



503 N. Main St. • Carroll, IA 51401

# TOP STORIES

## Lightening Claims Hard Drives

On a routine visit for a CCI customer, we found that their battery backup really needed to be replaced. It actually reported, 'No run time left.' Three days after it was replaced, a severe thunderstorm dropped power to their building for 10 minutes. Their entire network continued running and their data stayed intact, thanks to battery backups on all PC's and most importantly the server.

That same power outage caused damage to a primary machine at the business next door to our client. They didn't have a server. Instead they had 2 computers with the damaged machine acting as the "server." That computer housed all the data contributed by both secretaries. No one could work with this machine damaged. We got them restored and back to business with a repaired computer, a new battery back up and established better data backup practices for the future.

Hindsight is 20/20. They had learned the hard way that a technology partner, regularly checking their systems can protect them from losing data and extremely costly downtime.

## Productivity Protected

A CCI customer has a piece of accounting software that is specialized and created in a certain database. This software and database were quite stable, yet at times it had issues with corruption. This corruption had potential for major problems and loss of hours of data. A key part of CCI service is routine, onsite analysis of day to day operations. As a result of onsite analyses, we found their database could be backed up several times a the day, backing up the data to a different location on their network. This backup was set and scheduled four times a day. This eliminated any danger of losing hours of work and allowed for 'easy restoration,' if there was a corruption problem. One month later,... go to [www.computerconceptsia.com](http://www.computerconceptsia.com) for the rest of the story!



## FROM THE PRESIDENTS-DESK

Amazing strides in business productivity today have come from the efficiency of technology. So ok, my profession is technology and even I have the tendency to take for granted what technology does for business today. Stop and think, in my Granddad's day we didn't have the technology to find the Japanese Navy. Result: the horror of Pearl Harbor. As recent as my parent's teen years, banks posted each transaction by hand, and monthly bank statements were printed, and stuffed by hand. To reference any needed info from even the recent past meant digging through bulky paper files that had to be stored on site. The largest space in a business was not occupied by inventory or service, but by the volumes of valuable paper records.

Profitability is at the mercy of productivity. Computer drag, or worse, computer downtime can paralyze productivity, which is extremely costly.

We at CCI are honored by the trust our customers put in us to monitor, maintain, and service they're technology. Computer systems are relied upon by business for orders, schedules, billing, tax information, sales and sales history, the list goes on and on. For our Service Level Agreement Clients, we are able to ward off trouble and keep them running smoothly.

## Mail Tips

- Do you have Outlook Express or Windows Mail for your email program and have problems opening attachments? There could be a simple fix for you. Due to some recent Windows Updates in the last 6 months, we have seen some security precautions implemented that may block your attachments from being viewed. If this is the case, here is a simple solution: Go to 'Tools,' 'Internet Options,' then the 'Security,' tab. Remove the checkmark that says, "Do not allow attachments to be saved or opened that could potentially be a virus." Do you have an Antivirus that is up to date and adequate? If so you are protected and don't need this feature anyway. Not sure about your Antivirus? Give us a call!
- Have you received an email that has been forwarded several times, has a lot of content and ended up in your SPAM folder? You'd like to send it to someone but don't want it to land in their SPAM Folder. No problem. Just copy the content, paste it into a new email, add your response, and there you go!

## ALERT

There is an infection hitting computers in our area. It is a **PERSONAL ANTIVIRUS MALICIOUS WARE THREAT**; (aka, Antivirus 360, previously known as Antivirus 2009). This program is not detected or removable using conventional Antivirus programs as it is not technically a Virus.

This infection is promoted by the Vundo Trojan and is generally installed via infected code in websites.

To remove it, download and install a free program called 'Malwarebytes,' scan and remove it. If the infection is persistent, remaining on the computer, you will need to contact a PC Technician to help remove it via more technical means.



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## Then...

Before **Electronic Computers** tasks done today with a computer required much more labor and expense...



**Accounting machine** necessary in calculating documents in a layout that today is an Excel Spreadsheet.

**Data Storage** consisted of volumes of paper. Remember Carbon Copies?

## ...& Now

Today we carry hand-held devices that have us in **constant communication** with our world.



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