



README.TXT

A Newsletter from *KPEnterprises*
Business Consulting, Inc.

Web: www.KPEnterprises.com
Phone 916-928-0888

Email: sales@KPEnterprises.com
Copyright © 2006 KPEnterprises

KPEnterprises

Technology Satisfaction Survey

1. Support Experience

Thanks for Raving!

When we started our **Technology Satisfaction Survey**, we were looking for honest feedback about our technicians, our service, and our company generally.

We got that and more.

You've told us that Thomas is "**always so cheerful** and very happy" and that Manuel "**always smells really good.**"

You also told us that you're happy to see our technicians, that we "appear" faster than you thought we would, and your problems were fixed much faster than you expected.

If you haven't given feedback yet, please go to **KPEnterprises.com** and click on the [clients](#) link to access the survey.

The survey password is "satisfy" (without the quotes).


Inside This Issue

Notes From the Field	1
Technology Satisfaction Survey	1
QuickBooks Updates	1
You Win Free Gasoline for Referrals	2
Domain Registry Scam	2
Mailbox Limits	3
Basic Disaster Planning	4


Notes From The Field

By Karl W. Palachuk

 **Great Addition!** We are pleased to announce the merger of KPEnterprises and Rack Networks. As part of "the deal," Mr. Nicko Demeter has joined KPEnterprises as our Director of Operations. A separate announcement has been sent to all of our clients.

 **Mark Your Calendars — October 25th.** KPEnterprises, New Horizons Learning Centers, Conlon Consulting, and California Manufacturers & Technology Association are sponsoring an all-day **Business Technology Seminar Series**.

KPEnterprises friends and clients will receive discounts to this event. Check your mailbox for more info.

 **School's In! — Get a discount, Help a Teacher.** One of the nice trends recently is that office supply stores are soliciting donations for local schools. Whether it's buying supplies for teachers, or just donating money, they're all doing something. Help 'em out.



QuickBooks 2006 release R7

Just Install It

If you use QuickBooks 2006, we hope you're used to updates. This version has more than its share of issues, but at least Intuit is working hard to fix them.

Many people have a problem that QB appears to lock up when you run the program. This is because it is attempting to load a message from Intuit.

The work-around is to open QuickBooks while depressing the CTRL key. This opens QB without opening a company file. After it's open, you can then open the company file.

To set automatic updates, go to the Help menu and select "Update QuickBooks." Make sure automatic updates are on.

Of course you can also "update now" if your automatic updates have not been on.



Networking Infrastructure Solutions



You Win Free Gasoline With Referral Contest

100 Gallons First Prize

50 Gallons Second Prize

25 Gallons Third Prize

Watch your mailbox for the details. KPEnterprises will be holding a contest to collect referrals from our clients.

As you know, referrals are the best form of marketing. After all, when satisfied customers tell their friends and colleagues about a service they like, that means a lot more than a “cold call” or postcard in the mail.

The details have been mailed. But here are the basics: We’re holding a contest for qualified referrals (ten or more computers in the office). So start making a list now. Everyone who gives us at least three referrals will win something.

The client who gives us the most referrals will win something big — **Free Gasoline!**

The first place winner will receive 100 gallons of gasoline. Today that’s worth more than \$300. Who knows: When the contest ends it could be worth more than \$400!!! Anyway, second place will receive 50 gallons and third place 25 gallons.

If you missed the mailing, drop us a line and we’ll get you a fresh copy.
Send email to jenniferfc@kpen enterprises.com.

Call us if you have any questions.

Got An Invoice from “Domain Registry of America?” Shred it.

I’m not sure why people go into business tricking other people into doing business.

Domain Registry of America runs two scams. **First**, they send you an ad that looks like an invoice to “renew” your domain name. But 99.99% of the time, your domain isn’t registered with them. If you fill out the paperwork, your domain will be transferred to them and they get your money.

In most cases, your domain isn’t even close to expiring. It might be good for another five years!

Second, they send out the same letter for domains that you don’t own. For example, if you own myrealcompany.com, they will send you a bill for registering myrealcompany.net and myrealcompany.org.

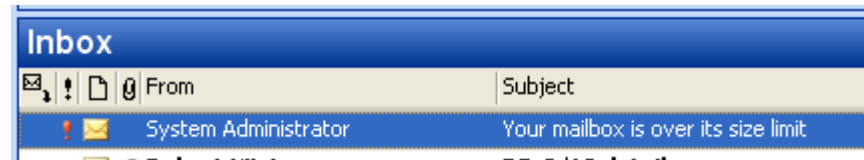
If you do an Internet search on “Domain Registry of America scam” you will get hundreds of hits. Your best bet is to ignore their ads.

If you have concerns, please call KPEnterprises.



Mailbox Over Its Limit

What Does It Mean and What Do You Do?



So one day you get this message from the System Administrator:

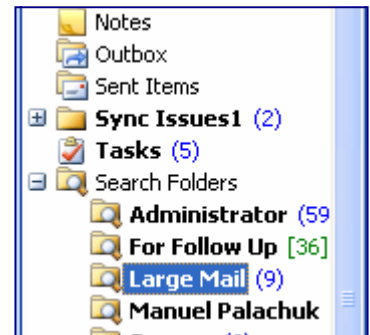
Your mailbox has exceeded one or more size limits set by your administrator.
Your mailbox size is xxxxxxxx KB.

This is real and you need to do something about it. What do you do?

In the old days we recommended that you save off some older messages to a .pst file and save those on the server. And sometimes that's still a good idea.

But if you have **Outlook 2003** you have a much better option. Outlook has a great feature called **Search Folders**. Go into the folder list and you'll see Search Folders. One of the standard search folders is Large Mail. This will give you a screen like the one at the bottom of the page. You'll see the following sections:

Enormous (> 5 Mb)
Huge (1 - 5 Mb)
Very Large (500 Kb - 1 Mb)
Large (100 Kb - 500 Kb)



The emails you see here are actually located in your various folders. If you delete them here, they're gone from the original folder. So if you really need a big attachment, save it to a safe place first and then delete the email.

And don't forget to empty your deleted items folder! That's not a storage place.

You can create your own search folders by right-clicking on "Search Folders" and selecting *New Search Folder*.

For more on Search Folder, see our April 2004 newsletter at www.kpenterprises.com/news.htm. Or go to www.microsoft.com/outlook and put "search folders" in the search box.

Large Mail					
	From	Subject	Received	Size	In Folder
Size: Enormous (> 5 MB)					
	Jenni...	pix	Fri 8/11/2006 12:30 PM	14 MB	Inbox
	Jenn...	pix	Fri 8/11/2006 11:45 AM	8 MB	Inbox
	Harr...	Updated -> SMB Nation .tv	Tue 7/18/2006 1:22 PM	6 MB	Inbox
Size: Huge (1 - 5 MB)					
	step...	SAN Primer for SMB ready for indexing	Fri 4/21/2006 12:56 PM	5 MB	Stephanie
	CCC...	All spots from previous session	Thu 2/9/2006 10:51 AM	4 MB	Radio Ads

Be More Productive Today

The Most Basic Disaster Recovery Planning

Disasters Happen. The time to plan is NOT when the river is lapping at your front door. You need some basic items to survive a true disaster. KPEnterprises is here to help. Here's a starter checklist:

- Backup tape from most recent monthly maintenance.
- Contact list, including
 - Employee home addresses, phone numbers
 - Major vendors (e.g., KPEnterprises)
 - Insurance company, with policy numbers
 - KPEnterprises' Disaster Response web site: <http://kpenews.blogspot.com>
- A pre-paid cell phone as a backup to your regular phone.
- A copy of your network documentation binder.

The most important thing you can do for your **staff**, your **customers**, and your **vendors**, is to provide **good communications** when disaster strikes.

We can help you prepare! Call us today. 916-928-0888.

KPEnterprises Business and Technical Consulting Services

PMB 234
2121 Natomas Crossing Dr., #200
Sacramento, CA 95834

Phone: 916-928-0888
Fax: 916-928-5788
Email: sales@KPEnterprises.com

Web: www.kpenterprises.com



Networking Infrastructure Solutions

Address Correction Requested