



# README.TXT

A Newsletter from *KPEnterprises*  
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## Launch Event

KPEnterprises is proud to be the official sponsor of the Sacramento Launch for Windows Vista and Office 2007.

The launch event was great. We saw several of you there (along with 2,000 of your friends).

If you missed it, and want to take a "live" look at Vista and Office 2007, give us a call.





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## Notes From The Field

By Karl W. Palachuk

 **Change is in the Air!** Can you feel it? Here's what's up with KPE: Manuel has taken on the roles of Lead Technician and Mentor Supreme. So he'll be getting new business cards.

 **Meanwhile**, Nicko has assumed the duties of Service Manager as well as Director of Operations. If he looks overwhelmed, remind him that he asked for it!

 **And** we have a New Technician. Josh Parker has joined us as Hostmaster. Josh is responsible for a wide variety of "hosted" services at KPEnterprises.

 **Don't Worry**, Thomas hasn't gone anywhere. We're just growing.



## KPEnterprises is More "Certifiable" All The Time

What's better than a **Microsoft Certified Small Business Specialist?**

### FOUR of them!

Our Director of Operations, Nicko Demeter, passed the Microsoft Small Business Specialist exam in January. Congratulate him when you see him!

With this new certification, KPEnterprises has four Microsoft Certified Small Business Specialists.

And our newest technician — Josh Parker — also has a fist full of certifications. But he doesn't yet have the SBS! He's still under probation, though. Stay tuned for news when he passes his next exam.

**Why do you care?** Because these certifications demonstrate our dedication to our profession, our skills, and our ability to properly care for **your** network.



Networking Infrastructure Solutions

## Getting Around The Limitations of Outlook Working At Home

By Karl W. Palachuk

If you work at home, sometimes you need to take files home. USB keys are fine, but they get lost. Burning a CD is fine, but then you have to burn another one to bring the files back. So, many people have started emailing files to themselves. That way, you can go home, open up Outlook, and work on your files.

But this system is not perfect. Outlook won't let you send certain attachments. Spam filters and virus scanners block even more attachments. In addition, you can't email huge attachments. Most systems won't take attachments over 1 Mb. Some will let you take up to 10 MB.

Fear Not! My wife showed me how to get around all these restrictions. This technique works with Outlook 2003 or Outlook Web Access (via a web page). Here's how:

- Create a new message.
- Add your attachments. If you get a warning that it will be blocked, continue anyway.
- Then, when you have your attachments in place, close the message.
- Outlook will ask if you wish to save a draft. Say Yes.

When you get home, open your Drafts folder. There's your draft message with all the attachments in place. Note: if your is very large, it will still take a long time to synchronize. Be patient.



### Why does this work?

This about the process: You moved a file into a storage area called drafts. You never sent it. Therefore, it get stopped by the email server, the spam filter, or the virus scanner. In fact, if you tried to send it, it would fail.

Obviously, you need to be careful with this technique. I assume you have a working virus scanner on your desktop at work and on your desktop at home.

If you work at home, try this technique. Let us know how it works for you. If you have questions, give us a call.



### Vista Version Alert! You're a Business — Buy the Business Edition!

There are five versions of Vista available in the United States. There are only two that you care about: **Business** and **Ultimate**.

95% of all businesses should be buying the Business Edition. If you really need to hook up cable TV to your computer and record Barney Miller reruns at work, then buy the Ultimate Edition.

If you buy a **Home** version of Vista, we cannot support it. It will not operate properly in your business environment and you will need to buy the upgrade to Business Edition.

If you have a managed services agreement, all work related to home editions of operating systems is not covered.

## Virus Alerts Continue

By Karl W. Palachuk

Here's a gentle reminder for all of your staff: Keep your virus scanners up to date, but don't rely just on your anti-virus program. **YOU** are the first line of defense against viruses.

Almost any machine that's kept up to date with the latest virus protection software will stop the "automatic" viruses. That means that virus makers are relying on you to infect your own machine. How do you do that? Virus writers trick you into

- Opening emails you shouldn't
- Opening attachments you shouldn't
- Clicking on links you shouldn't



Okay. So how do you know you shouldn't? First, you have to simply accept that there's too much spam. Any message that's even a little suspicious should be deleted without opening. For example, if you get two messages with the same subject (and it's usually nonsense) from two different people, just delete them without opening.

**The latest trick** is to send out emails with subject lines that look like news stories. "Storms in Europe kill thousands." Just remember: you haven't relied on random emails that showed up in your inbox for news so far. Don't start now.

Second, never click on any link in an email unless you asked that person to send you that email. If something came in a newsletter, and you know you subscribed, then it's probably fine. But if you just got an email out of the blue, do not click on any links. That's how the folks who steal identities get started. "You need to click here . . . ." No, you don't.

Third, the rule on attachments is simple. If you didn't ask that person to send you that file, delete without opening. If it's important, they'll get in touch with you.

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## Trend Micro Takes on Symantec

Symantec has been the leader in anti-virus (and related software) for a long time. "The leader" means they've sold the most. But they also have some serious challengers.



One competitor, Trend Micro, has made some serious challenges to Symantec. First, they have really gone to town building support systems and customer service. *CIO Insight* magazine just recently rated Trend Micro has the highest rated security vendor. There are many factors in the rating, but the key element was *solving the problems that the business paid to solve*.

Trend is challenging Symantec on two fronts. First, they are bundling more services together for the same price. So their "messaging" suite and their NeatSuite both cover viruses, spyware, and personal firewall for the cost of Symantec Anti-Virus alone.

Second, trend is offering big discounts on competitive upgrades. So if you're moving off of Symantec and onto Trend, you can save some money when you renew.

The world of technology keeps changing. After so many years on the top, it's nice to see that Symantec is getting a little competition!

**Be More Productive Today****Finding Your Way  
Around Excel 2007****Where's my Page Setup?**

After talking to several users of the new Excel 2007, two things are very clear. First, it is very easy and obvious to use. Almost everything is just where you need it. Except one thing.

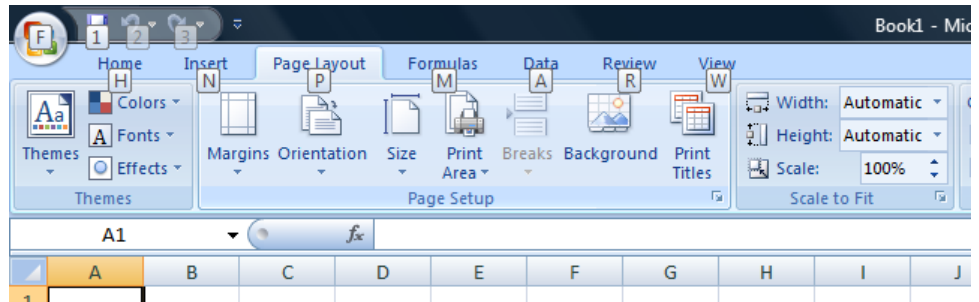
The thing most people can't find is the "Page Setup" area. In Office 2003 this was in the File menu. But in Office 2007, almost all menus have been eliminated. If you instinctively select **File | Page Setup**, you're looking in the wrong place.

If you want to make sure that your printout all fits on one page, go to the Page Layout Ribbon. There you'll find all the controls for margins, selecting print area, etc. One un-obvious control is to set page printout width and height. This is in the area called "Scale to Fit."

Just as in the older programs, you can set the page printout to fit to one page wide and one tall, or one wide and automatically as tall as needed.

**Keep this tip.**

When you get frustrated looking for the Page Setup menu, you'll remember you saw the answer here first!



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