

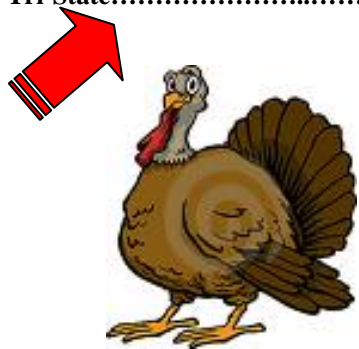


“As a business owner, I know you don’t have time to waste on technical and operational issues. That’s where we *shine!* Call us and put an end to your IT problems finally and forever!”

Peter Verlezza
SMB Networks, LLC
November, 2009
New Haven, CT

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HAPPY THANKSGIVING!

Technology Times

“Insider Tips To Make Your Business Run Faster, Easier, And More Profitably”

Entrepreneurs Are Lightning Their Load

Are you a very busy, sometimes frantic, time-pressured entrepreneur awash in opportunity and critical projects but feel like you are surrounded by nitwits and slower-than-molasses-pouring-uphill people who only add to your stress and frustration? There are very few people who understand the daily life of an entrepreneur...

The incredibly LONG hours, crushing workload, millions of tiny details, irritations and problems to deal with, government regulations, taxes, employee questions and issues, and impossible deadlines on EVERYTHING.

Then you have employee problems, financing problems, customer problems, competitor problems, vendor problems and – more recently – issues with the economy grinding sales to a halt. Despite your absolute best effort, nothing goes right and you end up bleeding money, in the red and scrambling to figure out how you’re going to make payroll.

But some business owners are discovering a way to handle their computer and network technology that actually prevents issues from happening and gives them peace of mind. Admittedly, technology is only one small part of the day-to-day issues you deal with, but I think you’ll agree that IT problems can be some of the most aggravating (and expensive) issues you run into.

That’s why entrepreneurs are flocking to IT support that focuses on keeping them up and running, rather than service that only reacts to issues. The IT industry refers to this as “managed services” and typically it means that a computer company will provide remote monitoring and automatic maintenance of your network for a flat monthly fee. Because of how the IT company is paid, they are only incentivized to keep you up and running and if you go down, it not only hurts you, but hurts them via their wallets.

To find out if our Hassle-Free IT can help you, please visit www.smbnetworksllc.com or call **866 975-1688**

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How To Get Your Piece of The Thanksgiving Pie

Jolene was only 8 and lived with family in the country with her parents and brother.

Consequently they did not often have visitors from the city. One day Jolene's mother said that father was bringing two guests home for Thanksgiving supper.

After they had enjoyed the turkey, Jolene went to the kitchen to help her mother, and proudly brought in the first piece of pumpkin pie and gave it to her father. He then passed the plate to a guest. When Jolene came in with the second piece and gave it to her father, he again gave it to a guest.

This was too much for Little Jolene, who blurted out, 'It's no use, Daddy. The pieces are all the same size.'

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Backup Alert To All iPod Users

If you've been an iTunes and iPod customer for any length of time, you'll quickly rack up the number of songs, videos, and audio books in your library. And in no time flat, you can end up spending a small fortune.

But be warned! Most iTunes customers don't realize that Apple will NOT allow you to re-download the music you've paid for, even if you lose every file because your computer dies, gets fried, infected, or destroyed.

If you don't want to risk losing the purchases you've made, then make sure you back them up. Here's how:

First make sure you have some blank CDs or DVDs ready to go, then do the following:

1. From the iTunes File menu, choose Backup to Disc. A dialog box will open up giving you an option to do one of the following:

- Back up entire iTunes library and playlists (to backup everything)
- Back up only iTunes Store purchases (to backup only your purchases)

If you have previously backed up your library, and only want to backup the changes, check only back up items added or changed since last backup.

Click "Back Up" and wait for the CD drawer to open. Add a disc each time iTunes asks for one. If your library won't fit on a single disc, iTunes will ask one at a time for as many discs as needed and write your library to them.

Make sure you store your backups in an off-site location. If your office catches on fire, gets burglarized, or destroyed by a flood, faulty sprinkler system, or violent storm, they'll go down with your PC.

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How To Send And Receive Large Files When E-mail Won't Work

If you want to share audio, video, or large graphic files with others, but can't send it via e-mail because of the large file size, you may want to look into zmail (www.zmail.com), an almost-free web resource for transferring large files.

After setting up an account, you simply upload the file you want to share via your web browser. Then you send your friend an e-mail with a special link to retrieve the file. If your file is under 5 MB, the service is free. For \$1, zmail will increase your storage space to 20 MB, and if you spend \$10, you'll get 50 MB of space to use for an entire year.

There are a few drawbacks, but overall, this is an incredibly cheap and easy way to share large files with others.



How New *Viruses* Get Named

Thousands of viruses are currently circulating on the Internet with more being discovered daily. So how does a virus get its name?

There is no official government body or organization that names viruses. In most cases, the anti-virus company that discovers it gets to name it; and, it's a very competitive race to see who can discover new viruses first!

The criminals creating viruses like to leave clues as to what they want their virus to be named, but researchers who discover and fight them, don't give their authors the satisfaction of keeping the name. To hackers, creating a destructive, difficult to disable virus is a badge of honor. So instead of giving these cyber criminals the publicity they crave, virus researchers will name a virus based on the type of system it attacks, what it does, or other random reasons.

For example, the Code Red virus got its name from an eEye Digital Security researcher's beverage of choice -- the cola variety of Mountain Dew soft drink. Apparently he was drinking this the night he cracked the corruptive code.

Creativity aside, most anti-virus companies have policies and letter-number formulas for naming viruses because it's becoming more and more difficult to come up with unique names for viruses. Symantec's Norton anti-virus software currently has a catalogue of over 58,193 known viruses—and the number grows every day.

Friends,

It has been almost a year since we began publishing our newsletter. The response has been great and we enjoy doing it! We think the articles are timely and interesting, but we are always trying to make it more personal. We'd like to elicit your input on ways to make it better and more compelling. If you have a thought on a human interest story, client spotlight, an event, fundraiser, etc., please submit it. We are one community and we want everyone to feel a part of it. Do you want your company featured, have an employee that stands out in the community, have a favorite charity you would like others to know about? Give us a shout and let's talk about it.

Wishing you and you families and wonderful Thanksgiving Season!

Peter and the SMB staff

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Client Spotlight



An Affiliate of Prevent Blindness America
Serving Connecticut, New York, New Jersey

SAVING SIGHT FOR A CLEAR VISION OF THE FUTURE

The mission of Prevent Blindness Tri-State is to put an end to preventable and treatable blindness through early detection, public education and advocacy. The agency currently serves over 22,000 preschoolers and in excess of 20,000 adults from disadvantaged backgrounds. Many of their adult clients have never been tested or screened, and through Prevent Blindness are given the capability to undergo treatments including surgery for cataracts and other eye diseases.

Prevent Blindness President and CEO, Kathryn Garre-Ayars, feels fortunate to be surrounded by a culture of screening. Her own doctors detected a cataract that was not yet severe, but without treatment, could have hampered her life. Vision health is not a high priority with most of us. Since vision is critical to the way most of us manage in the world, we all must become far more aware of our vision health. Prevent Blindness Tri-State fills this very essential void.

Early childhood vision screenings, through Head Start or New Opportunities Child Development Centers, are one of the cornerstone outreach efforts of Prevent Blindness Tri-State, an Independent Affiliate of National Prevent Blindness America. The importance of screenings is apparent. According to an administrator at New Opportunities, a preschooler had previously only played in the block area, and did not practice the letters in his name or attempt puzzles. Merely adjusting to what life has to offer, this little boy thought his fuzzy vision was the way we all see the world. After his screening and subsequent corrective lenses provided by Prevent Blindness Tri-State, the child was running, smiling and engaging in activities previously not witnessed by the teacher.

Another young girl came to class wearing her mother's glasses because she couldn't see the blackboard. "Thank you so much for the glasses voucher for our student," writes a school nurse from Maspeth, NY to the Prevent Blindness Tri-State office. "This child's mom is out of work and has no insurance. Your program is a blessing."

As the nonprofit organization broadened its tri-state reach, efficient communication became critical. SMB Networks stepped in and set the organization up with their 'Hassle-Free IT' program, providing desktop help desk support. They also created a shared network drive for the organization. Since non-profits must save money, Prevent Blindness was trying to keep part of their remote system in-house, from anti-virus and spyware control to backup. "Only after we had a full system crash, and all three offices were paralyzed for 3-4 days did we decide to put our entire network in SMB's hands," says Garre-Ayars.

"SMB has been great to work with, and their staff are helpful and responsive to every detail", says Ms. Garre-Ayars. "When they took us through the tough times of our crash, they saved our lives."

All Prevent Blindness Tri-State programs and initiatives are made possible by funding or support from private and public organizations and foundations, corporate sponsors, and individual donations and bequests.