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June 2023

**Celebrating over
TWENTY TWO
YEARS
of Service and
Satisfied
Customers!**



“As a business owner, you don’t have time to waste on technical and operational issues.

That’s where we shine!

Call us and put an end to your IT problems finally and forever!”

Fred Holzager,
IT Director

Holzager Technology Services
and
Publisher of

The Tech Insider

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Snapple Real Fact #1554

“Arachibutyrophobia is the fear of getting peanut butter stuck to the roof of your mouth.”

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The Tech Insider

“Insider Tips To Make Your Business Run Faster, Easier and More Profitably”



Help Your Business Thrive

With Co-Managed IT Services

Over the past few years, awareness about IT services has significantly increased. Businesses of varying sizes recognize the need for and importance of utilizing IT services to protect sensitive data, keep day-to-day operations running smoothly, increase productivity throughout various departments and stay up-to-date with the most recent technology trends. Without IT services, companies put themselves and their clients at risk. So, if you’re looking to add these kinds of services to your business – or are in need of an update – you may wonder what your options are.

IT Services Providers Available For My Business

When it comes to adding IT services to your business, there are essentially three

main options. Sure, you could try incorporating new practices yourself, but this will take you away from other projects, so it’s best to turn to the professionals for what you need. One option that’s becoming rare is hiring an in-house IT team. This allows you to have an IT professional or team working at your business on a daily basis. They can handle most minor tech issues in a timely manner and will always be available to answer questions. You’ll also maintain control over the different practices, programs and protections that are in place.

Another option is to hire a managed services provider. MSPs come with a host of benefits and take much of the stress out

(Continued on page 2)



“We Love Referrals” 2023 Offer

Keeping with the spirit of helping others, if you refer a business to us and they become our customer, we will donate \$100 to your favorite charity.

At Holzager Technology Services, we believe that referrals are the greatest form of flattery. By recommending your partners, associates, or professional contacts, you can help them enjoy worry-free IT and support a worthy cause of your choice!

For more information, please see our website at www.tech4now.com/we-love-referrals, contact us by phone at 201-797-5050



Quotations

"Diplomacy is the art of telling people to go to hell in such a way that they ask for directions."

—Winston Churchill

"A woman is like a tea bag—you can't tell how strong she is until you put her in hot water."

—Eleanor Roosevelt

"The greatest danger in times of turbulence is not the turbulence; it is to act with yesterday's logic."

—Peter Drucker

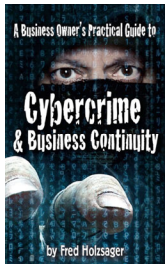
"One day, you will wake up and there won't be any more time to do what you've always wanted. Do it now."

—Paulo Coelho

"Tell me, and I forget. Teach me, and I remember. Involve me, and I learn."

—Benjamin Franklin

Read Fred's Book!



If you would like to have us speak to your organization and give away some free copies to attendees, give us a call. For more details on the contents and how to get your own copy, please visit our special web page at www.tech4now.com/cybercrime

"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!

(Continued from page 1)

of your IT needs. MSPs can help your systems operate more efficiently, reduce costs related to managing IT software, improve your cyber security efforts and answer any questions you may have. MSPs are third-party companies that must adhere to certain industry standards, but they don't work directly out of your business. This means if you utilize MSP services, you will relinquish many of your IT decisions and responsibilities to the experts.

The final option is the best of both worlds, and it's called co-managed IT services. This option allows you to outsource some of your more critical IT functions while still maintaining an in-house team. You can have the outsourced IT service manage your network infrastructure, which ensures your routers, firewalls and other network devices continue to work correctly. With co-managed IT services, an MSP can manage and monitor your data backup and recovery solutions, cyber security practices and defenses, cloud management and optimization and even IT project management. They can be available at all hours of the day to offer support and guidance for any needs you may have. And you'll get to experience all these benefits

"With co-managed IT services, an MSP can manage and monitor your data backup and recovery solutions, cyber security practices and defenses, cloud management and optimization and even IT project management."

while still maintaining an in-house IT department. Your in-house team can handle all quick problems and offer immediate assistance while the MSP handles everything else.

The Benefits Of Co-Managed IT

Now that you're more familiar with co-managed IT services, you might wonder what the benefits are so you can determine if it's the right fit for your business. One of the first benefits is that co-managed IT can save businesses quite a bit of money. Maintaining a full in-house IT department or depending on an MSP for every IT need can get expensive. But by outsourcing specific functions, you can lessen the number of people on your in-house IT team, and many MSPs provide differently priced packages depending on your company's needs. This will help you find the right balance that also fits your IT budget. You'll have more control and flexibility over your IT infrastructure as well, so you can choose who handles each responsibility and what functions the third-party team manages.

Another great benefit you'll gain from a co-managed IT service is a double layer of expertise and security. Not only will you have a team on the ground able to provide quick fixes to common problems, but you'll also have an MSP holding down your back line and ensuring everything else runs smoothly. Both your in-house and outsource team will have experience and knowledge to guide you through any dilemma that may arise.

"I DIDN'T KNOW"

Unfortunately, That Excuse Doesn't Replenish Your Bank Account, Resolve A Data



Breach Or Erase Any Fines And Lawsuits.

It's coming ...

- That day a hacker steals critical data, rendering your office useless
- That day when your bank account or credit card is compromised
- Or that day when your customers' private lives are uprooted

Cybercriminals and hackers are constantly inventing NEW ways to infiltrate your company, steal your assets and disrupt your life. The ONLY way to STOP THEM is this:

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Get your FREE "Cyber Security Tip of the Week" at <https://www.tech4now.com/cyber-security-tip-of-the-week/>

So That Is What That Means?!

Many of the words we use in our local speech have origins that most are unaware of. Here are some examples for your enlightenment.

☉ **A Shot of Whiskey:** In the old west a .45 cartridge for a six-gun cost 12 cents, so did a glass of whiskey. If a cowhand was low on cash, he would often give the bartender a cartridge in exchange for a drink. This became known as a "shot" of whiskey.

☉ **Buying the Farm:** This is synonymous with dying. During WW1, soldiers were given life insurance policies worth \$5,000. This was about the price of an average farm so, if you died, you "bought the farm" for your survivors.

☉ **Iron Clad Contract:** This came about from the ironclad ships of the Civil War. It meant something so strong it could not be broken.

☉ **Riff Raff:** The Mississippi River was the main way of travelling from north to south. Riverboats

carried passengers and freight, but they were expensive, so most people used rafts. Everything had the right of way over rafts which were considered cheap. The steering oar on the rafts was called a "riff" and this transposed into riff-raff, meaning low class.

☉ **Cobweb:** The Old English word for "spider" was "cob".

☉ **Ship State Rooms:** Travelling by steamboat was considered the height of comfort. Passenger cabins on the boats were not numbered. Instead they were named after states. To this day cabins on ships are called state-rooms.

☉ **Sleep Tight:** Early beds were made with a wooden frame. Ropes were tied across the frame in a crisscross pattern. A straw mattress was then put on top of the ropes. Over time the ropes stretched, causing the bed to sag. The owner would then tighten the ropes to get a better night's sleep.

☉ **Barrels of Oil:** When the first oil wells were drilled, there was

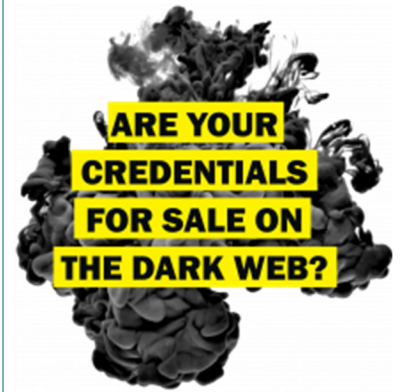
no provision for storing the liquid so they used water barrels. That is why, to this day, we speak of barrels of oil rather than gallons.

☉ **Hot Off the Press:** As the paper goes through the rotary printing press, friction causes it to heat up. Therefore, if you grab the paper right off the press, it's hot. The expression means to get immediate information.

☉ **Barge In:** Heavy freight was moved along the Mississippi in large barges pushed by steamboats. These were hard to control and would sometimes swing into piers or other boats. People would say they "barged in".

☉ **Over a Barrel:** In the days before CPR, a drowning victim would be placed face down over a barrel and the barrel would be rolled back and forth in an effort to empty the lungs of water. It was rarely effective. If you are over a barrel, you are in deep trouble.

Although somewhat antiquated, we thought these were interesting.



Find Out
with a Complimentary
Dark Web Scan

Did you know...?

- Cyber-attacks have continued to grow in cost, size, and impact—causing 60% of SMBs to go out of business within 6 months of a cyber incident.

- Over 80% of data breaches leverage stolen passwords as the principal attack vector—often acquired on the *Dark Web*.

- Far too often, companies that have had their credentials compromised and sold on the *Dark Web* don't know it until they have been informed by law enforcement—but then, it's too late.

- To help keep your critical business assets safe from the compromises that lead to breach and theft, we are offering a complimentary, one-time scan with **Dark Web ID™ Credential Monitoring**.

If you are interested in learning more about the risks involved in ignoring your password security, give us a call at (201) 797-5050 or visit our website at

<https://www.tech4now.com/dwid> or www.tech4now.com/bullphish



Quick Tech Productivity Pointers

On May 4, 2023, we celebrated **World Password Day**. Please visit our website to get your free **Password Protection 101** PDF handout. Visit https://www.tech4now.com/files/2023/04/Password_Protection_101_Infographic.pdf to view and download it. It's still valid info.

Recently, I was working with a client when I was asked a question that had a simple solution, but for the client, I had answered the *Riddle of the Sphinx*. The client wanted to get on a Zoom meeting after opening a number of other sites in a browser. The question was, "How can I work on my other browser windows once I have opened a screen that I must monitor?"

To many, it was obvious, but to this person, it wasn't. To detach a window from a browser, the easiest method is using your mouse—place the mouse cursor on the tab you wish to detach, hold down the left mouse button to anchor it on the tab, then drag it downward. As you pull the mouse, the tab will become independent from the rest of the browser tabs. Another method (Edge) is to make the tab active, then right click on it. From the menu, select "Move tab to new window"—unfortunately, Microsoft has not assigned a shortcut to this action (yet).

If you work in Edge, there are a number of tab secrets you can use. Another terrific and handy technique is when the window you just closed becomes the one you need to access again. It's not a "Too Bad!" moment. Simply, right click on the tab bar and select "Reopen closed tab (and make active)". You should be advised that it uses the Last-In, First-Out (LIFO)

method. In other words, if you want the tab you closed three closed windows ago, you need to repeat this sequence two more times. Want a keyboard shortcut for this? Try **CTRL+SHIFT+T**. There is a pattern I just exposed you to worth noting—in Windows, there are many keyboard commands, one is a "New Tab/make active" or **CTRL+T**. I want you to notice the Reopen is effectively the **opposite** of the new tab, it's the old tab—that is why we add the **SHIFT** key in the sequence. It does NOT always hold true, but is common in Windows shortcuts.

If you want to type a query in the address bar (**CTRL + K**), [new] whereas, the use of **CTRL+SHIFT+K** will result in a duplication of the current tab [old].

There are other examples that may suggest old vs new, but if you can simply recognize any pattern to what your shortcuts do, you can more easily memorize them. One that is a change from the earlier pattern is opening a new window (**CTRL + N**) and opening a new **InPrivate** window is (**CTRL + SHIFT + N**). In a similar fashion, by pressing **CTRL + W**, you can close the current TAB, whereas **CTRL + SHIFT + W** will close the current WINDOW. Some are easier to remember if you find a pattern; others, you will need to commit to memory or develop a "muscle memory" after repeating the process on a daily basis. ☺

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YOUR Business!**

Feedback & Suggestions...

Is there a topic or feature you would like to include in a future issue? Opinions and feedback are welcome and encouraged. Please send us 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!

"What a pleasant and painless experience. I called Holzager out of the blue for an emergency situation and Fred arrived at our location in record time. Fred was knowledgeable and able to explain the issue in a way that was easy to understand. At the end of our visit - all systems go. Moving forward, I would only reach out to Holzager Services." —Neil Wagman, Confidential Shredding, Westwood, NJ

June 2023

The Lighter Side...

For Entertainment Purposes ONLY!

What's Your Favorite Flavor?

A fellow walks into an ice cream parlor and asks, "What flavors do you have?" The attendant duly responds, "Over there, you will see some signs on the wall, we have them all listed for you."

The client walks over, reads them, and returns to the attendant, "Well, I'll have a cone with two scoops of 'Closed Mondays', please."

Medical Science Is Amazing!

Two guys were working at a sawmill one day when one of the guys got too close to the blade and cut off his arm.

His buddy put the severed arm in a plastic bag and rushed it down to the hospital to get re-attached. The next day he goes to see his chum and finds him playing tennis.

"Incredible," says his friend.

"Medical science is amazing!"

Another month goes by and the same two guys are again at the sawmill working when the same guy gets too close to the spinning blade and this time his leg gets cut off.

Again his buddy takes the leg, puts it in a plastic bag and takes it to the hospital to get re-attached. The next day, he goes down to see his chum and finds him outside playing football.

"Incredible," says his friend.

"Medical science is amazing!"

Well, another month goes by and again the same two friends are at the mill cutting wood when suddenly the same guy bends down too close to the blade and off comes his head.

Well, his friend takes the head, puts it in a plastic bag, and heads to the hospital to get it re-attached.

The next day he goes to see his friend but can't find him.

He sees the doctor walking down the hall and says, "Doc, where is my friend? I brought him in yesterday."

The doctor thinks for a minute and says, "Oh yeah, some idiot put his head in a plastic bag and he suffocated."

Call the Cops!

This is the story of a man in the deep south, who was going to bed when his wife told him that he'd left the light on in the shed. John opened the door to go turn off the light but saw there were people in the shed in the process of stealing things. He immediately phoned the police, who asked, "Is someone in your house?" and John said, "No," and explained the situation.

Then they explained that all patrols were busy, and that he should simply lock his door and an officer would be there when available.

John said, "Okay," hung up, counted to 30, and phoned the police again.

"Hello, I just called you a few seconds ago because there were people in my shed. Well, you don't have to worry about them now because I've just shot them all."

Then he hung up. Within five minutes three squad cars, an Armed Response unit, and an ambulance showed up. Of course, the police caught the burglars red-handed.

One of the policemen said to John, "I thought you said that you'd shot them."

John said, "I thought you said there was nobody available."

Monthly Dad Joke:
What do you call an illegally parked frog? TOAD