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Volume 9, Issue 10

October 2017

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of Service and
Satisfied
Customers!**



“As a business owner, you don’t have time to waste on technical and operational issues.

That’s where we shine! Call us and put an end to your IT problems finally and forever!”

**Fred Holzager,
IT Director
Holzsager Technology Services
and
Publisher of
The Tech Insider**

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Snapple Real Fact # 1347
Clicking your computer mouse 1,400 times burns one calorie.

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The Tech Insider



“Insightful Tips To Make Your Business Run Faster, Easier and Be More Profitable”

Is Your Business Ready for a Natural Disaster?

Hurricanes Harvey, Irma and Maria have already caused billions of dollars in damages, but hurricane season is far from over. Experts are predicting that there will be five more major tropical storms through October, and if they present risks to your business, it’s time to establish a watertight disaster recovery (DR) plan. Here are a few things you need to consider.

Pay Attention to Location

First and foremost, your backup site should be in a hurricane-free zone. Ideally, your offsite facility should be located at least 100 miles away from your main location. If this isn’t possible, make sure it is built to withstand wind speeds of 160 mph (as fast as Category 5 storms), and is supported by backup generators and uninterruptible power supplies. You should also request an upper floor installation or, at the very least, keep critical IT equipment 18 inches off the ground to prevent water damage.

Determine Recovery Hierarchy

Certain parts of your IT are more mission-critical than others. Ask yourself which systems

or data must be recovered in minutes, hours, or days to get your business back to running efficiently. For example, you may find that recovering sensitive customer information and e-commerce systems take priority over your e-mail server. Whatever the case may be,

prioritizing your systems ensures that the right ones are recovered quickly after a disaster.

Use Image-Based Backups

Unlike fragile tape backups, image-based backups take “snapshots” of your systems, creating a copy of the OS (Operating System), software, and data stored in it. From

here, you can easily boot the virtual image on any device, allowing you to back up and restore critical business systems in seconds.

Take Advantage of the Cloud

The cloud allows you to host applications and store data in high-availability, geo-redundant servers. This means your backups can be accessed via the internet, allowing authorized users to access critical files from any device. Expert technicians will also watch over and



(Continued on page 2)



“We Love Referrals” 2017 Offer

Keeping with the spirit of helping others, if you refer a business to us and they become our customer, we will donate \$100 to your favorite charity.

At Holzager Technology Services, we believe that referrals are the greatest form of flattery. By recommending your partners, associates, or professional contacts, you can help them enjoy worry-free IT and support a worthy cause of your choice!

For more information, please see our website at www.tech4now.com/we-love-referrals, contact us by phone at 201-797-5050 or email us at info@tech4now.com.



Quotations

"What lies behind you and what lies in front of you, pales in comparison to what lies inside of you."

Ralph Waldo Emerson

"The greatest good you can do for another is not just to share your riches but to reveal to him his own."

Benjamin Disraeli

"Unexpected kindness is the most powerful, least costly, and most underrated agent of human change."

Bob Kerrey

"The way we experience the world around us is a direct reflection of the world within us."

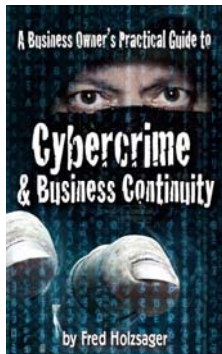
Ritu Ghatourey

"Accept no one's definition of your life; define yourself."

Harvey Fierstein

"Behold the turtle. He makes progress only when he sticks his neck out."

James B Conant



Fred's Book on Cybercrime may just be what your business needs!
For more details on the contents and how to get your copy, please visit our special web page at www.tech4now.com/cybercrime

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Ask us about our fixed price services HTS Insight Hassle-Free Agreements— Computer Support at a flat monthly fee you can budget for just like rent!

Is Your Business Ready for a Natural Disaster?

(Continued from page 1)

secure your backups, allowing you to enjoy the benefits of enterprise-level backup facilities and IT support.

Back-Up Your Data Frequently

Back up your data often, especially during disaster season. If your latest backups were created on the 15th of September and the next storm makes landfall on the October 10, you could lose almost a month of data. Get in the habit of replicating your files at the end of each day, which should be easy if you've opted for image-based backups.

Test Your Disaster Recovery Plan

After setting up your backups, check whether they are restoring your files accurately and on



time. Your employees should be drilled on the recovery procedures and their responsibilities during and after disaster strikes. Your DR team should also be trained on how to failover to the backup site before the storm hits. Finally,

providers, contractors, and customers need to be notified about how the hurricane will affect your operations.

It's nearly impossible to experience little-to-no disruptions during disasters like Harvey, Irma or Maria, but with the right support, you can minimize downtime. If you're concerned about any natural disasters

impacting your business and need help with a Disaster Recovery Plan, contact us today at www.tech4now.com or (201) 797-5050. We're here to help!

Apple Released a New iPhone and So Much More!

10 years after the first iPhone was announced, Apple's keynote addresses are still global events. This year's slate of fall releases included a lot more than incremental updates to the company's flagship device. Regardless of whether your next Apple purchase is coming out of a personal or company budget, you'll want to know what's new.

iPhone X

Everyone suspected the new iPhone would have an edge-to-edge screen, but now it's official. The 5.8-inch OLED screen covers the entire front side of the phone, except for a small notch along the top of the device.

Launching in November, The iPhone X, (aka the iPhone Ten), has no fingerprint scanner, which means users will need to unlock the device with either a passcode or a facial recognition scan. The top notch includes an updated 7-megapixel front-facing camera, call speaker and infrared sensors that power the iPhone's new FaceID feature.

Apple's newest smartphone includes some new high-tech hardware under the hood as well. The A11 Bionic chip can handle up to 600 billion operations per second, which allows the iPhone X to render high-resolution 3D experiences on top of real world images while in the camera mode.

iPhone 8/iPhone 8+

This model doesn't have the same OLED screen as the iPhone X, but both versions of the iPhone 8 do come with their own improvements in

screen resolution. Some of these are due to minor hardware upgrades and some utilize new software to adjust the colors on your screen based on your reading environment.

Both versions of the iPhone 8, which hit the market on September 22, also come with the brand new A11 Bionic processor, which Apple claims is 70% faster than the iPhone 7's chip.

Apple Watch Series 3

The smartwatch market has had its ups and downs, but the most recent release from Apple is sure to disrupt the industry. The Series 3 Watch, which also launched on September 22, includes an integrated SIM card that allows wearers to send messages, receive calls, and stream media regardless of where their phone is at any given moment. Depending on what you use your phone for, you could potentially go without it for a full workday.

Wireless Charging

Apple is finally making it possible for their devices to charge wirelessly. New iPhones, Apple Watch and AirPods will allow you to juice up your battery simply by laying down your device on a charging mat.

Apple devices have always been especially well suited for business environments. They're secure, reliable and compatible with almost any business-class software. If you need help with Apple products — from mobile device management to Mac servers — contact us today at www.tech4now.com or (201) 797-5050.



Trivial Matters

With the new TV season upon us, we thought you would enjoy learning some fun facts about an activity we spend lots of time doing!

- The average person watches: 5 hours of TV a day, 141 hours per month, and 1,692 hours per year. By age 78 that is 15 years of TV watching.
- An estimated 38 commercials air every minute across national TV, and the average viewer spends about 15 minutes of every hour watching ads.
- The average 65 year old person sees over 2 million TV commercials during his life.
- The average American youth spends approximately 1000 hours a year in school and 1500 hours a year watching TV.
- By the age of 18, people will see 16,000



- murders and 200,000 acts of violence on TV.
- Approximately 25% of TV watchers are catching their favorite shows via their smartphone or tablet; 38% of online viewers say YouTube is their top pick for getting their daily fix.
- In 1941 20 seconds of prime-time commercial air time was \$9. Today, prices can go exceed \$5 million for 30 seconds in the Super Bowl half-time break.
- The most watched TV shows of all time are M*A*S*H (top viewership 105.9 millions), Cheers (80.4 million), Seinfeld (76.3 million), Friends (52.5 million) and Magnum P.I. (50.7 million).
- The Simpsons is the longest running show on TV with 29 seasons.

Traveler's Caveat

Never throw your boarding pass away, not even after your flight! Everybody knows that a boarding pass is mandatory in order to board the plane. While we are in the airport, we keep a close eye on our boarding passes, clutching them in our hands as if they were precious gems. But, after we land, pretty much everyone ditches their ticket, whether it's lost on the floor, compacted in the washing machine or thrown directly into the trash. This may

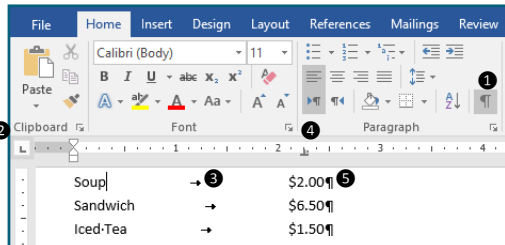
seem innocent enough, until you realize the abundance of personal information encrypted on your pass. You'd be amazed at the information a person can glean just by scanning the QR code on the ticket: Your home and e-mail addresses, your phone number and even your bank information! When you get rid of your next boarding pass, shred it. **Your bank will thank you.**

Quick Tech Productivity Pointers

Today, we are going to give you a walking tour to some features in Microsoft Word. You may be able to use some or all of the items shared.

To create a nice list, type some items, hit tab, then put a price to each. Make a short list. You may wish to display the paragraph marker (¶).

Soup	→	\$2.00¶
Sandwich	→	\$6.50¶
Iced-Tea	→	\$1.50¶
Total-Lunch-Bill	→	¶

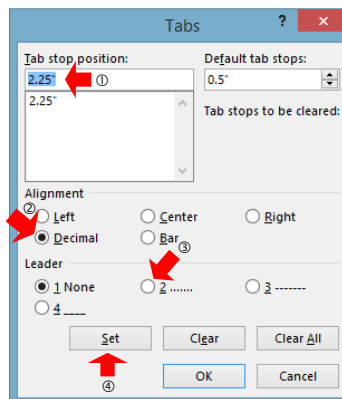


- 1 The paragraph (¶) displays the end of the line. This is a toggle that can be clicked to *display and hide*. **Try it!**
- 2 The tab style selector. This allows you to choose a tab to be left-justified, centered, right-justified, and decimal-justified (amongst others). Simply click on this box and cycle through your choices. If you have a tab 3 between the words and numbers, just **highlight** the list, insert the tab where you want it 4, and the numbers will align on the decimal. You see each line identified by the ¶. 5

To **Highlight** a list, simply place your mouse or cursor at the start of the area desired, depress the left mouse button and drag your mouse to the last line desired. A demo line is *highlighted* from Sandwich to "5" in \$6.50. To the left of the 4 is the Paragraph menu. The icon looks like this ¶ and may be clicked to expand your

options. When the Paragraph dialog box opens, left click on the **TABS...** button in the bottom left corner for access.

Using the example, highlight the 4 lines, open **TABS...**, then enter the values shown with the arrows. Click **SET** and **OK**. This will add a nice touch to each line. Word allows you to add more style to your documents. If you want to learn how you can enhance your reports even more, simply click on the **"Tell me what you want to do..."** panel on the menu bar and it will open your eyes to a wealth of tricks and techniques that you can use within Word.



Contact us today for more ways to help improve your output and run more efficiently at (201) 797-5050 or www.tech4now.com.



Are You Protected From A Data Breach?



Think cybercriminals only target the big companies?

More than 75% of data breaches target small and medium sized businesses.

We can help you with the following:

- 1. TRAIN YOUR EMPLOYEES**
Train your employees to help protect your sensitive data.
- 2. PROTECT YOUR NETWORK**
Protect your network with VPN's, firewalls, vulnerability scans, penetration testing, etc.
- 3. SECURE YOUR DEVICES**
Identify, track, and secure (encrypt) your employee's devices—smartphones, USB drives, tablets and laptops.
- 4. SECURE PHYSICAL SPACE**
Track and log visitors, limit access with locked doors.
- 5. CREATE CLEAR POLICIES**
Create clear and concise written policies on the use and disposal of sensitive data.
- 6. WHERE'S YOUR DATA?**
Locate, understand, and limit where all of your sensitive data resides.
- 7. PROPER DISPOSAL PROCEDURES**
Ensure that you have the proper procedures and documents in place to dispose of any devices, equipment, and paper records.



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Feedback & Suggestions...

Is there a topic or feature you would like to include in a future issue? Opinions and feedback are welcome and encouraged. Please send us an e-mail or call our direct line.

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"Your breadth of experience and speed to resolution helps us keep our business strong and current. The way we see you is not as an IT computer guy, but as a proven Trusted Business Advisor." —Nabil Ishac, Architect & Owner, Ishac Design Architect

October 2017

The Lighter Side...

For Entertainment Purposes ONLY!

"Stay!"

I pulled into the crowded parking lot at the Supermarket and rolled down the car windows to make sure the black Labrador Retriever pup had fresh air. She was stretched full-out on the back seat and I wanted to impress upon her that she must remain there. I walked to the curb backward pointing my finger at the car and saying emphatically, "Now you stay. Do you hear me? Stay!...Stay! The driver of a nearby car gave me strange look and said, "Why don't you just put it in park?"



A Chef's Eulogy

Did you hear about the chef who died? He pasta way. We cannoli do so much. His legacy will become a pizza history. He ran out of thyme!

The Estimate

Police officer talks to a driver: Your tail light is broken, your tires must be exchanged and your bumper hangs halfway down. That will be 300 dollars.

Driver: Alright, go ahead. They want twice as much as that at the garage.

Splat

I asked my daughter if she'd seen my newspaper. She told me that newspapers are so old school. She said that people use tablets nowadays and handed me her iPad. The fly didn't stand a chance.

One Liners

- * My friend said he knew a man with a wooden leg named Steve, so I asked him, "What's the name of his other leg?"
- * The energizer bunny was arrested on a charge of battery.
- * Q: What do you get from a pampered cow?
A: Spoiled milk.
- * I didn't like my beard at first. Then it grew on me.
- * Q: What is the difference between a cat and a comma?
A: One has claws at the end of its paws and the other is a pause at the end of a clause.
- * I just read a book about Helium. It was so good that I can't put it down.
- * Q: Why do the French like to eat snails so much?
A: They don't like fast food.

