



Turn your technology lemons into lemonade

March 2011

What's Inside

**Backup Pop Quiz:
4 Questions You
NEED To Know**
On Page 1

**Social Media At
Work**
Secrets To Saving \$
On Page 2

**Meet Our Client
Of The Month**
On Page 2

**Shiny New
Gadget:
RescueTime**
On Page 3

**Avoid More
Viruses With
These Simple Tips**
On Page 3

**A Valuable Lesson
For GPS Users**
On Page 4



“4 Questions About Backups That Business Owners Should Know The Answers To ”

The old saying, “Pack your own parachute,” comes to mind when I think of data backups or, more specifically, data RECOVERY. However, how many people actually know how to pack their proverbial data backup “parachute” and instead rely on someone else – be it an employee or vendor?

If that’s you, read on. Since the absolute WORST time to check your backups is AFTER a data disaster, all company CEOs ought to know the answers to the following questions NOW so they aren’t unpleasantly surprised later when data gets erased and they’re scrambling to get back up and running:

1. **Where EXACTLY is your data being backed up, and how do you get access to it?** If it’s being hosted in a remote place, you ought to have the account information and a direct contact you can call if your vendor or employee goes missing with this information. Ideally, it should be in your network documentation that is kept in your operations manual or somewhere you can easily access it if necessary.



2. **Who’s responsible for monitoring the backups to make sure they are working?**

When data is lost, the finger pointing starts. It’s not uncommon to hear, “Well I thought

(they/he/she) was in charge of our backups!” only to discover that this person (be it a vendor or employee) actually has no idea that they had such an important responsibility. Keep in mind that many offsite backup companies allow you to store your data there, but they won’t agree to ANY responsibility for whether or not the data is being backed up correctly, completely or in a format that can be restored.

3. **How often do you run a test restore?** The only way to know if your backups are working properly is to conduct a test restore or “fire drill” of your data. We recommend running this once a month at a minimum to verify that you can actually restore from your backups in an emergency.

4. **If your data is lost, what’s the process required to restore it?** Some business owners don’t realize that their raw data backups would

Continued on the next page...

(continued from Page 1)

take a LOT longer to restore than they imagine. If you are not “imaging” your data (a process that takes a snapshot of your server as is) you will have to reload all of your software, set up the network, reconfigure your settings and THEN restore the data – a process that can take the better part of a week PROVIDED you still have your original software discs and licenses.

Our Free Backup Audit will give you the answers to these critical questions. If you don't know the answers to these questions, give us a call to schedule a FREE inspection of your backup process. At a minimum you'll know for sure that your data is safe and in a format that can get you back up and running again FAST.

Call

508-992-2541

or email us at:

pam@thinktechonline.com

Social Media Policies In The Workplace

Back in November, the National Labor Relations Board issued a Complaint alleging that an employer illegally terminated an employee who posted disparaging remarks about her supervisor on her personal Facebook page. The posting referred to her supervisor as a “psychiatric patient” and used several vulgarities, which resulted in other employees chiming in (Associated Press, November 2010).

While the Complaint is only an accusation and not a formal ruling from the NLRB, the repercussions of this action are critically important for employers of both unionized and non-unionized employees alike. Many employers are now reviewing their social media policies with a view to determining what they can lawfully prohibit employees from posting online.

Although we cannot provide any legal advice, one of the things we can help our clients with is establishing an acceptable use policy that outlines how employees can use company resources, such as their e-mail, Internet and electronic equipment. We can also help by setting up monitoring software that can either allow management to govern employee access to certain web sites, such as gambling, porn, career sites, etc., or block employees from those sites all together. If you want to keep employees focused on being productive at work, then give us a call for a free consultation and trial of this software.

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 **Daly Kenney Group, LLC**. 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!*



Why Am I Getting VIRUSES?!

You are paying for computer support. You have anti-virus software. And yet you are STILL getting viruses that slow down (or crash!) your computer, impede you from getting your work done and in general create a HUGE pain in the you-know-what situation.

Why?

Here are 4 possible reasons:



1) You are on the

Internet. Yes, I know you HAVE to be online to run your business. But the reality is that NOTHING is 100% perfect in completely blocking every single harmful virus, hacker, worm, Trojan, malware, or spyware that tries to meander onto your system while you are online. So since running an “offline” business is not an option for 99.9% of us check out the next few reasons...

2) Your firewall isn't strong

enough. Most computers and servers have some type of firewall inherently built into the operating system and then a basic hardware firewall (a physical box that allows Internet traffic in and out of your network) to block the evil-doers from entering. But take note: All firewalls ARE NOT CREATED EQUAL. Some firewalls can lock your network down tighter than Fort Knox. Others act more like a screen and keep out only the REALLY BIG bugs. In general, the higher quality (and, yes, MORE expensive) firewalls protect you better. (As a side note: Our clients with these firewalls have less viruses and other malware issues than the ones who don't!)

3) Wireless Card or Home Internet Usage. Most people don't realize that even if you have a firewall at work, you are pretty vulnerable at home. If you use a wireless card (3G/4G card) or download files onto your computer at home and use your home Internet connect (aka... NO FIREWALL) you are more likely to get nasty intruders like viruses messing with your system

4) Inadequate Anti-Virus

Software. Believe it or not, on some levels a firewall is MORE important than virus software. Why? Because for virus software to do its job, the virus has to ALREADY BE ON THE MACHINE. Then, the software can quarantine the malicious item, clean it, and repair the system if necessary. If you have a FREE anti-virus software, or don't have a product that automatically updates at least weekly, your protection from threats on your machine is minimal.

Want to know how to DRAMATICALLY reduce issues from viruses?

Call us now for a FREE “Block The Viruses” consultation! We'll look at your situation and options, and present you with a cost-effective solution that can save you HOURS of aggravation and downtime. The consultation is FREE, just call Pam at 508-992-2541 or email her at pam@thinktechonline.com

Shiny New Gadget Of The Month:

www.RescueTime.com



This month's “Gadget” is not an electronic device. It's an online tool I'm sure you'll be interested in checking out.

RescueTime is a web application that tracks where you spend your time while working on your PC and then reports how productive you are based on what you consider productive time. Want to know how much time you REALLY spend checking e-mail, watching YouTube videos or on Facebook? RescueTime will tell you. After you've let it collect some data, you can go back to the site and tag various activities such as “work” or “fun time” to better track where your time is going every day. You can also set goals for yourself on how much productive versus unproductive time you should be spending every day and get notifications when you aren't hitting your goals.

They offer a free version you can download or a paid version that will track the productivity of your employees or a team of people.

ThinkTech Computers, Inc.

4 Welby Rd
New Bedford, MA 02745
www.thinktechonline.com

Phone: 508 992 2541
Fax: 508 984 1512

“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



Can Criminals Use Your GPS To Burglarize Your Home?

The Story: A couple of weeks ago a friend told me that someone she knew had their car broken into while they were at a football game. Their car was parked on the green which was adjacent to the football stadium and specially allotted to football fans. Things stolen from the car included a garage door remote control, some money and a GPS which had been prominently mounted on the dashboard. When the victims got home, they found that their house had been ransacked and just about everything worth anything had been stolen. The thieves had used the GPS to guide them to the house. They then used the garage remote control to open the garage door and gain entry to the house. The thieves knew the owners were at the football game, and they knew when the game was scheduled to finish, so they knew how much time they had to clean out the house. It seems they even brought a truck to empty the house of its contents.

True Or False? While there are cases in which GPS devices have been used in crimes against their owners, this particular story is a “friend of a friend” e-mail legend according to www.Snopes.com. That said, there is still a valuable lesson here: Don’t leave valuables in the car! GPS devices, like cell phones and laptops, are expensive electronic devices that are attractive to thieves. Plus, you should always make it a habit to lock your electronic devices using a strong password (one that contains upper and lowercase letters and numbers).

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.

508-992-2541

jessica@thinktechonline.com

© 1996 Randy Glasbergen. E-mail: randy@glasbergen.com www.glasbergen.com



“Thank you for calling our Technical Support Hotline. The longest we’ve ever kept anyone on hold was 19 hours and 23 minutes. If you break that record today, you will win \$10,000! Good luck!”