



*Turn your technology lemons into lemonade*



April 2011

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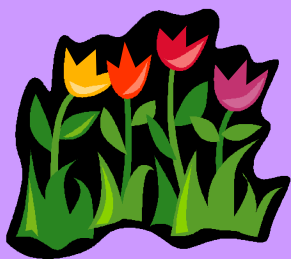
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## Could You Be Breaking The Law By Not Archiving E-mails?

It's 4:30 on Friday afternoon when you get the message that a key vendor will not be able to deliver what they promised on time, which will in turn cause YOU to miss a critical deadline for your most important client. Frustrated, you call the vendor, who instantly denies ever being told about the deadline. You know deadlines were discussed but can't find it in your original written agreement. You then turn to your e-mail only to be forced to dig through hundreds of messages to try and find the e-mail where you conveyed the importance of this project being delivered on time, but you can't find it because it was deleted.

Sound familiar? Or perhaps you've been in a similar situation where you've had to "dumpster dive" for old e-mail communications? Think about it – almost all of your business communications and negotiations are performed via e-mail, making them important documents to keep for reference. And since you send and receive hundreds if not thousands of e-mail messages annually, it just makes sense to have a simple and easy way to find old communication threads. But this isn't just a convenience issue, it's a legal one.

### What Every Business Is Required By Law To Do

Some industries have strict federal

guidelines on storing e-mail communications (financial institutions for example). But what most people don't realize is that ALL businesses must comply with the Federal Regulations on Civil Procedures, or FRCP. In this instance, ignorance is far from bliss – it could put you and your organization in serious legal trouble.

The amendments, which went into effect on December 1, 2006, mandate that companies be prepared for "electronic discovery." Simply put, that means you must know where your data is and how to retrieve it. Failure to do so can lead to fines or loss of a lawsuit.

### But I Have A Backup...That Means I'm Okay, Right?

Wrong! E-mail *archiving* is not the same as conventional e-mail backups. Backups only enable you to restore your e-mail servers to a previous point in time in the event of a disaster. An e-mail archive (unlike a backup) is indexed and searchable, which means you can find e-mail communications based upon various criteria, such as date, subject, sender or receiver address, attached files, or any combination of the above.

Aside from the legal issues, e-mail archiving just makes sense. Murphy's law dictates that you'll need an e-mail

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the minute you permanently delete it; that's why it's smart to archive your inbox. Plus, it will make searching your inbox infinitely faster (not to mention easier) AND prevent your inbox from getting so overblown that it stops working due to file size limitations. **If you want to set up an e-mail archiving solution for your company, give us a call at: 508-992-2541 or e-mail us at: [info@thinktechonline.com](mailto:info@thinktechonline.com).**

## How To Spot An E-mail Hoax

With the Internet and e-mail providing a free, viral platform for online scammers, hackers and cyber criminals, there's no doubt that at some point you'll receive an e-mail hoax. Some are harmless, but many can lead to virus infections, identity theft or worse. Here are some common themes to watch out for:

- Supposedly free giveaways in exchange for forwarding e-mails
- Bogus virus alerts
- False appeals to help sick children
- Pointless petitions that lead nowhere and accomplish nothing
- Dire, and completely fictional, warnings about products, companies, government policies or coming events

Probably the most common indicator that an e-mail is a hoax is the "Send this e-mail to everyone in your address book" request. Hoax writers want their material to be spread as far and wide as possible, so almost every hoax e-mail will have this request built into the message. In some cases, e-mail hoaxes will even give you a specific number of people to send the message to in order to collect a prize or get something for free.

Another surefire indicator that an e-mail is a hoax is that they don't provide a checkable reference to back up claims. Genuine competitions, promotions, giveaways or charity drives will almost always provide a link to a company website or publication. Real virus warnings should only come from your installed anti-virus software. E-mails containing government or company policy information are likely to include references to checkable sources such as news articles, websites or other publications.

A third indicator is often the actual language used. E-mail hoax writers have a tendency to use an emotive, "over-the-top" style of writing peppered with words and phrases such as "Urgent," "Danger," "Worse virus ever," and so on. Another indication is that these messages contain ALL CAPITAL LETTERS for added emphasis. When in doubt, don't forward the message or take the action requested.

## Shiny New Gadget Of The Month: [www.WorkFlowy.com](http://www.WorkFlowy.com)

WorkFlowy

Who doesn't want to be more organized? You're less likely to forget important projects, dates and tasks, which in turn will reduce your stress and wasted energy.

But if you think getting (and staying) organized is tough, maybe you just haven't found the right tool. If so, you should check out WorkFlowy.

WorkFlowy makes capturing and organizing your ideas, projects and "to-do" list simple. It's based around the idea of outlines. Just pick a topic to organize and start typing. The outlining is handled almost automatically through its intuitive interface.

You can create outlines within outlines and break up a large project into smaller actionable tasks. It's great for multi-step processes or even planning your week. Best of all, it's all online so you can access it from anywhere. All you need to do is create a free account and install Google's Chrome browser. Since it's free, you've got nothing to lose for giving it a try!



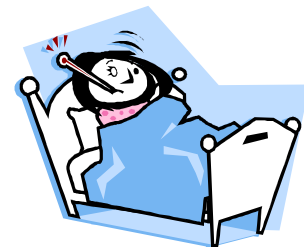
## The Top 5 Network Security Mistakes

1. **Weak Passwords.** You know you need to have a stronger password, yet “password” is still the #1 password used by computer users. For maximum security, your password should contain numbers and letters, both upper and lowercase combined.
2. **Lack of Education.** Most viruses and spyware are invited by the user; therefore, if you want to make sure your employees don't download viruses, take the time to educate them on what new viruses are circulating and about common scams.
3. **Lack of Maintenance.** No software is perfect, which means security loop holes will be exploited by hackers the minute they are discovered. That's why it's critical to keep your security patches up to date.
4. **Plug and Surf.** Computers are NOT designed “ready to go” out of the box. Before a phone line, ethernet cable or wireless card is anywhere near a new computer, certain security needs to be installed and/or configured. Ideally, this should include virus protection, multiple spyware scanners and a program that runs in the background to prevent malicious software from ever being installed.
5. **Do It Yourself.** Setting up a network, applying proper security measures and downloading and installing software can be tricky. Large companies have IT departments. Small business owners should also ask for advice or even hire help. It's worth the extra cost.

## The Lighter Side...

While YOU would never use a lame excuse like one of these, according to CareerBuilder.com, these are a few of the reasons employees have given their bosses for skipping work:

- Employee said a chicken attacked his mom.
- Employee had a bad hair transplant.
- Employee called in sick from a bar at 5:00 p.m. the night before.
- Employee had to mow the lawn to avoid a lawsuit from his home owners' association.
- Employee's finger was stuck in a bowling ball.
- Employee fell asleep at his desk at work, hit his head and had a neck injury.



## Meet Our New Client Of The Month!

Every month I choose one very special person to be my “Client Of The Month.” It's my way of acknowledging clients and thanking those who support me and my business with referrals and repeat business. This month's Client Of The Month is Adamowski & Adamowski, PC, CPA's. Congratulations! You have won a \$50 Gift Certificate to your favorite restaurant. ***You might be my next Client Of The Month...watch for your name and picture here!***



## ThinkTech Computers, Inc.

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“You have enough to think about”

### Services We Offer:

- IT Consulting Services
- Network Design & Repair
- Disaster Recovery & Backup Solutions
- Virus/Spyware Protection & Removal
- Network Security
- PC and Server Maintenance & Support
- E-mail & Internet Solutions
- Helpdesk Support
- Managed Spam Filtering
- Storage Solutions
- Network Monitoring to Prevent Problems



## A Simple Way To “Go Green”

Did you know that a computer will take approximately 1700 years to decompose in a landfill?!

We’ve had a few clients contact us recently about recycling old monitors, printers, computers and even fax machines and we’ve found the perfect solution: Computer Recycling Services of Lowell, MA. Instead of having to bring your old electronic equipment to a landfill and **PAYING** to have it disposed of, you can now drop it off at our office and CRS will ensure that it is recycled properly... for FREE.

### Clean Out Your “Computer Graveyard”- **FREE!**

To celebrate Earth Day (April 22nd) we’ve made a pledge to help you “go green” by recycling your old computers, monitors, printers and all things electronic. Just give us a call and one of our friendly staff will come to your office and remove all your old computer equipment for **FREE!** We’ll even certify that your old hard drives are **COMPLETELY** erased of data before they are recycled.

**CALL NOW: 508-992-2541**

## I’d Love To Hear From YOU!

Is there an article you would like to comment on? Is there a topic you want me to research? Have a funny story or a resource you want to share with the other subscribers? Send it to me! We are always looking for new and useful content to add to Tech-ade.

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“The article you sent me on how technology causes stress crashed my computer.”