

Network Notables

Net Solutions Technology Center, LLC (843) 525 - 6469

Special Interest Articles:

- **Safeguarding Your Investment**
- **An Interview with Walt Gnann, President, ISLC**
- **News from Microsoft®**
- **Hints and Tips**

Individual Highlights:

DSL plus Internet Service and Support Available from ISLC 2

Microsoft® Software Licensing 3

Cleaning Up Temporary Internet Files 4

Safeguarding Your Computer Investment

You've made a big investment in your computers and your network. But do you know how much it will cost if your network is down? In addition to repair costs, there are costs associated with lost productivity and lost business. Here are three, key things you can do to safeguard your computers and network and minimize outages .

Virus Protection

We covered this in our last newsletter, but it bears repeating. Computer viruses can have devastating effects on your computers and your network. Viruses are becoming more and more sophisticated and more and more difficult to eradicate. Damage and downtime can be considerable.

Up to date virus protection is a must. On a schedule basis, corporate antivirus software loaded on your server connects to the Internet, downloads the most current virus definitions available and pushes them to each workstation on your network. The server also kicks off full network virus scans on a regular schedule to ensure the entire network is protected. Standalone PC(s) and all networks need up to date virus protection.

Power Protection

You can try and ignore the obvious, but we live and work

on barrier islands. Power surges, "brown outs" and short electrical outages are common in our area. These electrical anomalies reek havoc on your electronics ; especially your computers !

Your home computer and each device on your network should have power protection. A \$10 – \$30 surge protector/power strip offers very little protection. A small, battery backup power supply with surge and phone line protection is needed for each PC, server and hub on your network. These battery backups or uninterrupted power supplies (UPS) even out power surges and carries enough battery power to keep your computer from crashing and destroying files in the event of power blip or outage. UPS's provide enough time to safely shut down the computer in the event of an outage.

A battery backup surge device adds about 10 – 15% to the cost of your computer. But that's a lot cheaper than a repair bill or a computer replacement.

Backup/ Recovery Strategy

You've done everything you can to safeguard your computer and network, but what do you do if your hard drive fails and all your critical business data is stored on that hard drive? Recovering data is a difficult and often

impossible. You need a backup device and a plan in place to cover this situation.

If you have a server, consider a mirrored hard drive that holds a second copy of your data and a backup tape drive that lets you make a current copy of your data on a scheduled basis. For very small networks and standalone computers, you can use a ZIP drive or a read/write CDROM drive to back up your critical data on a regular basis. If your computer did not come with one of these devices, you can purchase them separately.

In addition to the backup device, you also need a plan for backing up your data. Many companies create data backups every night and take the backup offsite for safe keeping. If a failure should occur, you can readily restore your data using the most current backup and minimize the time your network is down for repairs.

To learn more about safeguarding your network attend our free seminar at the Technology Showcase on Saturday, May 4, from 12noon – 1pm, Technical College of the Lowcountry Auditorium, drop by our booth at the Showcase or contact Net Solutions Technology Center at (843) 525-6469.

An Interview with Walt Gnann... Internet Services of the Low Country, President

“In March, ISLC announced the availability of high – speed, DSL service to our area, along with local Internet service and support.”

Internet Services of the Low Country has been providing Internet Services for low country homes and businesses since 1996. In March, ISLC announced the availability of high-speed, DSL service to our area along with local Internet service and support. We talked with Walt Gnann, President of ISLC, about the new high-speed DSL offering.

What makes ISLC’s DSL service different from Sprint’s DSL Service?

Walt: We use the same basic Sprint infrastructure – your telephone lines. However, our DSL is connected into the same router as our Internet backbone circuits. You get to the Internet with one single router connection. There are no other connections between you and the Internet. This means super fast, uninterrupted, always on service.

Is ISLC’s DSL Service available throughout the county?

Walt: Because DSL is a distance sensitive product, it is not available in all

locations. Before you place your order, ISLC needs to check DSL availability at your specific location. But many parts of Beaufort, Ridgeland, Estill and Hampton now have DSL available to them. DSL is now available in certain locations on Lady’s Island and St. Helena. We believe DSL service to Dataw Island is also forthcoming. We are relying on Sprint to provide the basic lines and infrastructure.

How fast is DSL service?

Walt: Speeds can range from 512KB to 3MB depending upon where you are located in the service area and the speed you sign up for. For comparison, a 512KB connection is 9 times faster than dial-up. At its’ fastest, DSL is 140 times faster than dial-up. Downloading software is no longer a hassle. Web pages load in a snap. Music and video come alive and online games reach a whole new level.

Is it cost effective?

Walt: At 512KB you get 9 times the speed for 2 ½ times the cost. Pricing is published on our website at www.islc.net/dsl.

What is required for installation?

Walt: DSL service uses your existing telephone lines. For many home users it is as simple as adding a DSL modem that we provide. We will also come out and set it up for you if you prefer. For businesses that require DSL access from all workstations on their network, a router will be required. We recommend having someone like Net Solutions Technology Center provide these LAN integration services.

What if I have a problem with my DSL Service?

Walt: You call us at ISLC, not a 1-800 number! Our local customer support team will answer your questions and concerns. We were voted “Best Internet Service” for the last two years by Beaufort Gazette’s Reader’s Choice Awards. We look forward to continuing that tradition with our DSL offering.

For more information on ISLC’s DSL Service visit www.islc.net/dsl or contact Net Solutions Technology Center at (843) 255-6469.

GREATER BEAUFORT CHAMBER OF COMMERCE PRESENTS:

TECHNOLOGY SHOWCASE 2002 “Capturing the Right Technology for Your Business”

Free Exhibits, Seminars, Key Note Speaker

Technical College of the Lowcountry Student Center

Friday, May 3, 12 noon – 7pm Business After Hours 5 pm – 7pm (\$5 admission)

Saturday, May 4, 10am – 2pm

Special Showcase Session for area students Friday, May 3, 10am -12 noon

Microsoft® Software Licensing

Everyone is talking about Microsoft's new procedures for licensing software. It's called Product Activation, and it's Microsoft's attempt to reduce software piracy.

What is software piracy? That's something large companies with many users have to worry about, right? Wrong! Everyone should be concerned about the two most common forms of piracy – counterfeiting and casual copying.

Counterfeiting is large scale duplication and distribution of illegally copied software. To keep from becoming a victim of counterfeit software, make sure when you purchase software or a PC with software preloaded that you receive a license certificate and the software media or CDs. If your vendor does not provide this, take your business elsewhere!

Casual copying, also known as "softcopying", is installing one license of a software product on more than one machine. An example of casual copying is if someone obtains a copy of Office XP and loads it on his/her PC, then share it with a second person who loaded it on his/her PC, and so on. Casual copying is illegal. It has been estimated by some industry

trade groups to account for a staggering 50% of the economic losses due to piracy. It is this form of piracy that Microsoft is primarily looking to reduce with Product Activation.

So then, what is Product Activation? Shrink wrapped, packaged software and software that comes preloaded on new PC's (unless activated at the factory) will require activation. Windows XP and Office XP are the first Microsoft products to require Product Activation. This involves completing a simple, anonymous activation process that takes less than a minute when completed over the internet. You may also complete activation over the telephone with a Microsoft Customer Service Representative.

You do have a grace period (it varies by product) to

complete Product Activation. If you do not complete the activation process within the grace period, your product will experience "reduced function" which can only be restored by successful activation.

Those who acquire software through Microsoft's Open License Program will not be required to activate the products. Customers can qualify for Microsoft's Open License Program with an initial purchase of as few as five licenses. These licenses are available at a discount from a Microsoft Certified Partner. That same discount applies to additional Microsoft licenses purchased over the next two years.

See future issues of this newsletter for additional information on Microsoft software licensing or contact Net Solutions at 565-6469.

NEWS FROM MICROSOFT®



Microsoft is a registered trademark of Microsoft Corporation in the United States and other countries.

Technology Showcase 2002 invites you to a special presentation:

“Managing for Success: Organizational Practices for Small Business Managers”

**Joe Bailey, Director of Consulting
Microsoft Corporation
Atlanta, Georgia**

May 3, 4:00 – 5:00pm
Technical College of the Lowcountry Auditorium

Visit Net Solutions Technology Center at the Technology Showcase 2002

Friday, May 3, 12 noon – 7 pm Saturday, May 4, 10:00 am – 2:00pm
Technical College of the Lowcountry Student Center.

Return this completed form to the Net Solutions booth to enter the VIP drawing for:

Lunch for Two at Berry Island located in Newpoint Corners

Name: _____ **Title:** _____

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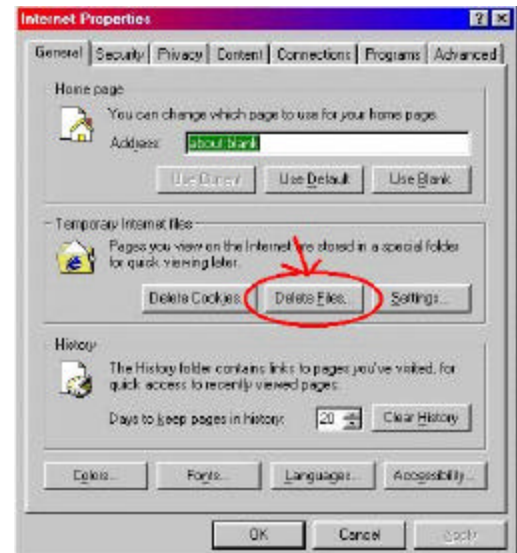
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HOT TIP: Cleaning Up Unwanted Internet Temp Files Frees Up Space on your Computer

When you visit a web page, Windows downloads a copy of it to your local hard drive. If you visit that page again, Windows will pull it from the "temporary" file and display it. Over time, these files can build up and slow down your computer. You should clear these files every two weeks or so to improve your system's performance. Here's how:

- From the desktop screen (the one with all the icons) select the blue "e" for Internet Explorer using your RIGHT mouse button. This should bring up a small menu.
- Click on "Properties" toward the bottom of the menu using your normal mouse button. You should now see a screen similar to the one at the left entitled "Internet Properties".
- Locate the "Temporary Internet files" section on the General tab. Click on the "Delete Files" button.
- The system will ask you to confirm the delete, and give you an opportunity to delete all "offline content". Just ignore the check box and click "OK".

It may take several minutes for your computer to delete these files. Your computer may operate slowly and the mouse may not respond. This is normal. Let the computer finish; then simply click "OK" at the bottom of the screen to close the "Internet Properties" screen.



About Net Solutions Technology Center, LLC...

Net Solutions Technology Center has been providing the Lowcountry with the finest in technology solutions since 1995.

Whether you need a single PC or a network that can reach around your organization or around the

Our Newsletter...

To receive our newsletter online and to provide feedback or ideas for future issues, please email us at info@easierway.com or contact us at (843) 525-6469.

world, Net Solutions is a full service technology company dedicated to providing our clients the very best technical expertise and individualized service.

Our team of consultants, system designers and service technicians are

nationally certified "A+" for DOS/Microsoft Windows and include Microsoft Certified Systems Engineers and Cisco Certified Network Administrators. These credentials mean the highest level of consulting, services and support available.

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