

Holzager Technology Services, LLC
P.O. Box 535
Fair Lawn, NJ 07410-0535
(201) 797-5050
support@tech4now.com



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This Newsletter is Published by



Fred Holzager,
IT Director of
Holzsager Technology Services

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Inside this issue:

Quotations	2
Green Page	2
Trivial Matters	3
Conflict-Free Minerals	3
Quick Tech Pointers	3
The Lighter Side	4

The Tech Insider

Do You Have Plans For The Day Your Server Fails?

Everything that day is based upon Murphy's Law: It will be right after one of your company's busiest days, your server will be out of warranty, and you have been at the office for the past 20 hours because tomorrow, you were planning to go on a vacation! Oh yes, one more thing, you had been so busy lately, you forgot to test the backup tapes and a few were unsuccessful for the past few days. *Now, what!?*



give "warning" and you go to work. After 36 hours of intense labor and tons of frustration, you have the box back up and the users are able to connect. This was an experience that you do not want to live through a second time.

The Lesson Learned

In 1924, George Santayana wrote "The Life of Reason." In it, the famous citation was penned, "**Those who cannot remember the past are condemned to repeat it.**" So, what will you do to prevent this from happening again?

Quick Assessment

You scurry around the office trying to get a clear assessment of the damage and the time it will take to get the office back on its feet. Fortunately, the issue is only with the server. Your offices are not on fire, in a hurricane or the aftermath of any number of recent mindnumbing catastrophes. You collect yourself and focus on the task at hand. You are determined to keep the company from becoming a statistic—25% of all businesses do not reopen after a major disaster and 40% close their doors within two years. Aren't you glad you bought travel insurance? A call is made to your spouse to

Five Important Concepts To Consider

Anyone who has ever been tasked with the responsibility of safekeeping the company's data should have the following list in mind:

1. **Keep a ROTATION of backups.** No singular point of failure should be acceptable for a reliable backup system. If you must backup to tape, disk, or some other media, you should ALWAYS have contingency in mind. If you were a gambler, you would call it "hedging a bet," if you are an investor, then you would "hedge," as

(Continued on page 2)

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Fred W. Holzager
Managing Member



Quotations

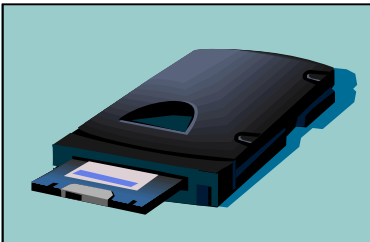
"Too bad that all the people who know how to run this country are busy driving taxis and cutting hair."
George Burns

"A Committee is a group that keeps minutes and loses hours."
Milton Berle

"I have enough money to last me the rest of my life unless I buy something."
Jackie Mason

"The problem with getting older is you still remember how things used to be."
Paul Newman

"Live as if you were to die tomorrow. Learn as if you were to live forever."
Mahatma Gandhi



There are many new archiving technologies available today. If you are still using an old backup solution, you may be tempting the fates and awaiting a disaster. Make sure that your backup is current, active, and capable of archiving the data that you will need in case of a "crash." If your solution is current, don't forget to test it often and give it a major test once or twice a year. It could mean the difference between a day and a year to recover!

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Tips On Maintaining A Reliable Backup

(Continued from page 1)

well. If you have the critical data of the company under your vigil, why wouldn't you take similar measures to assure contingency for the business?

If you have one tape and you backup once a day on weekdays, get five tapes (or ten). If you do so more often, add more tapes into the mix. Do not leave yourself vulnerable to the flaws in a manufacturing process or a glitch in a program—TAKE CONTROL.

2. Test Your Backups To Know That They Are Viable. If you work with tapes for your backup, it is more involved to validate your backups. However, if you use disk, the files that comprise the backup may often be opened on the media to confirm that the backup was successful and that the data can be restored. If you use *Acronis*, for example, it will create .TIB files. You can click on any .TIB file in the backup, provide the password and access the files. If the files fail to open, at least you know this BEFORE you have an emergency on your hand. It is very important to test your backups on a regular basis. Otherwise, you are leaving yourself vulnerable.

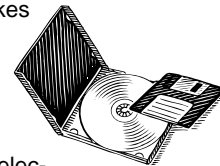
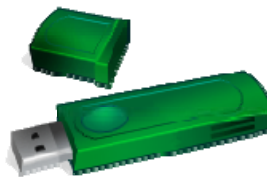
3. Track Your Backups. If you have the backup software send you an alert on completion status and you don't review or monitor them, you are asking for trouble. Check each day that you expect it to run and look for the report. If it doesn't appear, find out why.

4. Don't Become Complacent With Your Current Solution. Backup technology constantly adapts. If you bought a backup system three or five years ago, the best practices may have

changed. It is important to keep up with the solutions—it could determine your outcome when you have to restore from a backup.

5. Keep Up The Pace! You must maintain your backup on a daily schedule *in the least!* Many new technologies utilize disk imaging, offsite automatic transfers etc. that allow you to make backups with frequencies as often as once every 15 minutes. Mind you, backup too often and it may be counterproductive, but if you backup hourly and capture critical data when you need it backed up, you may have the difference between a successful backup and the "I wish I had listened to the tech" backup. If your backup is still using CD-ROM or USB flash drives, it may be time to "step up to the plate" and look at some newer technologies. Many have already adapted to the prevalence of high speed Internet at clients' sites and provide both onsite and offsite storage at reasonable fees. Some providers will even include the backup application software in their monthly fee.

You run a business. To that effect, you must make certain that all you do makes business sense. If a backup does not complete on a nightly basis, then it might be the wrong solution for you. Sometimes, you may need to review what you have in your backup selection set. Perhaps, you have chosen to backup items that you do not need archiving. Last, but not least, if you designate a person to be responsible for the backup, do you have a backup for THAT person? For more advice on selecting backups, contact us at (201) 797-5050 or fred@tech4now.com. Thank you.



Green Page: Think Globally, Act Locally

Cigarette, cigar, and pipe smoking not only add offensive odors to the workplace, but contribute odors that linger on your clothing long after you have left the office (not to mention the trash it generates). To combat the smell and the long term effects of exposure to second-hand smoke (e.g., cancer), many businesses have taken the initiative to either limit the influence of second-hand smoke through "Smoke Free Workplaces" or have engaged Employee Assistance Programs (EAP) to help and encourage their workers to stop or curtail smoking. The response to "Smoke Free" has been embraced by the legislators and Congress. Many office buildings, restaurants, public venues (e.g., museums) and parks are now listed as smoke free either by choice or by law. Does your office permit the employees to smoke in the office? Do all of your employees smoke? Have you ever asked your staff about establishing a policy to make your office smoke free? Think about the benefits of a smoke free

office location:

- ⌘ Employees may use fewer sick days and have more energy—higher levels of productivity due to less absenteeism, better hygiene & stamina.
 - ⌘ You won't smell like smoke when you step out of the office. Attend meetings and feel more comfortable now that you don't have that smokers' "B.O."
 - ⌘ Your Office would be attractive to new prospects and associates—they won't be running out gasping for air.
 - ⌘ Employees may have more disposable income as a result of spending less on "smokes." Now, they can buy the necessities that they had postponed purchasing and enjoy a better quality of life.
- Would this enable your employees to see the office in a more positive light and be happier? Consider it. *Be advised, however, that quitting a lifelong habit of smoking is difficult. You will also need to recognize the fact that there will be side-effects for anyone who quits.* Seeing the big picture will help all involved to achieve a happy & stable workplace.



Trivial Matters

Richard T. Wright, a criminology professor at U. of Missouri-St. Louis interviewed 105 burglars for his book, **Burglars on the Job**. Some thoughts...

- 🔊 Thanks for letting me use the bathroom when I worked in your yard last week. While I was inside, I unlatched a back window to make my return easier.
- 🔊 Yes, I look for newspapers piled up in the driveway. I also may leave a pizza flyer in your door to see how long it takes you to remove it.
- 🔊 I always knock first. If you answer, I'll ask for directions somewhere or offer to clean your gutters.
- 🔊 Do you really think I won't look in your sock drawer? I always check dresser drawers, the bedside table, and the medicine cabinet. Hint: I almost never go into kids' rooms.
- 🔊 You're right: I won't have enough time to break into that safe where you keep your valuables. But if it's not bolted down, I'll take it with me.
- 🔊 A loud TV or radio can be a better deterrent than the best alarm system. If you're reluctant to leave on your TV while out of town, you can buy a \$35

device that works on a timer and simulates the flickering glow of a real television (www.faketv.com).

- 🔊 Two things I hate most: Loud dogs and nosy neighbors.

- 🔊 Your alarm only works if it's on. Why would you pay all that money for a fancy alarm system and leave your house without setting it?
 - 🔊 I love looking in your windows. I'm looking for signs that you're home, and for flat screen TVs or gaming systems I'd like. I'll drive or walk through your neighborhood at night, before you close the blinds, just to pick my targets.
 - 🔊 Lock your windows. To you, leaving them open a crack lets in a fresh air. To me, it's an invitation.
 - 🔊 If you don't answer when I knock, I'll try the door.
- We hope these security pointers help you to stay safe. For better network security, give us a call at (201) 797-5050. We don't install alarm systems, but we can help you to secure your network and critical data as well as keep prying eyes away from sensitive and proprietary information.



Burglars are sensitive to certain exploits in security that most folks overlook. Next time your children are on Facebook, tell them not to advertise that your family is taking a European vacation for two weeks.

What Are Conflict-Free Minerals?

Life in the Democratic Republic of Congo (DRC) has changed dramatically since the Western World has put a greater demand on *coltan*. Coltan is an ore containing *tantalum*, a precious metal used in mobile phones, computers, GPS equipment, airbags, hearing aids and even in pacemakers. It has caused DRC to become the equivalent to Sierra Leone with its Blood Diamonds.

In DRC, women and young children are suffering at the hands of armed groups trying to profit from mining "conflict minerals." The women are being raped by the militants and the children are used as miners to retrieve the mineral from the earth. Since 1998, over 5.4 million have been killed in the



conflict. Info on this situation has been reported on CNN, by the Enough Project, the United Nations, Human Rights Watch, and Global Witness. There is currently legislation in Congress pressing for action to have transparency and accountability in the supply chain for products made using these materials.

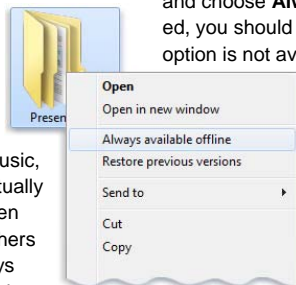
Some companies already have policies on minerals from DR Congo. Motorola, Apple, HP, Nokia, and RIM bar suppliers from selling them Congolese coltan. To read more about this issue, see money.cnn.com/2009/03/27/news/international/congo.fortune/index.htm OR enoughproject.org/publications/view-north-kivu OR www.youtube.com/watch?v=O1FQmUQ1-mM&feature=related.

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

Many users are slowly migrating from *Windows XP* and *Vista* over to *Windows 7*. This change introduces new features to the user that are not readily understood.

Today's highlighted feature is the "Libraries" folder in My Computer. A consensus sees this as "My Documents," but it is more than that. The default four libraries are Documents, Music, Pictures and Videos. These folders actually offer the user a new level of control when working with files because a library gathers files from different locations and displays them as a single collection, without moving them from where they're stored. This may prove especially helpful if you often reference files for a particular client folder or project on a remote drive (e.g., Shared drive on your server). If your network share/folder is not able to be added to the library, it may be on account of the folder not being an indexed folder or you



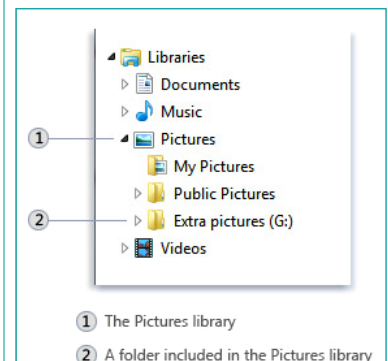
may have to add it to your PC as an Offline file folder. To add it as an offline folder, right-click on the folder and choose **Always available offline**. Once it is added, you should be able to use it in your library. If the option is not available, it may be that the version of

Windows 7 you are using doesn't support this feature.

There are many aspects that you may play with to customize the library for your optimized use. For further info, we recommend you click on the Windows 7 desktop, press the *F1* function key and type "Libraries" in the search box. This will give you the

information you need to start using it and refining the way it works for you—don't be afraid to explore.

Hopefully, this is a helpful tip. If you need more help regarding this or another productivity issue, drop us a line at fred@tech4now.com or call us for help anytime at (201) 797-5050. We're dedicated to your success.



To tweak more productivity out of Windows 7, consider using the **Libraries** feature. It allows you to access your files faster, as well as helping you to maintain control over your work. It has a quick access menu that will deliver a faster open even if you must work offline.

Holzager Technology Services, LLC
P.O. Box 535
Fair Lawn, NJ 07410-0535

Rochelle Park Office
11 W. Passaic Street
Rochelle Park, NJ 07662

Phone: 201-797-5050
E-mail: support@tech4now.com



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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.

Fred Holzager

E-mail: fred@tech4now.com

Phone: (201) 797-5050

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March 2011

The Lighter Side...

The Welfare Check

A guy walked into the local welfare office to pick up his check. He marched straight up to the counter and said, "Hi. You know..., I just HATE drawing welfare. I'd really rather have a job."

The social worker behind the counter said, "Your timing is excellent. We just got a job opening from a very wealthy old man who wants a Chauffeur and bodyguard for his beautiful daughter. You'll have to drive around in his 2011 Mercedes-Benz CL, and he will supply all of your clothes. Because of the long hours, meals will be provided. You'll also be expected to escort the daughter on her overseas holiday trips. This is rather awkward to say but you will also have, as part of your job, the assignment to satisfy her urges as the daughter is in her mid-20's and has a rather strong sex drive."

The guy, just plain wide-eyed, said, "You're just pulling my leg!"

The social worker said, "Yeah, well... You started it."

The Big Game

A man had 50 yard line tickets for the Super Bowl. As he sat down, he noticed that the seat next to him was empty. He asked the man on the other side of the empty seat whether anyone was sitting there.

"No," the man replied, "The seat is empty."

"This is incredible," said the first man. "Who, in their right mind, would have a seat like this for the Super Bowl, the biggest sporting event in the world and not use it?"

The second man replied, "Well, actually, the seat belongs to me. I was supposed to come with my wife, but she passed away. This will be the first Super Bowl we haven't been to together since we got married in 1967."

"Oh, I'm sorry to hear that. That's terrible. But couldn't you find someone else—a friend, a relative, or even a neighbor to take the seat?"

The man shook his head. "Nope, they're all at the funeral."

A Mixed Marriage

A young girl came home from a date looking sad. She told her mother, "Charles proposed to me a few minutes ago."

"Then, why are you so sad?" her mother asked.

"Because he also mentioned that he was an atheist.

Mom, he doesn't believe there's Hell!"

Her mother replied, "Marry him anyway. Between the two of us, we'll show him how wrong he is."

Knowing Better

Children would all be brought up perfectly if families would just swap kids. Everyone knows what ought to be done with the neighbors' kids.