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This Newsletter is Published by



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The Tech Insider

Eight Signs You Need to Upgrade Your Server

Your server hardware is a ticking time bomb. Don't be alarmed. It may never actually "blow up" — maybe it will just melt down and take lots of data with it. But one day, sooner or later, it will become obsolete. And that's potentially an explosive liability.

The older your hardware is, the more likely that a failure and loss of productivity will occur. You can avoid big expenses by updating every three to four years. Wait any longer and your risk increases of being forced to upgrade NOW. **Ouch!!!**

Most small businesses think of their server as a whole—both

hardware (the computer it runs on) and software (its software, such as Windows Small Business Server). This holistic approach to a server works for most businesses. Hardware and software generally age at about the same rate. In other words, the machines need to be modernized at roughly the same interval as the server operating system is updated, give or take a few months.

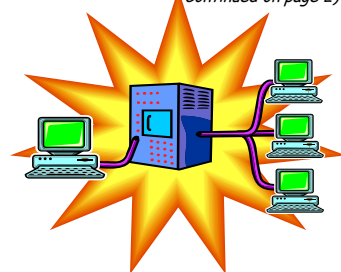
So is your server ready for a once-over? Here are eight signs:

1. **It crawls.** Look at both disk and CPU usage. When you're at about 80%, it's time

to start looking around.

2. **It sucks up your time.** If you weren't working on a particular server problem, what else could you be doing?

(Continued on page 2)



Although your server is a system of hardware and software, it should be regarded in a similar manner to your car—regular maintenance with an occasional upgrade/replacement every few years for reliability.

The Single Best Way to Boost Productivity Revealed!!!!

Dual-monitor setups have been a familiar sight on trading floors for years, but now all sorts of businesses are putting them on their desktops. A University of Utah study suggests that using multiple LCD monitors leads to greater productivity than using a single monitor. If you've used a dual monitor, you're already a convert! If not, what are you waiting for?



Better ergonomics: Easily view two or more programs at the same time. Most units tilt to improve the viewing angle. Some units can rotate from landscape to portrait mode. LCD units do not flicker like CRTs, reducing eye strain. A single stand can hold two thin, light-weight LCD displays, using standard mounting brackets. You can set the displays on a desk or rotating arm, clamp them to a flat

surface, or hang them on a wall or cubicle divider.

Low cost: Prices are at an all-time low. For example, Acer offers new 17-inch models at \$149 and new 19-inch models at \$159. If you bought your PC since 2004, it probably already has a dual-head graphics card that supports two displays. If not, you can get a graphics card for around \$100.

Use less electricity: While old-fashioned CRT displays are power-hungry, at about 100 watts for a typical 19-inch display, the average is about 45 watts for a 19-inch LCD display. LCDs also produce less heat.

If you want to learn more about this item or another facet of technology, just write to us to recommend a feature article. We can be reached at support@tech4now.com.

Quotations

"We make a living by what we get.
We make a life by what we give."
Sir Winston Churchill

"Things do not change, we change."
Henry David Thoreau

"Nothing astonishes men so much
as common sense and plain dealing."
Ralph Waldo Emerson

"Try not to become a man of
success, but rather to become a
man of value."
Albert Einstein

"Youth is a wonderful thing. What
a crime to waste it on the young."
George Bernard Shaw

**"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!**



No matter how many people you may text, twitter or chat with, human contact, body language and other non-verbal communications seem to convey messages more clearly and with greater speed. Try to elicit an emotional response from a text buddy, then compare that feeling to one of a hug. Hopefully, you'll sense the void and see why *emoticons* just don't cut it.
:~) ☺

Is it time to upgrade the server?

(Continued from page 1)

3. **It's noisy.** As fans and hard drives age, they get noisier, a good indicator that hardware failure is just around the corner. Like cars, computers have only just so much mileage before they start falling apart.

4. **It's out of warranty.** If the manufacturer has stopped supporting the hardware and software, there's a good chance you need some kind of upgrade.

5. **Something doesn't feel right.** Does it take longer and longer to do the same function?

6. **There's no more room.** If the requirements of the software that runs on the server exceeds its specs, you

need a new server. Plan for your long-term needs such as more staff needing access to the machine.

7. **Its performance is otherwise impaired.** If it seizes up often or has problems resolving conflicts, it may be up against the limits of its performance. Our *HTS Insight® Hassle-Free IT™* monitoring will provide information for capacity planning and alerts of trouble signs.

8. **The big one happens.** In the absence of other telltale signs, you may experience a catastrophic failure. It's better to upgrade in a planned manner than scramble at the last minute to resolve a crisis. If you aren't prepared for the worst, Murphy's Law

will take over.

If you suspect that your office's server is in this state, don't hesitate to contact your trusted IT advisor. We can advise you on your options, the costs involved and the timing for such a transition. If you wait too long, you may find that the odds are stacked against you. Feel free to call us for advice or a free quote.—*Microsoft contributed to this article.*



Is the Internet Displacing Physical Interaction?

Online social networking has presented modern day society with quite a conundrum. Is the Internet and all it has to offer isolating individuals or affording people more opportunities than ever to connect? Or perhaps the answer is both - simultaneously...

We refer to Twitter, Facebook, Skype, GChat, etc. as social networking mediums, but when we log on to these programs, we do so alone. Are we replacing coffeehouse brainstorming sessions, power lunches, and after work drinks, with keyboard strokes made in solitude? It's definitely a lot more convenient and less expensive to crack open a laptop than a beer with a colleague, but are we slowly demolishing the physical side of human interaction and missing out on the vital corporal interactions that make us all unique? After all, body language and nonverbal communication account for 93% of a human being's message, vibe and persona. We are not privy to this vital, very telling piece of the puzzle when sitting behind a computer screen. This explains why miscommunications are so much more likely to happen over email than in a personal conversation.

It may be argued that you can learn more about a person by reading their Twitter or Facebook account than you can during a face to face encounter. Consistent streams of personal information and photographs are input into both, and access to the inner workings of someone's life are not as easily compressed into a meeting in the flesh. But are we losing something by stripping away our complexities and intricacies as human beings and handing out our URLs and screen names instead of extending our arm for a handshake?

Akin to sitting across the desk from a would-be employer in an interview, hoping they can garner all they need to know about you from one page resume, but knowing this sheet of paper can't possibly convey your abilities or do you justice—does the Internet also cut us off at the knees, disengaging others from knowing who we truly are?

Even Oprah, the queen of daytime talk show television, has started interviewing guests on her show via Skype. Who wouldn't want to walk across the stage to shake Oprah's hand and take a seat across from her? Instead, guests are broadcast over a big screen, and quite frankly, it feels like everyone is getting gyped. The warmth of human interaction is noticeably absent.

During the hard times of yesteryear, such as the Great Depression, people would rally together at the local pub, watering hole, or on their front stoops to commiserate and encourage each other. Today, blogs, Twitter and online games are the social anesthesia that distracts people from the stress of unemployment. While such forums are also affording millions of people a sense of community, enabling them to connect with like-minded people all over the world, one can't help but wonder whether we need to interject more good old-fashioned hugs, handshakes and actual physical contact back into human interaction.

—This article was written by Jill Fehrenbacher (Inhabitat)



Thoughts to Ponder...

Musician playing violin in a Washington DC Metro Station on a cold January morning in 2007. He played six Bach pieces for about 60 minutes. During that time approximately 2,000 people went through the station, most of them on their way to work. After: **3 minutes**—A middle aged man noticed there was a musician playing. He slowed his pace and stopped for a few seconds and then hurried to meet his schedule. **4 minutes**—The violinist received his first dollar: a woman threw the money in the till and without stopping, continued to walk. **6 minutes**—A young man leaned against the wall to listen to him, then looked at his watch and started to walk again. **10 minutes**—A three year old boy stopped but his mother tugged him along hurriedly, as the kid stopped to look at the violinist. Finally, the mother pushed hard and the child continued to walk, turning his head all the time. This action was repeated by several other children. Every parent, without exception, forced them to move on. **45 minutes**—The musician played. Only 6 people stopped and stayed for a while. About 20 gave him money but continued to walk their normal pace. He collected \$32. **1 hour**—He finished playing and silence

took over. No one noticed. No one applauded, nor was there any recognition.

This is a real story. The Washington Post, as part of a social experiment about perception, taste and people's priorities, arranged the entire scenario. Playing incognito, no one knew the violinist was Joshua Bell, one of the best musicians in the world. He played one of the most intricate pieces ever written, with a violin worth \$3.5 million dollars. Two days prior to this, Joshua Bell sold out a theater in Boston where the tickets averaged \$100 per seat. The questions raised: In a common place environment at an inappropriate hour, do we perceive beauty; do we stop to appreciate it; do we recognize talent in such an unexpected context? One possible conclusion reached from this experiment could be: If we do not have a moment to stop and listen to one of the best musicians in the world, playing some of the finest music ever written, with one of the most beautiful instruments How many other things are we missing? To view the article online: <http://www.washingtonpost.com/wp-dyn/content/article/2007/04/04/AR2007040401721.html>



The classic polemic: *If a tree falls in a forest and no one is around to hear it, does it make a sound?*

What does it take for us to notice things and acknowledge their presence?

Client of the Month—Rigg Associates, P.A.

This month, we are featuring the Engineering and Land Surveying firm of Rigg Associates, P.A. Bruce Rigg is the President of this highly regarded firm, located in Glen Rock since 1976. The firm has a diversified clientele including individual property owners, contractors, attorneys, title insurance companies, lending institutions, municipalities and county governments.



Bruce Rigg, President Rigg Associates, P.A.

Rigg Associates, P.A. has been a client of ours since June 2006 when Mr. Rigg was seeing network and server issues and felt the need to make some changes.

The main reasons cited by Mr. Rigg for selecting Holzsager Technology were, "you are knowledgeable and were able to help us with our specific needs." He added, "**you got us**

past our immediate crisis. You've been helping maintain it [network] since then." As to the single biggest benefit that he has experienced in his business since hiring us, Bruce replied, "**You keep us up and running. You make them [our software applications] all work together with our network.**"

Bruce added that our assistance with their technology has "**made their lives easier: we've been able to communicate online better and transfer data back-and-forth a lot better than we did before.**"

If you have a friend or a business that is planning to do work requiring engineering or survey work, kindly consider calling Rigg Associates, P.A. For more information about the firm, please visit their website at www.riggassociates.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

Many "techies" have been using the computer for so long, they take shortcuts for granted. Here, for your benefit, are a few of the pointers that I use regularly to make life easier:

Highlight a word by double-clicking the mouse on the word. You may then drag, delete or modify it quickly.

If you want to select a sentence, depress the Control (CTRL) key, and double-click the word. This will allow you to select the sentence up to the period (or exclamation or question mark).

If you want to change the case on a word, don't highlight the letter and retype it, simply double-click on the word and cycle through the lowercase, upper case and title cases by pressing **Shift+F3** keys. The same method applies to sentences and

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full documents. To select the entire document, Press CTRL+A to select ALL text. You may then edit or modify the text across the document quickly.

For a full display of all keyboard shortcuts, press the F1 (Help) key in Word or Excel, then type keyboard shortcuts in the search box. You will be amazed at how much more productive you will become with just a few helpful keystrokes.

Last, but not least, if you have a Word document that has been copied from Outlook and has the carat (>) at the beginning of the line, you may effect a vertical selection by pressing **CTRL+SHIFT+ALT+Left Mouse Button**. Once highlighted, you may modify or delete the text in a "column."

Enjoy!

www.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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If you are new to us and have over five workstations, please visit our website at www.tech4now.com for a special opportunity and a free gift.

Services We Offer:

- ✓ Hassle-Free IT powered by HTS Insight Managed Services
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- ✓ Disaster Recovery and Planning
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- ✓ Wireless Networking
- ✓ Spam Filtering and E-mail Archiving Solutions
- ✓ Storage Solutions

“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...

Back To School!

Dear Dad,
School is really great. I am making lots of friends and studying very hard. With all my stuff, I simply can't think of anything I need. So, if you would like, you can just send me a card, as I would love to hear from you.
Love,
Your Son

The Reply:

Dear Son,
I know that astronomy, economics, and oceanography are enough to keep even an honor student busy. Do not forget that the pursuit of knowledge is a noble task, and you can never study enough.
Love,
Dad

Consider This

Only in America...

...can a pizza get to your house faster than an ambulance.

...are there handicap parking places in front of a skating rink.
...do drugstores make the sick walk all the way to the back of the store to get their prescriptions while healthy people can buy cigarettes at the front.
...do people order double cheeseburgers, large fries, and a diet coke.
...do banks leave both doors open and then chain the pens to the counters.
...do we leave cars worth thousands of dollars in the driveway and put our useless junk in the garage.
...do we use answering machines to screen calls and then have call waiting so we won't miss a call from someone we didn't want to talk to in the first place.
...do we buy hot dogs in packages of ten and buns in packages of eight.
...do we use the word 'politics' to describe the process so well: 'Poli' in Latin meaning 'many' and 'tics' meaning 'bloodsucking creatures'.
...do they have drive-up ATM machines with Braille lettering.