



README.TXT

A Newsletter from
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Phone Change

Hey, did you notice?

Our phone system has an odd glitch. In fact, it's a "killer" glitch.

A few of you mentioned that our general mailbox is full.

We don't have a general mailbox.

Research revealed: If you press zero when it's not a listed option, you're transferred to a "full" mailbox that doesn't exist.

It's a killer because it can't be fixed. So we are switching to a new phone system.

So you may have noticed that we are now answering calls live whenever possible.

Thank you for your patience.

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Notes From The Field

By Karl W. Palachuk, CEO



Please Remember: If you're looking for a specific person when you call, please ask for that person. BUT if you want whoever's going to get you the fastest tech support, just ask for "Tech Support." That will get you help ASAP.

Seeing Less of Us Lately? We've reached "critical mass" with our tech support at KPE. With about **600** machines under our watch, we dropped below 50 service requests a few weeks ago.

The lesson: Managed Service works!

Are you going on vacation? This Summer, let us know when we can sneak in and tune up your desktop so it's a little faster when you get back from your Summer Break!

And if we can help . . . Give us a call. 916-928-0888

Microsoft's "Live" Services are Not Ready for Prime Time

Microsoft is trying to get you to stop buying software. Instead, they want you to pay a monthly fee and access Office and other products over the web.

Sounds great. Except that the universe does not yet have massive, unlimited bandwidth. Microsoft's "Live" products have had some big problems. Just since January, they have had outages that affected millions of subscribers.

One product most offices don't use is the Microsoft Developer Network (MSDN). This is more for geeks. But the "Live" version of MSDN was struck by a series of outages recently.

In addition to bandwidth issues, Microsoft faces the challenge of keeping hundreds of servers available all the time.

Microsoft is the 800 pound gorilla and they will make this work if they have the willpower. But for now, we don't recommend the Microsoft "Live" products.



Networking Infrastructure Solutions

Fighting Spam, Spyware, and Viruses — And Surviving



Join our free online webinar Thursday, May 15th at 12 Noon.

We'll explore some best practices for surviving in the world of modern computing.

Fighting SPAM, Spyware, and Viruses -- and Surviving!

It's too bad that we have to spend so much time and energy fighting these things, but there are a few simple things every user can do to make life easier.

For More Information, and to register, visit www.SacBizTech.com.



Gymstars wins Microsoft \$100,000 Technology Make-Over

We got a call one day from Bob Tanon, the president of GymStars Gymnastics, Inc. They have gyms in Modesto, Stockton, and in Bedford, PA.

Microsoft gave out one — exactly one — award of \$100,000 for a technology make-over. And the winner is **GymStars**, the premier gymnastics studio in the valley.

In turn, GymStars asked us to look over their networks and propose some ideas for setting up a “thoroughly modern” gymnastics, dance, and martial arts studio.

The plan calls for a very cool addition of many large television screens, providing information, marketing, and live feeds from one part of the gym to another.

The work will be completed by our friends over at **Solid Networks** from Stockton.

Reflexion — New Spam Filter

During May 2008 we are moving all of our clients to a new email spam filter called Reflexion. KPEnterprises moved our own email to this service last month.

Email is a moving target.

Or, more accurately, spam filtering is a moving target. Two years ago we were filtering with hardware devices that had limited capacity. Two years before that there wasn't enough spam to spend much time or money worrying about it!

We believe Reflexion is the best email filtering service available anywhere at any price. In truth, it costs us about three times as much as the old system (but for clients with a Platinum service agreement, it won't cost you a penny!).

Just remember: With the new system you'll get a lot less spam, so don't worry that you're missing emails.

To view your quarantine, open any email and click the “login” link. If you need a password, click “Send me my password.” Pretty easy, huh?





Tour of Our Data Center

April 2008

We had a great tour of our data center a few weeks ago. At left you'll find Lana and Jennifer inside the batteries of the Uninterruptible Power Supply for the data center.

All of the KPEnterprises servers live at a data center where they have virtually unlimited bandwidth, virtually unlimited power supply, and virtually unlimited security.

Granted: most small offices don't need all this. But we have several servers that can't be offline for any significant amount of time.

We have three primary servers.

1. Our Exchange Server handles our email and calendars. Uptime needed: About 100%. We settle for 99.99%.
2. Our Kaseya/Zenith Server manages our monitor, patch management, and remote control for all client computers. Again, the closer we get to 100% the better.
3. Our ConnectWise Server is the heart of our tech support management system ("ticketing system"). So as long as any of your computers are working, this one needs to be working.

Then, of course, we have our backup system.

When we move to our new phone system (see page one), we will be putting that in the data center as well. That will be a pure VOIP (voice over internet) system. It will continue to work, take voice mails, and pass calls to our cell phones, even if the electricity or internet at our office is down.

If your or your staff are interested in a tour of our data center, please give us a call or email manuelp@kpen enterprises.com.



"Hot Spot" Printing is Cool

Do you ever have people visit your office and want to print on your printer? It can be a hassle. First, you need to connect them to your network (which is a security risk). Then you need to load your drivers on their laptop.

Ask us about a Hot Spot Printer. No drivers are needed. They're totally secure. And visitors can have documents sent to them and printed right on your printer while they're in the office. For more information, email sales@kpen enterprises.com. Or call 916-928-0888 x2.

Be More Productive Today

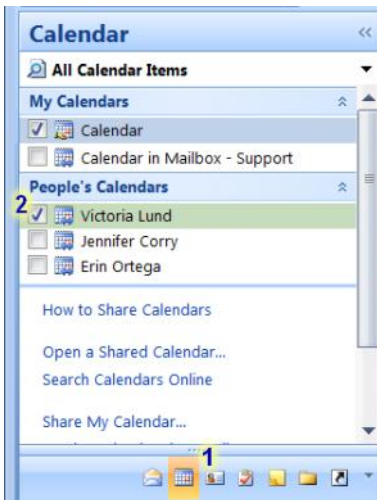
Sharing Calendars is Easy

Don't Re-Type Someone's Calendar: Just Look At It!



From time to time we all need to see what's on someone else's calendar. Outlook makes that easy. Here's how to share your calendar and view someone else's calendar.

First, click on the Calendar view in Outlook (see #1 in the diagram). That lists your calendar and all the calendars to which you have access. To share your calendar, simply click "Share My Calendar" and follow the prompts.



Now, assuming someone else has shared her calendar with you, you can view that calendar by selecting her name from the list (see #2 in the diagram).

Once you select other calendars, they appear side-by-side with your own, so you can see whether all the people you've selected are available at a specific time.

This is very handy if you're out of the office and someone needs to see where you are or when you'll be available.

Don't worry. You can control access to your calendar. And you can mark appointments as private, so even people who have access will not be able to see the details. Try it!

If we can help with anything, give us a call. 916-928-0888.

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Address Correction Requested