

THE RHODENIZER REPORT

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SLEEP BETTER KNOWING YOUR FILES ARE SAFE

A disaster recovery plan is the cheapest business insurance you can buy. The most vital part of that plan includes backing up your irreplaceable work files regularly. To do backups only on random occasions is to tempt fate and gamble with the future of your business.

USB hard drives are more reliable than tapes, but you still need to remember to rotate them offsite for safe keeping.

While there is no perfect solution for all situations, there is one that works well for those who have high speed Internet, the ability to leave computers on 24/7, and who work with relatively small files. It's known as "online backup". For \$49.95 a year, you can subscribe to

"Carbonite", an online service which maintains backups of all your files with no limit to the total amount. There is no scheduled time for backups to run. It simply monitors your PC for changes and backs up files when a new saved version is detected and you've stopped using your PC for a few minutes. You can also right-click and select files for immediate backup at any time. Your data is stored encrypted on an Internet server. To retrieve a file, just login to your web account and select a file to restore.

The only drawbacks I've found are that it can take a full day or more to complete the first backup. It's not their fault, it's just a limitation of upload bandwidth for DSL and Cable Inter-



net subscribers. If you can afford full T1 access, your results will be significantly more impressive. They also can't restore multiple versions of the same file like the more expensive iBackup service can. But, their website claims this is one of the new features on the way.

All in all, this is one of the best deals I've found for continuous offsite data protection. For a free trial subscription, click the "Carbonite" link on my webpage titled "Cliff's Pick's".

THE TAKE-AWAY POINTS:

- Unlimited continuous data protection for \$49.95 yearly.
- Burn CD's only as fast as the X rating allows.
- Transfer large files via certain free websites.
- Office 2007 has built in compatibility check.

CD-ROM "X" NUMBERS EXPLAINED

For a CD-ROM (Compact Disc - Read Only Memory) drive, the "X" number simply represents the maximum speed at which it can read data.

Example: 48X means 48 times the standard base speed of 150 kbps (kilo-bytes-per-second) while at 200 RPM

(revolutions per minute). Just multiply both base numbers by 48 to find that a 48X drive can read up to 7200 kbps @ 9600 RPM. Likewise, 52X means it can read up to 7800 kbps while the disc spins at 10,400 RPM. At that speed, the outer edge is traveling at 145 MPH. If the disc has any flaw, the resulting

vibration can cause it to shatter into pieces.

CD-RW drives read and write. Their speed is expressed in 3 sets of "X" numbers: Read, Re-Write, and Write. Example: 52X 32X 48X means it can read at 52X, re-write (with a re-writable disc) at 32X, and (cont. P. 2)

CD-ROM "X" NUMBERS EXPLAINED (CONTINUED)

write to a blank disc at 48X.

CD-R disks can only be written to (or "burned") once. The photo at right shows these are rated 48X. This means they can be written to once, and handle speeds no faster than 48X. Each disk also holds 700 MB of data and can record up to 80 minutes of music.

CD-RW (re-writable) disks can be written, erased, and re-written a number of times

but are more expensive.

Pop Quiz: The CD-RW drive in your PC is 52X 32X 52X. You are shopping for blank discs. You see the package shown in the photo at right. Should you buy them?

Answer: Sure. Just remember to slow your drive down to match the speed limit of the discs.

Since your drive can write at 52X, and these discs are only rated for 48X, you'll have to

select the slower speed when you write to them. These should also be cheaper than discs with a faster rating, but hold the same amount of data.

Write at a speed you know the disc can handle, not the drive's max speed. Afterwards, you can read it as fast as your drive is capable.

It's always safe to read at full speed, but only write as fast as the disc is rated for.



HOW TO SEND FILES TOO LARGE FOR EMAIL

Just a few years ago, the only way to send someone a file over 10MB was to burn it to a CD and ship it FedEx. Most email administrators still block attachments that exceed anywhere from 10MB to 100MB, depending upon the policy of the ISP. Now, broadband Internet access has made it possible for many of us to share very large files at little, or no expense by using a third party online provider.

There are online file sharing providers that charge a small subscription fee (from \$4 to \$10 monthly) for allowing you to upload large amounts of data to their servers and store it securely. Some people use this as a remote backup solution but it's also great for allowing someone

else to download files you give them permission to.

There are some differences between providers, but they all work basically the same:

- 1). Create an online account.
- 2). Upload files to your space.
- 3). Select files OK to share.
- 4). Email a link to recipient.
- 5). Recipient clicks email link and downloads selected files.

It's usually that easy, depending upon the provider. Some charge according to how much space you use. One actually provides unlimited storage space but charges you per amount downloaded.

Now, for the free options. One way is to sign up for a "Freeloader" account with

Streamload. They don't ask for a credit card number, but you are limited to 10MB per file and 100MB total. Not bad if you just need to transfer one big file under 10MB and be done with it. You can't send email links as a "freeloader", but you can give your friend the account name and password so they can login and download the file you uploaded. **Orbitfiles** also offers a free account with a maximum single file size of 100MB. You just have to tolerate some advertisements.

Look for services that don't require you to download and install any kind of software. Also make sure to check their FAQ's for max file size, and total account size limits.



QUESTIONS FROM THE INBOX

Q– I just discovered that all emails from my company are being rejected by another company because we have been “blacklisted” What is this and how do we fix it?

A– Various Internet security groups maintain “blacklists”. These are IP addresses belonging to servers that have been reported for sending SPAM, or detected as having poor security and likely to be hijacked by spammers. Anti-SPAM systems subscribe to these lists to get continuous updates of new SPAM sources found on the web so they can block them for their customers.

If the IP address of a server you use has been added to such a list, the administrator of that server must contact the administrator of the server rejecting it’s emails and work out a solution. I usually ask them if they would be willing to manually override the list (which some systems will allow) or tell me what blacklist they use so I can contact the owners for an explanation of what “flagged” that server as being a problem.

Some email servers are randomly scanned, some are reported. Any with a history of being used by spammers, or thought to be poorly configured may be added to a blacklist without notice of any kind. I’ve even had one case where they were just plain

wrong. Once I convinced them to check it again they admitted it was a mistake.

Each has their own criteria and procedure for what one must do to get their server “un-blacklisted”. Once it can be verified that the server has been brought into compliance, they usually remove it from the list in 24-48 hrs.

Q—How often should I scan my computer for spyware and viruses?

A– When your PC is taking longer to respond to normal tasks than it should, it’s time to run a spyware scan. My recommendation is to alternate scans using the top 2 free products: [AdAware](#) and [SpyBot](#). You can find these free downloads on the “Cliff’s Pick’s” page of my website.

You should have antivirus software that continuously runs in the background so I don’t recommend manual scans. Why? Because if a virus is on your PC, how did it get there undetected in the first place? I’ve never seen a manual scan detect a virus that has already slipped past it once. It usually takes a different antivirus product to find viruses left undetected by the previous version. If you suspect you have a virus, it’s best to immediately backup your files and have it removed by an IT professional.

Q– How does spyware get on my computer?

A– Most new PC’s come with pre-installed spyware. It also comes imbedded in toolbars, music sharing programs, weather bots ,and some website links.

Think of spyware as bugs on your windshield as you cruise down the “Information Highway”. You can’t avoid them so don’t worry about it. Just keep cleaning them off. I find that more effective than programs that claim to “prevent” spyware while slowing down my PC even more.

Q– My new computer came with Windows Vista. When I tried to load the software to synch Outlook 2007 with my Blackberry, it didn’t work.

A– If the CD that came with your Blackberry doesn’t specifically state that it’s compatible with Vista and Outlook 2007, you’ll need to download the latest version from your wireless provider’s website. If they don’t have a compatible version listed yet, you’ll need to go directly to the “Downloads” section of the [Blackberry website](#) and get version 4.2 SP2. If all you’re trying to do is sync your Calendar and Contacts, this will work fine for you.

Send your questions to:
questions@rhodenizer.com



“Think of spyware as bugs on your windshield as you cruise down the “Information Highway”. You can’t avoid them so don’t worry about it. Just keep cleaning them off.”

OFFICE 2007 COMPATIBILITY CHECKER

If you are about to share your beautifully crafted Word 2007 document with others who don't have the same version of Word, it's a good idea to run the Office 2007 compatibility checker first.

If any of your Office 2007 documents contain formatting or features not supported in earlier versions (such as SmartArt), then when someone else opens your document, they may find that it looks different than you intended, or graphics will be converted into a single object that cannot be edited.

I've noticed the same issue

with PowerPoint 2007. The graphics I created in my presentation at home did not look the same and were not editable in PowerPoint 2003 on my laptop.

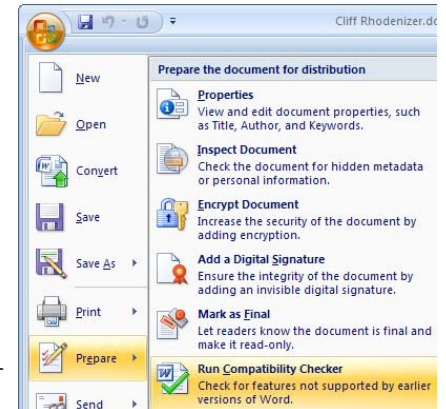
To have Office 2007 check your document for features that are not supported in earlier versions, follow these steps:

- 1). Click the Office button in the upper left corner of the open application.
- 2). Point to "Prepare" in the left pane of the drop-down list.
- 3). Click on "Run Compatibil-

ity Checker".

A report will show the unsupported features and make suggestions of what you can do to make your document more compatible with earlier versions.

If you regularly e-mail documents in compatibility mode, you can have Word automatically run a compatibility check every time you save a file. To do this, select "Check Compatibility When Saving In Word 97-2003 Formats" in the Word Compatibility Checker dialog box before you click OK to close the report.



ABOUT RHODENIZER IT

Rhodenizer IT is a different kind of IT service provider for the north Metro Atlanta area.

We sell no hardware or software. We have no quotas or markups. We provide consulting services that include finding the best deals on what you need... and passing the savings along to you.

We also provide complete service for business computer networks, but our mis-

sion is not just fixing computers. It's providing the right solution for your needs, and your budget.

We also help small businesses create strategic plans for reducing IT costs and increasing the security of their most important asset: Information.

A well organized IT operation will save your business time and money in the long run.

Call to schedule your **free initial consultation with no obligation**. Tell us about your IT problems and concerns. Let us recommend a course of action.

It costs nothing to find out if we have the answers and the expertise you need.

"I don't want my clients to be satisfied. That's just not good enough. I won't rest till they're impressed!" - C.R.

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