



README.TXT

A Newsletter from *KPEnterprises*
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Sacramento



Awesome! Seminar Series Coming to Town

Mark your calendar for **October 25th** and visit

www.sacbiztech.com

to register for one great day that will improve your business and your profitability.

We have enclosed a brochure for your review.

This all-day seminar series is a great opportunity to learn about newer technologies that can have a dramatic impact on your business.

But it's **not a technical seminar!**

This is a business seminar for owners and managers. The day is a bargain at \$199. But it's a GREAT BARGAIN when you get a \$50 discount at www.KPEnterprises.com.


Register Today.

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Notes From The Field


By Karl W. Palachuk

 **Wow!** People read this stuff! In last month's newsletter we printed some of the comments from our customer service survey. Since then I've had a few people email and 'fess up to some of the comments. Thanks for your support.



 **Referral Contest Still On!** If you love us, you'll compete. The winner receives 100 gallons of gas. Details in separate flyer.

 **Personal Note.** I am having foot surgery the first week in October. As a result, my support will be remote. Should be back to dancing on server tops within a week. If you need to see me, please pick a date after October 10th. Thanks.

 **Fall is Electrical Season.** With wind, rain, and the occasional electrical storm, Fall is a great time to make sure your battery backups are installed and working on all your computers. Computers love "conditioned" power.

Vista Sneaking Out Early?

Just a rumor, but that's all we have to go on.

Microsoft has two "givens" that they are constantly fighting against.

One is the old belief that you shouldn't jump into a new operating system until Service Pack One. Not True. Windows XP didn't have a service pack for a year. Same with Server 2003. Same with SBS 2003.

People remember what they want. And you may not want to convert your whole office on Day One. But I definitely wouldn't wait for SP1.

Number two is the complaint that everything is released late. So far, that's still true. But there's a rumor that Vista testing is going so well that you might be using it in the next four weeks. That would be a major EARLY release.

Don't hold me to it. I'm just repeating malicious gossip.



Networking Infrastructure Solutions

Are You a Victim of “Pod Slurping”?

By Karl W. Palachuk

Sounds like bad science fiction, but you really should be afraid of Pod Slurping.

As you may know, iPods and other MP3 players are little computers that just do one or two things. Until now.

iPods hold up to 80 GB of data. For most companies, that's more than your whole server. Now there's a program that will run on an iPod and search your network for **business-critical** data, then download that data to the iPod.



All someone has to do is plug this device into one of your computers.

Action Item: Develop a policy today that no one can plug an MP3 player into the machines in your office. This is serious stuff. And it's more serious if you have strict regulations governing your business (financial, medical, etc.).

If you find a guest in your office is plugging one of these devices into your computers “Just to charge the batteries,” you should be very suspicious.

Remember: It's not paranoid if they're really after you (or your data). Let's be careful out there!

Using the Client Service Portal

If you haven't used the **Client Service Portal** at www.kpenterprises.com, now's the time to start.

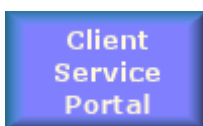
At this point, the Client Service Portal has been up for well over a year, so you can review all service requests for your company, as well as past invoices. You can also look through the “knowledgebase” to review old service **fixes**.

If you had us come out to solve a problem, our notes are online in the knowledgebase. For example, if it was a printer issue, just search for “printer” and the system will show every request with the word printer in it.

We use this to make future support calls go more quickly (after all, if we fixed it once, the notes are there). You can do the same.

Of course there's no additional cost to you for this service.

If you have questions, would like training, or don't have your password, please contact someone at KPEnterprises. We're happy to help.



Service Entry	Company's Entries	Knowledgebase	Members	Invoice Search	Reports
Search the Knowledgebase					
Enter your search criteria in the boxes on the right.		Look for:	<input type="text" value="all of the words"/>	Results per page:	<input type="text" value="25"/>
		Search words:	<input type="text"/>		

SPAM Takes Over the World Why Are There So Many Email Problems?

We've seen a major increase in the volume of SPAM recently — and in the efforts of frustrated companies to keep it out.

There are two obvious results to these changes. First, **legitimate email** is getting caught in “spam filters.” That means your email's not getting through, or someone else's email is not getting to you. Both of these are problems.

Second, many companies have simply decided to enforce every “standard” rule that exists for email. This is good, but it means that **poorly-administered email servers** are going to have problems because any little tweak can result in rejected email.

The rules of the Internet start with RFCs. An RFC is a Request For Comments. After the community has agreed on how something will be handled, these RFCs become the law of the wire. Therefore, we use the term **RFC Compliant**.

RFC Compliant servers follow all the rules. RFC compliant servers “play nice” with each other.

But there are a lot of systems that have been hobbled together and just barely work for sending email. Those systems will have a lot of problems. Email issues are affected by name registrars, ISPs, web hosting services, DNS services, and email services. Everything has to be just right. When it's not, you have problems.

AND even if everything is perfect on your system, it also has to be perfect on all the systems of all the people you exchange email with.

There's no reason to panic. We'll take care of you. But just remember that this is not a simple issue with a little tweak that solves all the problems. We've been spending a lot of time helping people who are not our customers — so they can communicate with our customers.

If you have questions, please give us a call.

Mark Your Calendar — Technology Roadmap Starts November 15th

Watch for a separate announcement.

The expense you hate the most is the one you **didn't expect**.

This is particularly true with computers because you have hardware costs plus labor. And that labor frequently exceeds hardware costs.

Please sign up for this **FREE** seminar (with breakfast) to begin the development of your own **Technology Roadmap**.

We'll show you how to get started with **five-year** and **one-year** plans that will help you save money and make the best use of technology in your business.

There is no charge for this seminar because we want to help you develop a plan and a budget that will make the most sense for your business. We really want to be your **partner** and not just another vendor. See www.kpenterprises.com.



Be More Productive Today

Fitting Text In An AutoShape In Microsoft Publisher

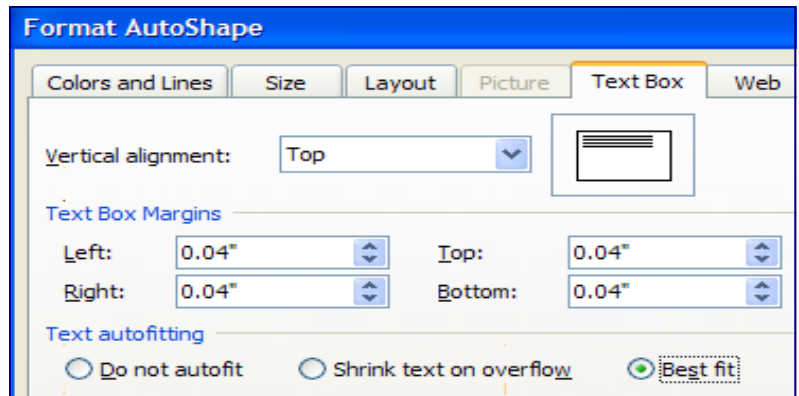
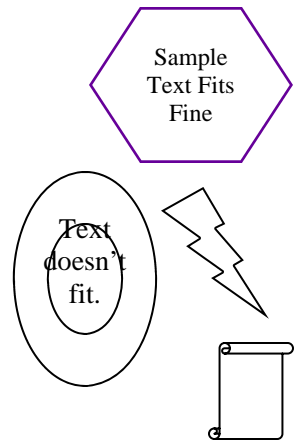
Microsoft Publisher has a wonderful feature called “AutoShapes.” AutoShapes include boxes, hearts, triangles, and many others. Once placed in a document, they are easily resized, moved, and formatted.

Text is placed inside an AutoShape by simply selecting the AutoShape and typing the text. But very often the text is too large, or interferes with the borders.

The easiest way to resize the text is — automatically! Here’s how:

- Select the AutoShape by clicking on it.
- Enter text. Center if needed.
- Right-Click on the AutoShape and choose **Format AutoShape**.
- On the Text Box tab, choose either “Shrink text on overflow” or “Best fit.”
- And click OK.

Happy Publishing!



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Address Correction Requested