

# Ekaru

Connecting People With Technology



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## Technology Workshop New Years Fitness Resolution... For your computers!



January 27, 2011  
Lunch & Learn Webinar

Microsoft®  
Small Business  
Specialist

**Microsoft®**  
**CERTIFIED**  
*Partner*

# Welcome!

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- Thank you for joining us today.
- In today's call we will cover a few **New Years Fitness Resolutions for Your Computers**. The call will last approximately 35-45 minutes
- If you want to follow from your office, go to [www.ekaru.com](http://www.ekaru.com) / Go to "What's New" near the bottom of the page. Presentation will open in a browser, click the down arrow in nav bar to advance slides.

# Format

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- This is a “listen only” voice call.
  - (Reason, cut down on ambient noise, avoid “call on hold music” – a bit tough though, because I can’t hear you!)
- If you have questions, please eMail to [info@ekaru.com](mailto:info@ekaru.com) and we will try to include Q&A at the end of the call – we will be reviewing email live during the call.
- Call 978-692-4200 for help.



# Workshop Mission

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- Help you get more from the technology you already have.
- Introduce you to new technologies you need to know about.

# Overview – Computer Fitness

## ■ Technology Fitness – *Prevent a major problem BEFORE it happens... **12 Resolutions***

- ✓ *How do you know your antivirus is up to date?*
- ✓ *What are the critical technology tasks that need to be done and how do you know they are being done?*
- ✓ *Are you maintaining the health of your server and is it secure?*
- ✓ *Have you performed all the necessary patch updates to your desktops/servers?*
- ✓ *Are you compliant with the new MA Data Protection Law?*
- ✓ *Is your backup working?*

***Ask Questions: [info@ekaru.com](mailto:info@ekaru.com)***



# Action Time!

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- 12 Resolutions
- Don't wait for things to break!
- Learn enough to stay safe!

# Resolution #1: Get Your Backup in Shape!

- You need to periodically back-up data to prevent loss in the event of:
  - Computer crash
  - Loss/Theft of systems, laptops
  - User mistakes
  - Professional services – Medical, Law, Accounting – Strict rules regarding proper records.
- Options:
  - Read-Write DVD/CD (Limited storage)
  - NAS (Network Access Storage)
  - On-Line
  - Technology Going Away: Tape Backup

# Losing your data is expensive!

- The "[Billion Dollar Lost-Laptop Study](#)" conducted by Intel and the Ponemon institute, reports that more than 300 businesses lost more than 86,000 businesses last year worth a staggering \$2.1B.
- While 46 percent of the lost laptops contained confidential information, only 30% of those systems were encrypted.
- Go to [www.ekaru.com/blog](http://www.ekaru.com/blog) (Jan 11, 2011)- For a link to the full report.



# Backup Options

- DVD, External Hard Drive - Cheap
- Carbonite
- MozyPro – Managed, “business class”
- Backlot – Archival
- Ekaru Backup and Disaster Recovery
  
- ... Many options, DO SOMETHING
  
- \$2000+ for clean room recovery of data!
- Complete data loss can kill a business

# Cost/Risk - Backup

- Cost of ANY backup is much less than the cost of data loss, or down time.
- Make sure all your critical files are being backed up (including your email!) – check the backup, consider an imaged-based backup
- Consider a disaster-recovery level service if downtime is costly

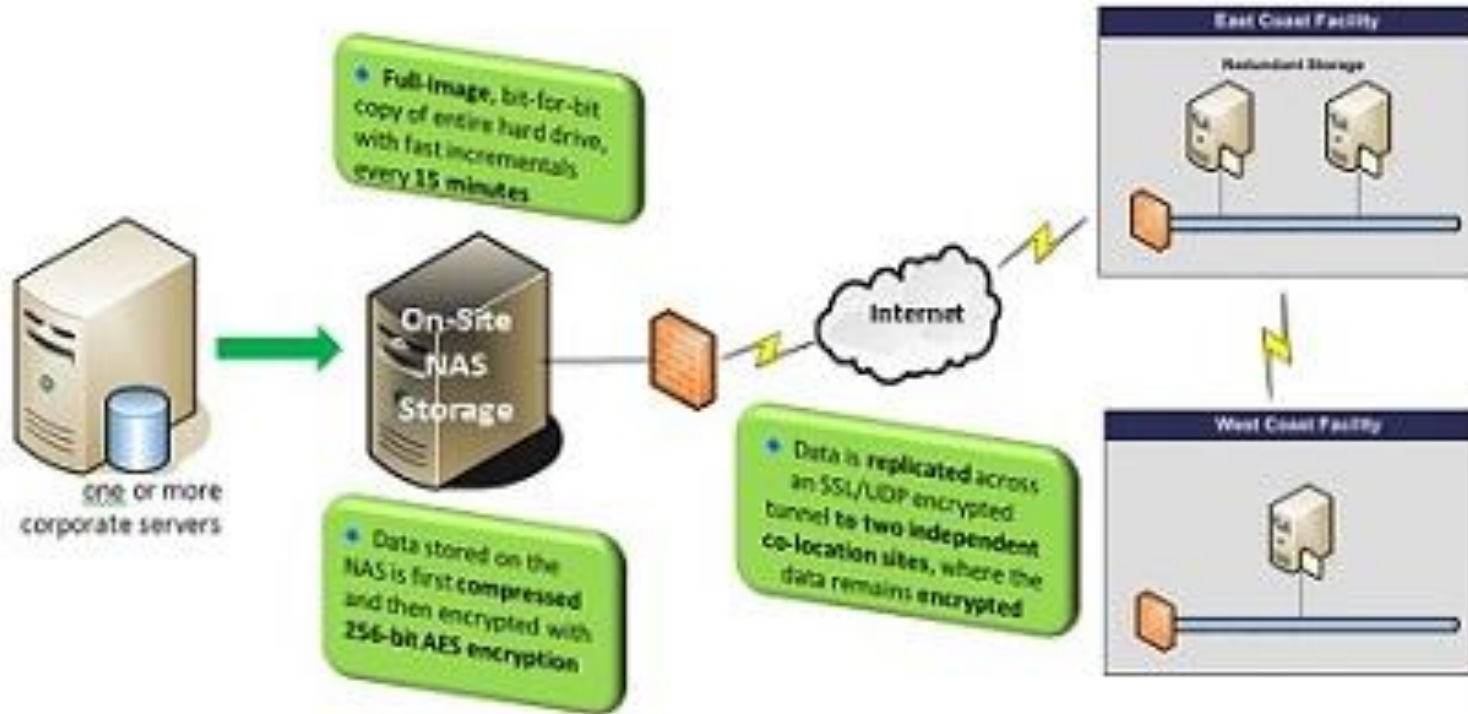
***Are you taking your backup off site?***



# Managed Cloud Backup

<u>Machine</u>	<u>User</u>	<u>User Group</u>	<u>Storage Used</u>	<u>Created</u>	<u>Backed Up</u>
LAPTOP-ABC	name@biz.com	Business Name	16.5 GB / 20 GB (change) (cancel)	03/11/10	3 minutes ago
DESK-QPY	name@biz.com	Business Name	949.6 MB / 5 GB (change) (cancel)	11/23/09	6 minutes ago
LAPTOP-DEF	name@biz.com	Business Name	3.9 GB / 5 GB (change) (cancel)	04/13/10	12 minutes ago
DESK-RST	name@biz.com	Business Name	95.4 MB / 5 GB (change) (cancel)	01/24/09	12 minutes ago
LAPTOP-PTO	name@biz.com	Business Name	3.1 GB / 5 GB (change) (cancel)	04/25/10	14 minutes ago
LAPTOP-PLW	name@biz.com	Business Name	41.4 MB / 5 GB (change) (cancel)	04/13/10	17 minutes ago
DESK-FGH	name@biz.com	Business Name	24.1 MB / 5 GB (change) (cancel)	01/25/11	17 minutes ago
DESK-JKL	name@biz.com	Business Name	1.7 GB / 5 GB (change) (cancel)	04/25/10	20 minutes ago

# Backup and Disaster Recovery



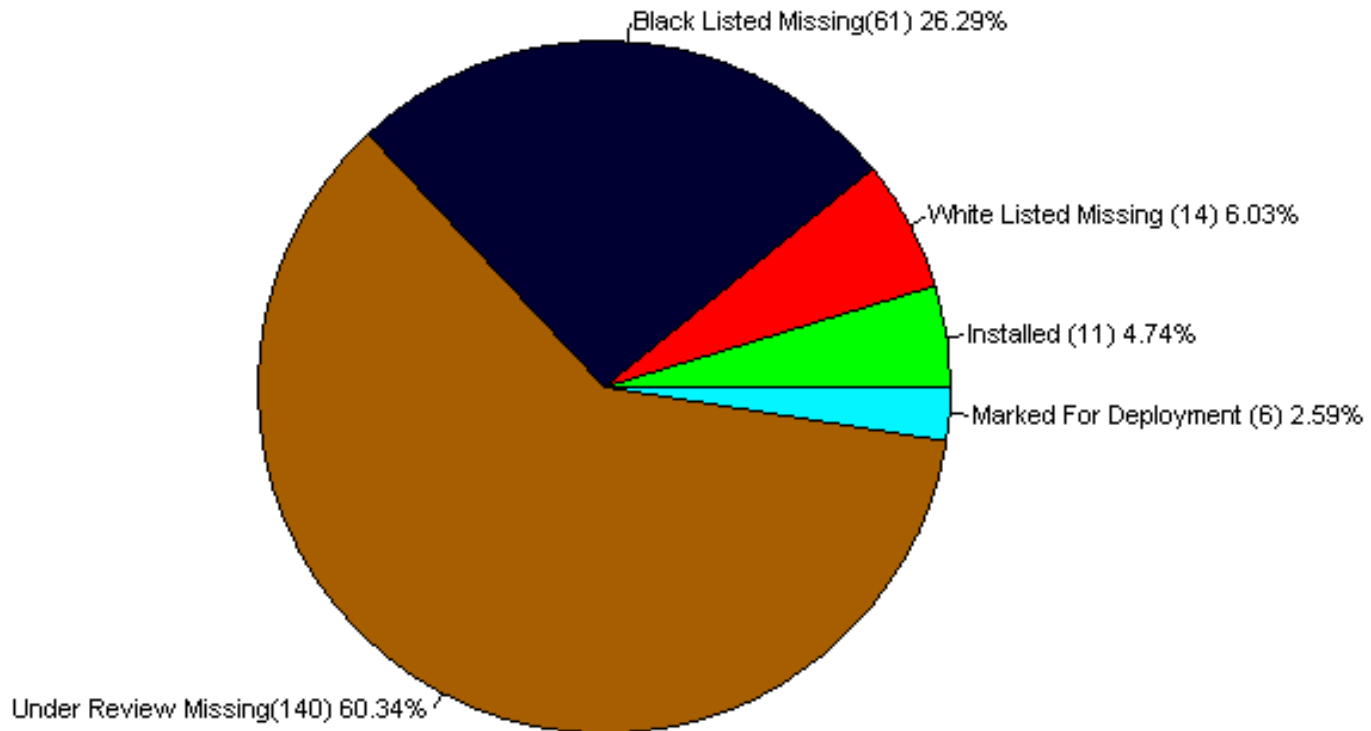
# Backup and Disaster Recovery

Site Name	NAS	Server	Volume	Last Backup Date / Schedule	Recovery Points(NAS)				Recovery Point(COLO)
					Intra Day	Daily	Weekly	Monthly	Last uploaded incremental
SITE - A	BDR	DOMAIN SERVER	C:	1/25/2011 3:00:00 PM 15 mins.	1/25/2011 2:30:00 PM	1/24/2011 11:55:00 PM	1/21/2011 7:52:00 PM	1/5/2011 7:52:00 PM	Jan 23 2011 11:55PM
			D:	1/25/2011 3:00:00 PM 15 mins.	1/25/2011 2:30:00 PM	1/24/2011 11:58:00 PM	1/21/2011 7:59:00 PM	1/5/2011 8:08:00 PM	Jan 23 2011 11:58PM
		APPLICATION SERVER	C:	1/25/2011 2:59:00 PM 15 mins.	1/25/2011 3:00:00 PM	1/25/2011 12:00:00 AM	1/21/2011 9:52:00 PM	1/5/2011 9:52:00 PM	Jan 23 2011 11:59PM
		D:	1/25/2011 2:59:00 PM 15 mins.	1/25/2011 3:00:00 PM	1/25/2011 12:03:00 AM	1/21/2011 9:55:00 PM	1/5/2011 9:56:00 PM	Jan 24 2011 12:01AM	

# Resolution #2: Security Patches

- Security Patches up to date
  - *Required by Law* in MA for systems containing “Personal Information”
    - First Name, Last Name or First Initial, Last Name + SSN, Bank Account Number, etc.
  - Note some updates require re-boots
  - We recommend managed service
  - or Automatic Updates w/o Automatic Installation – Need to stay vigilant!

# Security Patch Management



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- Please send an email to [info@ekaru.com](mailto:info@ekaru.com) if you have a question and we'll try to get it answered. We will monitor email live.



# Resolution #3 – Antivirus Updates

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- Keep your subscription current
- CHECK YOUR ANTIVIRUS

# PREVENTION – AntiVirus Protection!

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- Getting a virus can:
  - Destroy vital information
  - Shut down your business for days
  - Embarrass your business
  - Cost a lot of \$\$\$ in repair and lost productivity
  
- The good news: Viruses are easy to prevent!

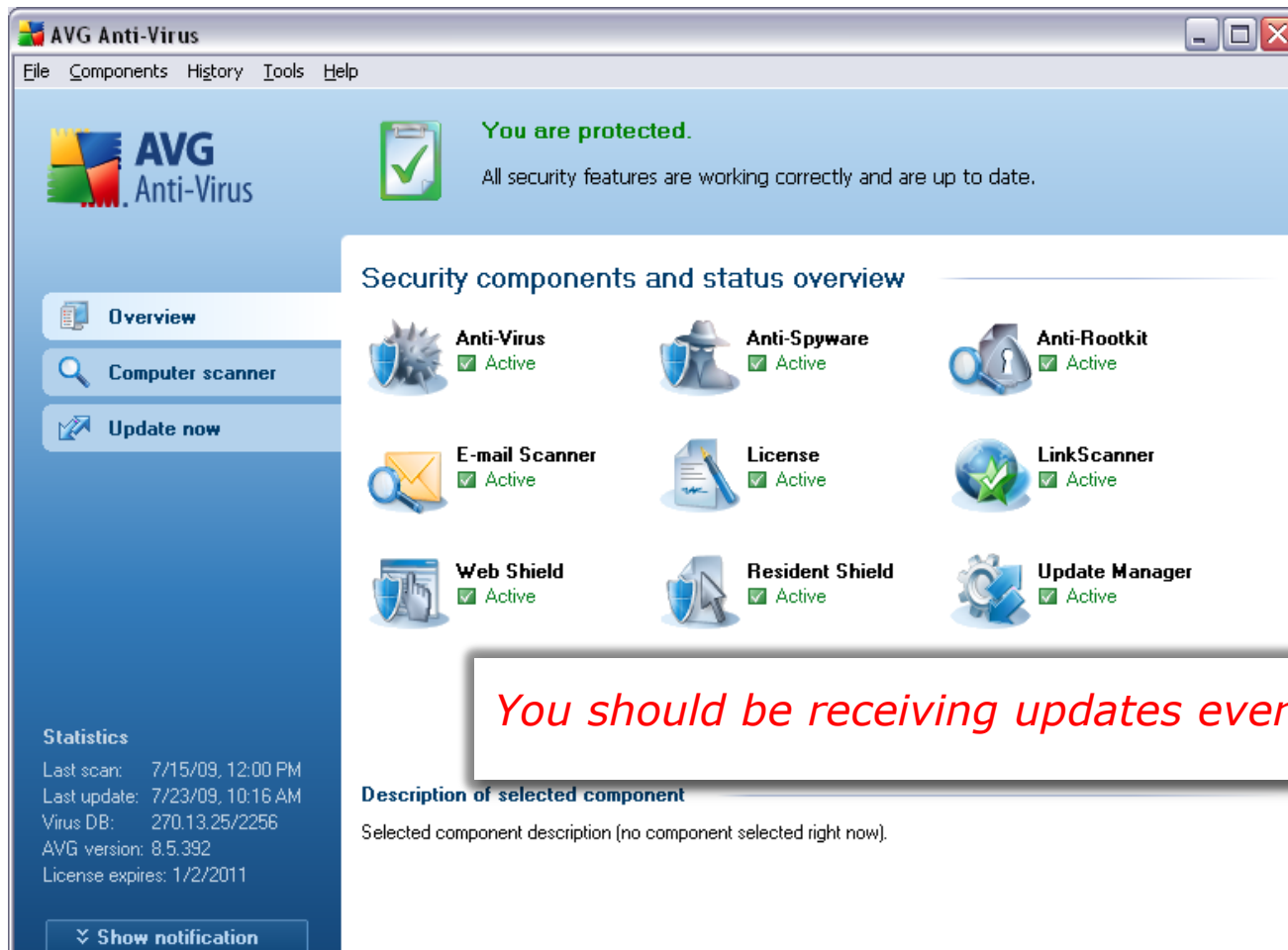
# Anti-Virus Protection:

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## ■ Recommendations:

- Make sure your AntiVirus is up to date
- Make sure EVERY system on your network is up to date - Laptops that come and go are a BIG problem
- Scan all incoming mail
  
- *Don't use the FREE versions. They don't contain root-kit protection. (You're NOT saving!)*
- *Be aware that new versions of viruses are coming out frequently to evade update schedules!*

# AntiVirus Checking



*You should be receiving updates every few hours!*

# Antivirus Monitoring

System / Day	IP Address	01	02	03	04	05	06	07	08	09	10	11
SRV1	x	■	■	■	■	■	■	■	■	■	■	■
SRV2	x	■	■	■	■	■	■	■	■	■	■	■
SRV3	x	■	■	■	■	■	■	■	■	■	■	■

System / Day	IP Address	01	02	03	04	05	06	07	08	09	10	11
1	x	■	■	■	■	■	■	■	■	■	■	■
2	x	■			■	■	■	■	■			■
3	x	■	■	■	■	■	■	■	■	■	■	■
4	x	■	■	■	■	■	■	■	■	■	■	■
5	x	■	■	■	■	■	■	■	■	■	■	■
6	x	■			■	■	■	■	■			■
7	x	■	■	■	■	■	■	■	■	■	■	■

# Resolution #4 – Stop Spyware

System / Week	IP Address	Week 1 (12/1/2010 to 12/4/2010)	Week 2 (12/5/2010 to 12/11/2010)	Week 3 (12/12/2010 to 12/18/2010)	Week 4 (12/19/2010 to 12/25/2010)	Week 5 (12/26/2010 to 12/31/2010)
1	192.168.1.xxx	0	0	0	0	0
2	192.168.1.xxx	1	2	1	1	1
3	192.168.1.xxx	0	11	19	0	
4	192.168.1.xxx					
5	192.168.1.xxx	5	18	21	13	
6	192.168.1.xxx	15	22	31	39	2
7	192.168.1.xxx	53	66	86	29	51
8	192.168.1.xxx	68	84	105	0	53
9	192.168.1.xxx	57	91	102	78	

# Resolution #5 – Stop Spam!

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- Anti-SPAM software
  - Best way to filter spam is BEFORE it gets to your mail server.
  - A lot of SPAM contains viruses

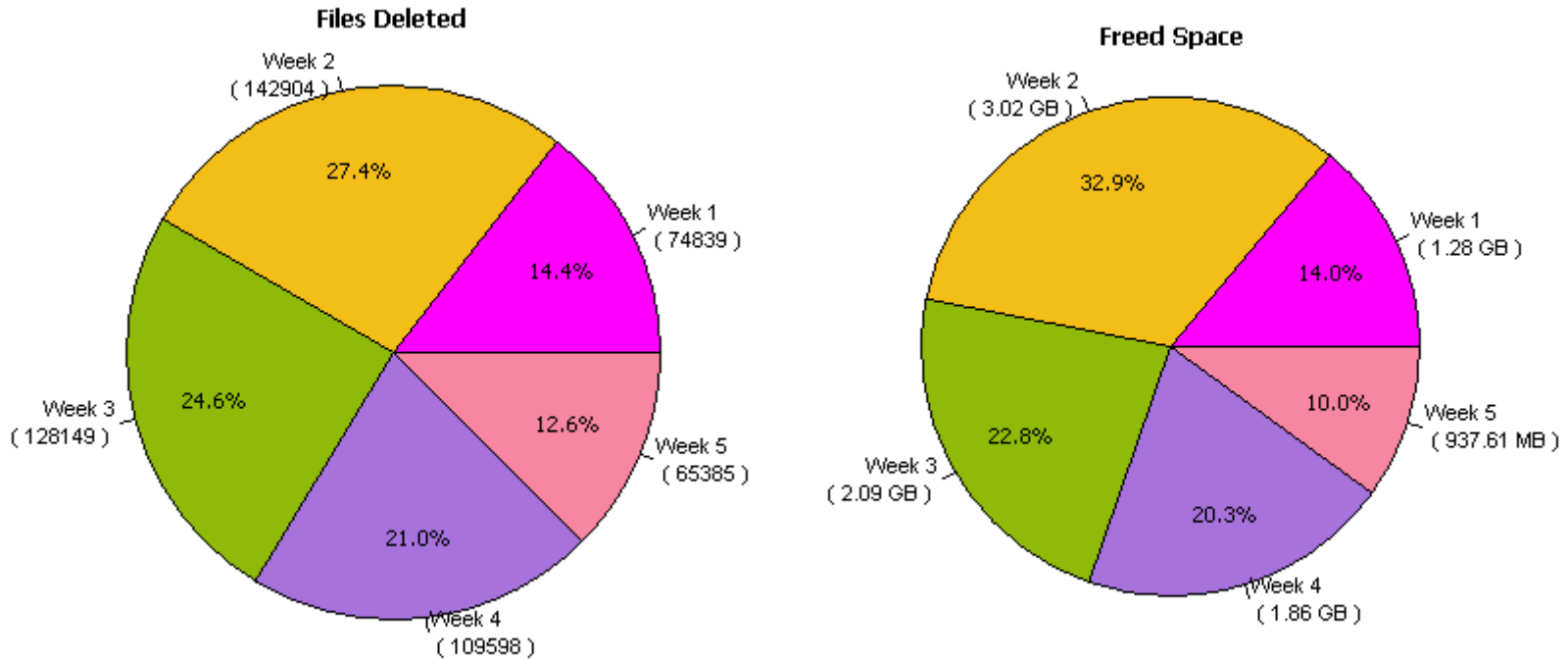
# Resolution #6 – Clear the Clutter!

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- Building up temporary files slows down your system.
  - Every time you visit a web page, temporary files are written to your hard drive
  - Eventually, your system slows down
  - Run Disk Cleanup -  
<http://support.microsoft.com/kb/310312>

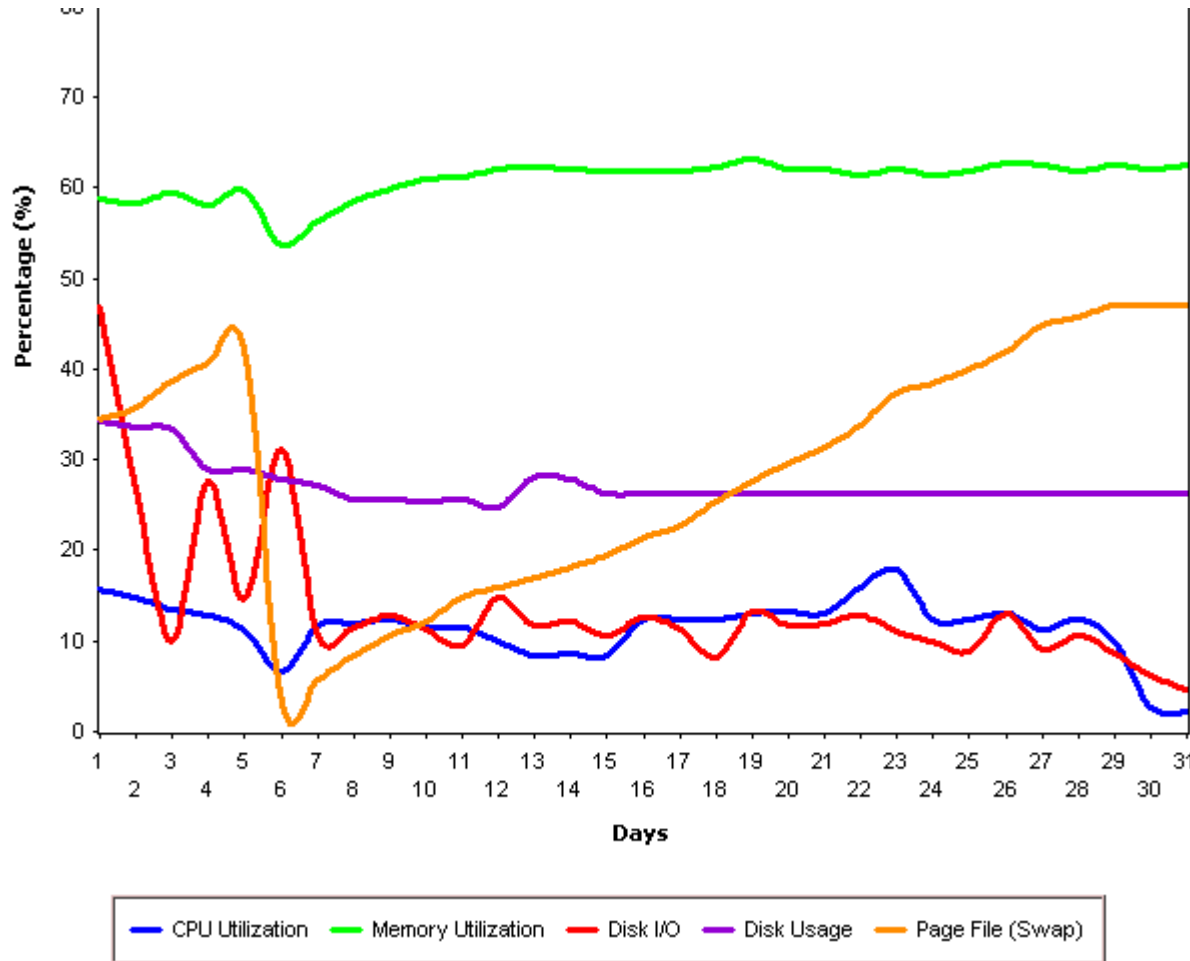


# Temporary File Cleanup



Space freed across over 20+ systems

# Resolution #7 – Monitor Performance



# Resolution #8 Regular Reboots...

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- Reboot servers – once per week
- Reboot PCs daily

# Resolution #9 - Defragment

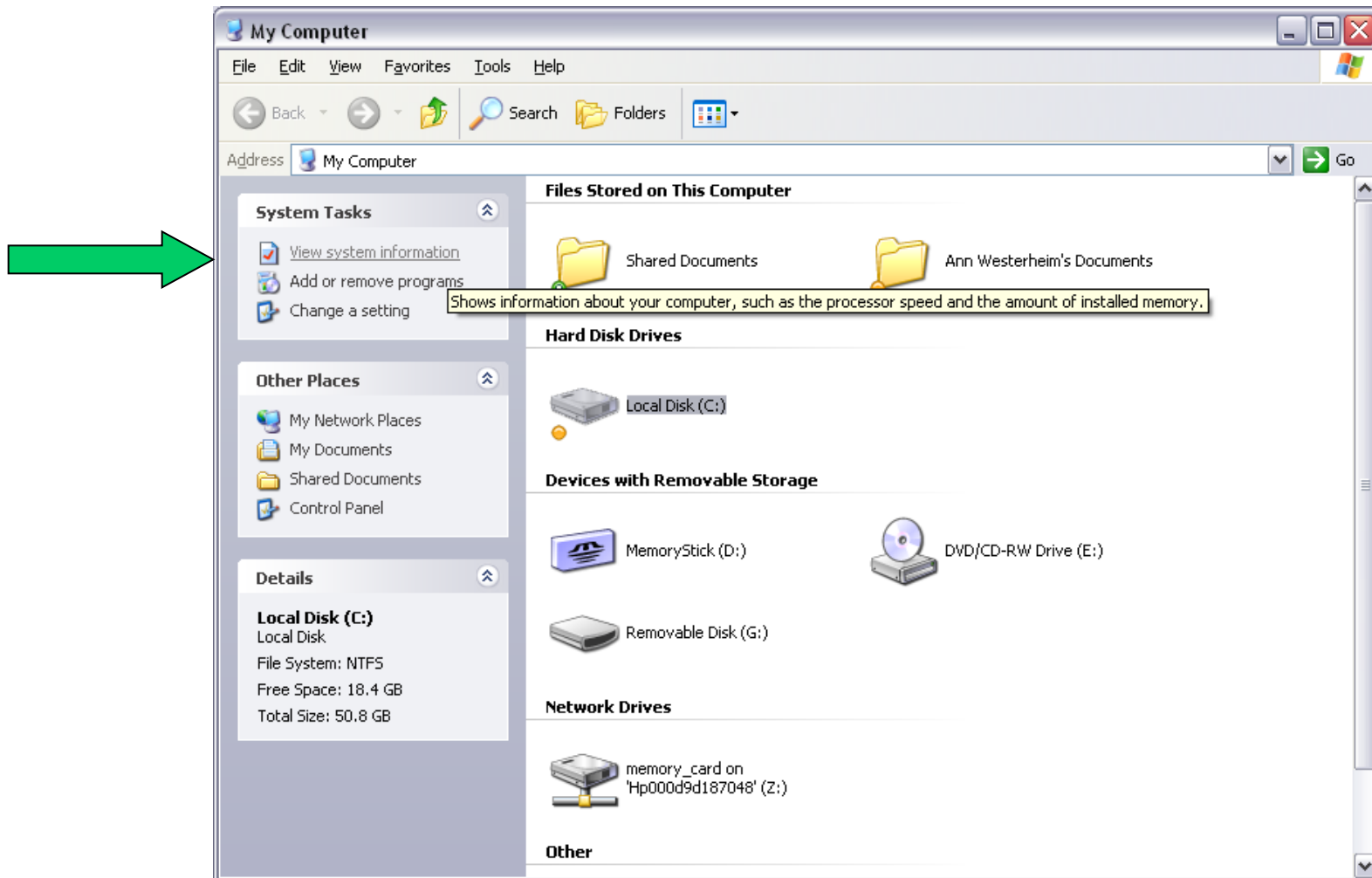
- Over time, data on your system becomes fragmented in pieces in different places on your drive
- Suggested – When your computer is slow.
- Makes your data access faster
- Debate – defragmentation stresses the drive, but running with a fragmented drive also stresses the drive.
- Windows 7 & Windows Vista will defragment in the background automatically.
- Otherwise, perhaps once/month

# Resolution #10 - Get more RAM

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- Get more RAM!
  - Your computer will be faster
  - Extend Life of Hard Drive
  - Delay purchase of new system
  
- More RAM is better than a faster processor!

# How Much RAM do you have?



# How Much RAM do you have

- Start/MyComputer/System Properties
- Always get as much RAM as you can afford!

Manufactured and supported by:

**SONY**

Sony Electronics Inc.  
VAIO Computer  
Intel(R) Pentium(R) M  
processor 1.60GHz  
1.59 GHz, 1.49 GB of RAM

Processor: Intel(R) Core(TM)2 Duo CPU T6570 @ 2.10GHz 2.10 GHz

Installed memory (RAM): 3.00 GB (2.87 GB usable)

System type: 32-bit Operating System

**lenovo.**

# Resolution #11 - Keep it Clean!

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- Vacuum the outside of the fan area which can become clogged.
- Periodically clean the interior with care – use a specialized computer duster.
- Try to keep cables neat and off the floor (cleaners often bump cables)



# Resolution #12 - Be Green!

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- If its time to retire your system (3+ years old...)
- Remember to dispose of old equipment properly:  
<http://www.epa.gov/region1/solidwaste/electronic/reuse.html>
- Danger – Harzardous Waste!
- Local electronic recycling dates
- Donations

# eWaste – A Growing Problem





# Summary

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- 12 Resolutions
- Don't wait for things to break!
- Learn enough to stay safe!

# Thank You!:

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For more information:

[www.ekaru.com](http://www.ekaru.com)

 [www.twitter.com/EkaruIT](http://www.twitter.com/EkaruIT)

[www.ekaru.com/blog](http://www.ekaru.com/blog)

 [www.facebook.com](http://www.facebook.com) (please "like" us!)

[www.ekaru.com/news](http://www.ekaru.com/news)

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