a standalone feature, combined with other powerful features for FRCP eDiscovery compliance or included in one of our HTS Insight Hassle-Free IT plans. For more information write to fred@tech4now.com or call (201) 797-5050—You'll be glad you did!

How to do a Screen Capture

Clients have often asked how they could document items that they see on their screen without buying expensive software tools. It's easier than you may have imagined to perform a screen capture. The key issue is in verifying that the window you wish to "capture" is the active window.

An **active window** is the window that appears on the screen with the highlighted title bar. All other windows will be faded in comparison. It should appear in the foreground.

1. Select the Active Window.
2. Hold down the **ALT** key while depressing the **PrtScr** key (Print Screen). This will copy the image to the computer's clipboard (a cached image).
3. Open the program that you wish to insert the image into. Note: **Wordpad** and **Word** will work well, but **notepad** cannot receive the captured image.
4. Save or print the resultant document. You have now performed a screen capture.

If you wish to learn a specific technique, please contact us for future issue inclusions.

Did You Know...

☆ The average computer user blinks seven times per minute. The average blink rate for people in general is 20 times per minute. If you find your eyes becoming tired early in the day, try the 20/20 rule. When working at a computer and staring at the screen for 20 minutes, give yourself a 20 second break to focus on something else (other than the monitor) in order to allow your eyes to adjust.

☆ Five out of six pages on the Internet are pornographic in nature. Even more concerning,

80% of all pictures on the Internet are of naked women.

☆ Speaking of ubiquitous—it took 38 years for the radio to reach 50 million users, whereas it only took 13 years for television viewership to reach that mark. Yet, it only took 4 years for the World Wide Web to reach that level. What do you envision as the next channel for mass communications?

☆ One out of 8 couples married, in the US, last year met online.

☆ MySpace reports that it has over 110 million registered

users. Had it been a country, then it would have been the 10th largest, just behind Mexico.

☆ By 2012, there will be over 17 billion devices connected to the Internet.

☆ Domain names are being registered at a rate of over one million names every month. Imagine, if you had to be the one to register them, either you would be extremely tired or very rich.

If you have some Fun Facts that you would like to share, drop us a line at fred@tech4now.com.



With the advent of online dating services and other partnering websites, 1 out of 8 couples that married last year met each other online.

June Client of the Month—Star Consulting, Inc.

June's featured client is **Star Consulting, Inc.** of Oradell, NJ. Star Consulting is a management and consulting company which works with associations and organizations to build their organizations and take them to higher levels of vitality, activity, and involvement in all of their activities. They also run all of the events for different organizations and corporate clients. *Star Consulting* has been a client since January 2004 and has been using *HTS Insight Hassle-Free IT* since November 2008.



Michael L. Isaacs, President, Star Consulting, Inc.

When asked why they made the transition from Break/Fix Support to Hassle-Free IT, **Michael**

Isaacs, President of *Star Consulting*, noted that he felt the need to have somebody else worrying about his computer systems, so he could focus on his business. Now, he no longer thinks or worries about their computer systems, he just knows it's there and can use it every day. Michael's company depends heavily upon technology and its availability. He views *Hassle-Free IT* as something that has emancipated him and says: "I really can go anywhere and take care of any meeting or think about any project and never have to think about the operation of our computer system. That's a tremendously freeing experience."

If you know an organization or association that could benefit from an *organization builder*, please refer them to Michael Isaacs at (201) 634-1870 or misaacs@starconsultinginc.com for more information. 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.

As Technology enters your life...

Many people in today's hopping world are not only on the go, but are constantly connected. Between the use of the "crackberry" and the "IM/Texting" on cell phones, drivers and pedestrians alike are less likely to be vigilant of their situation.

It is not unusual to see a car accident or even people crashing into each other on busy streets because they are so engrossed in their messages on the little screen.

Take the following advise to heart: While driving your vehicle (bicycles included) try to keep your head up and your eyes open the world around you. Many car accidents occur due to the drivers talking on the phone with a handheld or the driver is so engaged in a conversation, that even while using a hands-free device, their focus is NOT on the road. Please try to practice safe communications, it

would be a horrible shame to have an accident or worse occur as a result of being distracted.

The next time you may be driving and get a phone call, consider your level of focus, the critical importance of the call and whether it is safer for you to pull over to the side of the road or a parking lot and have your communication while the car is parked and not running in an idle state. Bluetooth technology may afford us the convenience of the hands-free device, but we must determine whether to use it—ask yourself, "Is it worth it?"

Most states now carry a penalty for drivers that operate a vehicle while using a handheld device. If you are in New Jersey and get this violation, it carries a primary offense and allows officers to stop you for breaking the law. The penalty is at least \$150 for the first offense—so, it really pays to "Hang Up and Drive!"



1,866 people crashed in 2007 when distracted by using a handheld phone, in addition to 1,421 people using hands-free devices.

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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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Phone: (201) 797-5050

Errata: For those of you that read last month's first page article and noted that the first day of Spring is *March 20*—kudos!

Services We Offer:

- ✓ **Hassle-Free IT** powered by **HTS Insight** Managed Services
- ✓ General Network Repair and Troubleshooting
- ✓ Onsite and Offsite Backup
- ✓ Disaster Recovery
- ✓ Virus Protection & Removal
- ✓ Network Security
- ✓ Mobile Computing
- ✓ E-mail & Internet Solutions
- ✓ Wireless Networking
- ✓ Spam Filtering and E-mail Archiving Solutions
- ✓ Storage Solutions



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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

The Lighter Side...

A Question of Integrity

A student comes to a young professor's office hours. She glances down the hall, closes his door, and kneels pleadingly. "I would do anything to pass this exam," she says. She leans closer to him, flips back her hair, and gazes meaningfully into his eyes. "I mean," she whispers, "I would do anything..." He returns her gaze, "Anything?" "Anything." His voice softens, "Anything?" "Anything," she repeats again. His voice turns to a whisper. "Would you ... study?"

Technology is...

A young executive was leaving the office late one evening when he found the CEO standing in front of a shredder with a piece of paper in his hand. "Listen," said the CEO, "this is a very sensitive and important document here, and my secretary has gone for the night. Can you make this thing work for me?" "Certainly," said the young executive. He turned the machine on, inserted

the paper, and pressed the start button. "Excellent, excellent!" said the CEO, as his paper disappeared inside the machine. "I just need one copy..."

Teachers

Three college professors were driving down the highway at a very slow speed. A policeman pulled them over and explained that driving so slowly on the highway could be hazardous. The driver pointed out the sign that read "20." He explained that he was going 20 mph because of the sign. The policeman pointed out that the sign indicated they were driving on Highway 20. Somewhat embarrassed the professor apologized and promised to be more observant. As the policeman turned to walk back to his car, he noticed the other two professors on the floor ... looking scared to death! He asked the driver, "What's wrong with them?" The driver replied, "We just turned off Highway 105."