



SmallBusinessIT

# TECHNOLOGY ADVISOR

*Tech Tips for Small Businesses*

## Daylight Savings Time 2007

### What Impact Will It Have on Your Business?

**APPLE COMPUTER INC. FOUNDER STEVE JOBS ON ATTEMPTS TO GET ATARI AND HP INTERESTED IN HIS & STEVE WOZNIAK'S PERSONAL COMPUTER**

"So we went to Atari and said, 'Hey, we've got this amazing thing, even built with some of your parts, and what do you think about funding us? Or we'll give it to you. We just want to do it. Pay our salary, we'll come work for you.' And they said, 'No.' So then we went to Hewlett-Packard, and they said, 'Hey, we don't need you. You haven't even got through college yet.'"



Who would have thought that changing the dates of daylight savings time would cause so many problems for IT administrators?

In August of 2005 the United States Congress passed the Energy Policy Act, which changes the dates of both the start and end of daylight saving time (DST).

When this law goes into effect in 2007 – just a FEW weeks from now on March 11th – daylight savings time will start three weeks earlier (2:00 A.M. on the second Sunday in March instead of the first Sunday in April) and will end one week later than what had traditionally occurred (2:00 A.M. on the first Sunday in November instead of the last Sunday in October) raising the possibility of a smaller-scale repeat of Y2K-like problems.

#### How This Will Affect You

The change in daylight savings time will have an affect on many software programs that are hard-wired with the OLD daylight savings time. That means the following applications may NOT WORK:

- √ All calendar, scheduling, or appointment setting applications such as Microsoft Exchange Server, Calendar, and Outlook.
- √ Software and processes that rely on date and time calculations (current and historical).
- √ Transactional logging and tariff billing applications.

To put this into prospective, if you have a Windows Smartphone that you synchronize with Microsoft Exchange, in order for your calendar reminders to work properly, patches or fixes will need to be applied to Windows XP, Windows 2003, Exchange 2003 & Windows Mobile. Otherwise, you may be late for some very important meetings.

#### How to Make Sure You Don't Experience a Mini Y-2K "Meltdown"

Unfortunately, this change has not received the attention it deserves. It is not enough to assume that if your servers have the correct time, your applications and databases will work. Some applications utilize the "system time", yet others require their own unique patches.

To prevent problems with your desktops and servers, patches must be installed and utilities may have to be run. For legacy systems that are out of mainstream support (Windows 2000 or earlier) manual changes need to be made to the registry file on each computer to adjust for the new daylight savings time.

But just updating your computer's operating system is not enough. Some applications such as contact management systems or scheduling programs may require their own patch. Other devices on your network such as PDA's or firewalls may require fixes as well.

*(continued on page 4)*

## HOW TO FALL IN LOVE WITH YOUR COMPUTER ALL OVER AGAIN!

### “This computer is driving me CRAZY!!!”

Have you ever shouted at your computer because it froze up, crashed, and caused you to lose work? Have you ever whacked it with your hand, kicked it, or smashed the keyboard out of frustration?

If so, you're not alone. Problems with a computer, cell phone or other gadget can be so frustrating that it has been called “computer rage” by some psychologists, and it's on the rise.

### How Violent Do They Get With Their Computer?

According to a recent poll, three quarters of computer users have admitted to shouting, swearing, or committing acts of violence towards their computer (for the record, we think the number is much higher).

While some simply curse the darn thing, others have admitted to hitting it until their hand bled or throwing it across the room. One computer user was quoted as saying, “You feel so helpless. All you can do is sit there and watch the stupid thing freeze up and there isn't a darn thing you can do about it. The error may only cause a few minutes delay, but it feels like a lifetime when you're in a hurry to get things done.”

Deadlines are missed, work is lost, customers angered - all because of computer trouble. And the vast majority claim that problems like this happen on a consistent basis.

### It's Not Just The Computer Causing Stress

Apparently, technical problems are only the start of most peoples' anxiety. Many report that they are further angered by the time and *process* it takes to get the problem fixed, and some employees claim computer problems are their #1 source of at-work anxiety and stress.

IT related problems further compound employee dissatisfaction since it often forces them to work late or take work home. If you are an employer, take note: your unstable computer network could be elevating your employees' anxiety and job dissatisfaction levels, not to mention interfering with their productivity.

### How To End “Computer Rage” At Your Company And Fall In Love With Your Computer All Over Again

Thanks to our SmallBusinessIT Service, we have helped many clients end “computer rage” at their company. There are two ways we accomplish this:

First, our 24/7 monitoring helps us detect and prevent problems before they show up. Your system runs faster, has fewer problems and users aren't constantly having to deal with system errors. We also keep your security patches up-to-date, we prevent spyware, viruses, and hackers from invading your network, and we make sure you have a reliable backup of your data. This basic maintenance is critical to the speed and performance of your computer network.

Second, getting help is MUCH easier and faster when you are a SmallBusinessIT customer. Our secure software allows us to remotely log in to your network to diagnose and resolve most problems on the spot. No more waiting around for a technician to show up!

### Sign Up Today And Get Your First Month FREE

Since it's Valentine's Day, we want to “show you the love” by giving you the first month of service FREE. You'll discover how our SmallBusinessIT service will make you fall back in love with your computer network, just like this happy client:

“We are amazed how often SCI's service detects events happening at our office. From power outages to hard drive failures they are on the job before we can even call for help. They allow me to stay focused on my business, and I'm 100% confident that I don't need to worry about our network, now.”

- Glenn Houck, Principal, iTeam Systems

### To Find Out More:

Call: 603-879-9022 extension 130

Email Chris Ward: ward@sciinc.com

## 5 (CHEAP) WAYS TO MAKE OLD COMPUTERS FASTER AND MORE RELIABLE

**#1. Add Memory.** One of the most inexpensive and effective ways to improve a computer's performance is to install more RAM (random access memory). This will speed up the applications installed on your computer and allow you to open and run more programs simultaneously.

**#2. Upgrade The Processor Or Add A Graphics Accelerator.** If you are just looking for a little more "zoom," upgrading the processor or installing a graphics accelerator will give your computer the ability to process information faster and improve its overall speed.

### #3. Perform Regular Maintenance On Your Servers and Desktops.

Computers, like cars, need regular maintenance to perform at top speed and reliability. At a minimum, you should run ScanDisk and the

Disk Defrag Utility on your machines once a month. This will make your applications and files load and run faster.

### #4. Run A Spyware Scan Once A Week.

One telltale sign that your computer is infected with spyware is slow, unstable performance. Spyware sucks up your system's resources to carry out its evil intent, slowing down your computer and even causing it to freeze and crash.

### #5. Disable Or Remove Unnecessary Programs Running In The Background.

Many computers have pre-installed software programs that use up system resources and slow down your computer.

While these recommendations will certainly speed up your system, they aren't a miracle cure for a seriously out-of-date computer network. If your computer or network constantly crashes, freezes up, or runs painfully slow, then it's time to give us a call for an upgrade.



### I'd Love To Hear From YOU!

Is there an article you would like to comment on? Is there a topic you want me to research? Have a funny story or a resource you want to share with the other subscribers? Send it to me! We are always looking for new and useful content to add to Technology Advisor.

Chris Ward  
(603)879-9022 ext. 130  
Email: [ward@sciinc.com](mailto:ward@sciinc.com)  
[www.sciinc.com](http://www.sciinc.com)

The Lighter Side:

### Surprising Statistics

#### About Reading:

According to the Literacy Company and Evelyn Wood Reading Dynamics...

- Over 50 percent of NASA employees are dyslexic. They are actually sought after by the organization because they have superb problem-solving skills.
- More than 20 percent of adults read at or below the fifth-grade level; this is well below what they need to earn a living wage.
- Nearly three out of five prison inmates are illiterate.
- Eighty-five percent of all juvenile offenders have reading problems.
- More than 75 percent of those on welfare are illiterate.
- Over 1 million children drop out of school every year.
- About 50 percent of America's unemployed youths are functionally illiterate, meaning they can't carry out simple tasks like balancing a checkbook or reading drug labels.
- Forty-four million American adults are poor readers or "functionally illiterate."
- Twenty-one million Americans can't read at all; one-fifth of high school graduates can't read their diplomas.
- One-third of high school graduates never read another book for the rest of their lives.
- Forty-two percent of college graduates never read another book.
- Seventy percent of Americans haven't visited a bookstore in five or more years.
- Fifty-seven percent of new books are not read to completion.





SmallBusinessIT

# TECHNOLOGY ADVISOR

Tech Tips for Small Businesses

FEBRUARY 2007 VOLUME 2 ISSUE 2

## INSIDE THIS ISSUE:

- **The Impacts of Daylight Savings Time 2007**
- **Do You Suffer From Computer Rage? Reveals a Growing Trend of Computer Related Anxiety!**
- **5 (Cheap) Ways to Make Your Computer Run Faster**

402 Amherst Street, Suite 300  
Nashua, NH 03063  
866.324.8273  
[WWW.SCIINC.COM](http://www.sciinc.com)

*(Impact of DST 2007—continued from page 1)*

Currently we are doing our best to educate all of our clients and friends about this fast-approaching deadline and are helping to install the necessary patches or manually edits before March 10<sup>th</sup>.

If you haven't started yet, don't wait. Compile a list of your time-dependant systems, applications, databases and devices. Prioritize the list based upon importance and impact if the device isn't patched. Check the vendor's website for fixing the problem. If you use outsourcers, such as hosting companies, application service providers (ASP), or payroll vendors, contact them and ask them to certify their readiness for the change. Create a plan and get it done.

If you would like us to assist you with updating your desktops and servers, give us a call as soon as possible.

**Contact Us before March 1st and we'll also throw in a FREE Network Audit.** We'll verify your backups, check for critical security patches, and much more.

Call (866) 324-8273 or email [ward@sciinc.com](mailto:ward@sciinc.com).

## Services We Offer:

- SPAM Email Filtering Services
- Computer Virus & Spyware Removal & Protection
- 24x7 Remote Monitoring & Maintenance
- Complete network management and support
- Critical Patch and Service Pack Installations
- Computer Network Security
- Secure Wireless Networks
- Implement and Manage VPNs (Virtual Private Networks)
- Manage System Backups
- Recommend Data Storage Solutions
- Provide Disaster Recovery
- Troubleshooting and Problem Solving on all Networks and PCs
- Help desk - Phone and Remote Support
- Hardware Installation and Support
- Software Upgrades and Installations
- Server Installations and Upgrades
- Manage Software Licensing
- Act as a Vendor Liaison
- Monthly Reporting
- Quarterly Review and Planning Meeting
- Database Administration & Maintenance

**...For More Information Visit**

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