

Managing Uptime

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A Monthly Strategy Brief with Proven Computer Techniques to Improve the Speed, Security and Performance of Your Company's Network

Are You Making These Summertime Mistakes With Your Company's Server?

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How To Ensure The Heat Doesn't Fry Your Server (And Your Data!)

With the "dog days" of summer upon us, many business owners are looking for ways to keep their company's sales and profits HOT, while keeping their IT expenses COOL. But if proper attention is not given to your server and network equipment during the summer, all that heat outside can actually cause serious damage to your server, causing your system to crash and burn - literally!

Excess heat IS a big problem for all computer equipment including laptops and PCs. But since your server is carrying the load, overheating will cost you more in electric bills and problems. And once a server gets too hot and blows out, it weakens components so that they are more susceptible to failure forever afterward, not just during the particular moment they overheated.

9 Steps Every Business Owner Must Know To Prevent a Server Crash

Here are a few things you can do to prevent your server and network equipment from overheating and crashing this summer:

- Tidy up the server room; a neater room will increase air flow.
- If you have more than one server, arrange them in a row so that the cold air comes from the front and is expelled out the back.

- Keep the doors to the server room closed and seal off the space to prevent dust buildup which can contribute to electronic equipment overheating.
- Ensure the server room is cleaned often.
- Make sure cold air reaches all the equipment.
- Have a redundant A/C that is specifically designed for computers.
- Buy a rack enclosure where the cooling is built in to the bottom of the rack.
- Keep the temperature at no more than 25 degrees (77⁰ Fahrenheit).
- Use blanking panels over any empty spaces on your server rack.
- Consider virtualization so you are generating a lower amount of heat in the first place.

Uptime Strategy of the Month



"We relied on TDCNet and they helped us vault into the 21st Century with a sophisticated and effective paperless system."

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Recent posts from www.tdcnet.ca/blog

The One Thing You MUST Do When Buying a New Computer...

There are a lot of people who don't pay attention to the kind of operating system they're getting when they buy a new computer and they suffer as a result. We've had several new clients lately who have encountered this problem and are stuck with machines running Microsoft software that is not suitable for an office environment.

What happens most often is someone will buy a laptop or desktop with Microsoft XP Home or Vista Home on it. Usually these machines are cheaper because they are geared toward home, not business users.

Why Does This Matter?

You'll want to avoid a "Home" system at work for a bunch of reasons, including:

- Your computer won't network properly;
- A "Home" system is not as secure as a business-

grade operating system;

- Your IT person/people will not be able to centrally manage your computer or monitor it;
- Some network services will be unavailable such as access to network printers, Exchange email, and shared files.

What if You Already Have "Home" Machines?

You can purchase an upgrade version of Windows to change a "Home" machine into a pro or business one. The price isn't that expensive and definitely worth it in the long run for the security, performance and reliability of your computer.

Frequently, a machine can be upgraded without having to reload files and without a full reinstall. It involves putting in a CD and going through several steps.

An Easy Way to Make Sure You Don't Lose Your Internet Connection

What would happen to your business if your internet connection stopped working? If you're like a lot of companies, having no email and access to the web would probably lead to something resembling panic. Well, here's a way you can avoid that.

It's very simple and affordable to get a backup internet connection (around \$70/month) and quite a few businesses will do this. The problem is they often won't do it correctly. Below is a quick guide to how to use two internet connections to ensure your office is never without an internet connection.

Get Internet Connections From Two Carriers

If you have an ADSL connection (like the ones TDCNet or Bell provide) then you should get a cable one for a backup (from Rogers or Cogeco). The reason is all ADSL lines rely on the same phone lines and central equipment so a second ADSL line is not an adequate backup. Same goes with a second cable internet line.

Link the Connections Together

Many companies will have a backup internet connection but they need to manually switch things if their internet goes out by unplugging and moving cables. This causes unnecessary downtime and isn't the best way to do this.

Your network equipment can be set up to automatically switch between internet connections when one goes down. This is called failover and it ensures you won't even notice if one internet line stops working. You can also load balance your two internet connections, which means you can use both of them to almost double the speed of your internet (provided both are functioning properly).

What Kind of Hardware Do I Need?

If you have an inexpensive, entry-level router then it is unlikely to be able to link two internet connections together and do this. You will need to buy a new router for your network.

There are several routers out there that will do this that cost in the \$500-\$1,000 range. We've had good experiences with Cisco routers and we currently use a Cisco 1811 router in our office to make sure our internet is always working.

For more posts, visit www.tdcnet.ca/blog.

CLIENT SUCCESS STORY

How a Leading Dental Firm Went From Low Tech to High Tech and Implemented a Completely Paperless Office

The Challenge

Prosthodontic Associates has been a TDCNet customer for the past nine years. When they moved offices to better accommodate their growing business, they naturally turned to TDCNet to help design, install and support a new network and ease the transition between locations.



Dr. Izchak Barzilay
Prosthodontic Associates

The Solution

TDCNet built a secure gigabit-speed network system with a server that would effectively handle Prosthodontic's growth from only eight computers to over 40. Dental surgeons and assistants now use a paperless system throughout the office to manage data and provide better care to their patients. TDCNet managed the project from start to finish, supplying the hardware, the advice and building the system.

In addition to simplifying their IT management, TDCNet also provides high speed ADSL internet access, email and website hosting.

TDCNet is currently providing managed IT services to Prosthodontic Associates to improve the performance, reliability and security of the company's network. Staff rely on the TDCNet Help Desk for all their computer support needs.

"We relied on TDCNet and they helped us vault into the 21st Century with a sophisticated and effective paperless system. We have a reliable network, fast internet and we know any time we have an issue or a new challenge, TDCNet is just one phone call away."

About Prosthodontic Associates

If your smile needs improvement, turn to Prosthodontic Associates. They specialize in your smile.

Prosthodontic Associates dentists are certified specialists in prosthodontics and periodontics. They provide comprehensive treatments, including dental implants, cosmetic veneers, crowns, bridges, dentures, full mouth rehabilitation, comprehensive periodontal care, and management of temporomandibular disorders (TMD).

Treatment is customized to your needs, and is provided quickly and efficiently on site by their team of technologists in their fully equipped laboratory facility. Prosthodontic Associates also offer same day implant surgery and crowns for suitable candidates.

For more information, visit www.buildyoursmile.com.

Want Us to Tell Your Story and Help Promote Your Business?

Every month we use this space to write a success story about one of our clients. We also include information about our client because some of our newsletter readers will be able to use their services. If you're a TDCNet client and want us to tell your story, email brendan@tdcnet.ca



Managing your
connections

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Other Products, Services and Resources to Help Your Business

Hardware/Software Advice and Sales
Call (905) 947-8053 or email andrea@tdcnet.ca

Don't buy a new computer or network equipment without checking with a professional first. Many companies make the mistake of buying equipment which is not suitable for their business and they suffer as a result. Free advice available here: www.tdcnet.ca/buyingadvice or by calling the number above.

Internet Access, Webhosting & Email
www.tdcnet.ca/internetservices

Is your email not 100% reliable? Is it full of spam? Do you find it impossible to get a live person on the phone to help you solve your internet or webhosting problems? We can help. Call (905) 947-8053 or visit the web address above.

TDCNet is Hiring More Technical Support Staff

We're growing and in order to continue providing our clients with a high level of service, we're looking to hire energetic, talented people for two technical support positions - a Client Support Specialist and a Help Desk Technician. If you know someone who is looking to work for a leading IT service firm, please have them send us their resume.

The Client Support Specialist position is for someone with at least 3-5 years experience in providing desktop and network support for Microsoft-based operating systems and applications; troubleshooting for PDAs (Blackberrys and iPhones), other common small business applications and internet connectivity issues. Candidates should have a post-secondary diploma or degree in some area of Information Technology. Certifications are a plus. Driver's license and own car are necessary.

The Help Desk Technician position is an entry level position suitable for a recent college or university graduate.

The full job descriptions are posted at www.tdcnet.ca and interested applicants should email their resume to jobs@tdcnet.ca.

What If You Walked Into Your Office Tomorrow And Discovered...

... that a virus, hacker, or system failure had erased every file on your computer. **How confident are you that your data could be restored?** If you are not backing up your network...or if you are, but have never tested your backups by performing a full system restore, you are at high risk for losing irreplaceable company files. If the information on your network or PC is important to you, then contact us today for a **FREE Data Security Consultation**. We will come onsite to assess your current back up system, answer your questions, and make recommendations on how you can secure your data to sleep better at night. Call (905) 947-8053 or email Brendan@tdcnet.ca