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Fred Holzsager,
IT Director
Holzsager Technology Services
and
Publisher of
The Tech Insighter

Inside This Issue

Snapple Real Fact #96
The average American will eat 35,000 cookies in his/her lifetime.

The Tech Insighter

"Insightful Tips To Make Your Business Run Faster, Easier and Be More Profitable"

Making This One Mistake With Your Network Can DESTROY Your Business

A lot of businesses wait until something breaks before they fix it. And even then, they may take a "patchwork" approach to fixing the problem. They are *reactive* rather than *proactive*. Sometimes taking a reactive approach is fine, but other times, and depending on the circumstances, it can lead to even bigger problems.

When it comes to network security, for example, being reactive to problems can be downright dangerous. It's not just hackers you have to worry about. There are power outages, data loss, equipment failure and more. In IT, a lot can go wrong. But if you're proactive about cyber security, you can avoid many of those pitfalls.

Reactive IT support used to be the norm. Most network security specialists went to work after something went wrong. Unfortunately, some businesses still have this reactive mindset when it comes to their IT and network security. They have an "it won't happen to me" attitude. The truth is that these are the people most at risk. It's not a matter of if, but when. Hackers and cybercriminals are more active than ever.

Thankfully, proactive support is now the norm. More and more IT services and security firms have the tools and resources to protect you BEFORE the worst happens. *So, why partner with an IT services company?*

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Keeping with the spirit of helping others,
if you refer a business to us and they become our customer,
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For more information, please see our website at
www.tech4now.com/we-love-referrals, contact us by phone at 201-797-5050
or email us at info@tech4now.com .

Quotations

"THESE are the times that try men's souls. The summer soldier and the sunshine patriot will, in this crisis, shrink from the service of their country; but he that stands by it now, deserves the love and thanks of man and woman. ."

Thomas Paine

Thank you to all of the Frontline and Essential Workers for your heroism and commitment during this challenging time from your indebted, great and grateful nation. United We Stand

"The more I want to get something done, the less I call it work."
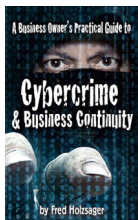
—Richard Bach

"It is the mark of an educated mind to be able to entertain a thought without accepting it."

—Aristotle

"If a cluttered desk is the sign of a cluttered mind, what is the significance of a clean desk?"

—Laurence J. Peter

Read Fred's Book!

If you would like to have us speak to your organization and give away some free copies to attendees, give us a call. For more details on the contents and how to get your own copy, please visit our special web page at **www.tech4now.com/cybercrime**

"We make all of your computer problems go away without the cost of a full-time I.T. staff"

Ask us about our fixed price services HTS Insight Hassle-Free Agreements— Computer Support at a flat monthly fee you can budget for just like rent!

3 Ways To Stop Cybercriminals

There are many reasons why it's a good idea. One great reason that doesn't often get talked about is that working with an IT services company is an added value for your customers. When they know you're taking IT security seriously – and when they know their data is safe – their trust in you is boosted.

When you build trust, you build loyalty, and customer loyalty is getting harder to come by these days. Plus, happy, loyal customers are much more likely to refer you to others who may be in need of your services. That alone makes investing in proactive IT security worth it.

Here's another reason why working with a proactive IT services firm makes sense: it's MUCH easier than trying to do it yourself. Many small businesses simply don't have the resources to hire an internal IT specialist or a team. Not only can that be very costly, but it's also rarely practical. Think of it this way: if you hire an IT specialist to handle your network security, manage cloud backups and provide general IT support, then what happens when they take a day off or take a vacation?

> **"Unfortunately, some businesses still have this reactive mindset when it comes to their IT and network security."**

Having a dedicated IT specialist on your team isn't a bad thing, but they can be stretched thin very easily. You could be left with gaps in your support should any-thing go wrong. Suddenly, you don't have anyone you can call. Working with a dedicated IT services firm solves these problems.

To take that a step further, good IT services companies are also great at catching problems before they become problems. They can catch things that might not have even been on your radar. For example, if your cloud backup service isn't backing up your data correctly or is backing up the wrong data, they'll catch that. Maybe you're saving data that's not properly encrypted. They'll catch that. Maybe you have an employee using software that's months out-of-date. Again, they'll catch that.

When you call up an IT services company and say you want to take a proactive approach to your network security, they should be willing and able to provide just that. An experienced firm will have a team with the training, certification and experience required to tackle today's cyber-threats while managing your network's day-to-day needs.

They know IT because they live IT. They help with data recovery should anything go wrong; they are your help desk when you have questions or concerns and they keep your on-site malware protection up-to-date. They are tailored to your business's specific needs. And as you grow, they adapt to your changing needs.

Put an end to the outdated way of thinking about IT security. It's time to be proactive and to recognize your company's vulnerabilities before they become vulnerabilities. You just have to make the call. If you would like to discuss how we may help you with your company's IT and get you secure, call us at (201) 797-5050.

Use These Steps to Protect Your Smartphone From Hackers

Update Your Phone And Apps

Just like you update your computer, you need to update your phone. Developers constantly update security patches. Like you, they want to stay ahead of the threats.

Lock Your Phone

Every smartphone comes with a bevy of security options to keep people out — except for you. Whether you use a passcode (the more complicated the password or PIN, the better) or biometrics (fingerprint or face recognition), you need to use something.

Avoid Public WiFi

Just as you wouldn't connect your laptop or tablet to unsecured public WiFi, you shouldn't connect your phone. If given the chance, hackers can and will try to access your phone and sensitive data. Consider using a VPN if you need to access public networks. *—Digital Trends, Nov. 23, 2019*

Keep Your Head On Straight

Just as you would on your computer, should you inadvertently join on a "Hotspot" and find yourself being prompted for a password or get other requests for information of a private nature, read into it as an attempt by someone to retrieve it for nefarious purposes and disconnect from that "hotspot" post-haste (jump off!). It is always best to be safer than sorry.

Trivial Matters

June is significant to many for multiple reasons. This month, we note the bravery of those who took part in one of the largest military actions of WWII on D-Day (6); Brides often want to be married this month, but did you know that it hosts days to celebrate:

For more days to celebrate in June, visit *https://nationaldaycalendar.com/june-overview/*

Quick Tech Productivity Pointers

Printers are one of the most frustrating computer hardware to fix. They will often display an error message that tells you little about how to solve the issue. But, by being aware of some of the most common printer problems and how to troubleshoot them, you can fix the issues and stay productive.

Paper jams

Paper jams are a common printer problem caused by misaligned paper in the printer tray. Usually, removing the jammed paper and ensuring that the paper is lined up correctly will fix the problem.

Check your printer's loading capacity as well. The loading capacity typically depends on the material to be printed on. For instance, a printer can print on 100 sheets of plain paper, but can only accommodate 10 envelopes at a time. To avoid jams, make sure to use only the paper sizes and materials prescribed by the printer company.

Lastly, if your printer says there's a paper jam but no paper is stuck inside, shredded paper residues from the last paper jam could be stuck inside the printer's gears. Remove them before trying to print again.

Driver problems

The printer driver is responsible for communicating with your computer. Drivers often become outdated or incompatible with your system after an upgrade. Sometimes, you may install an incorrect driver, which can cause the printer to misbehave.

To fix the problem, try uninstalling the faulty driver and replacing it with the appropriate one. You can usually find printer driver information on your printer manufacturer's support website. Avoid downloading drivers from a third party, as they may be loaded with malware that can cause your computer to malfunction.

Overloaded print queue

There are some instances where your printer fails to clear its queue. If you encounter a paper jam, for instance, the system will not consider the print job done. And if the user attempts to print again, the previous job will not make way for the new request. The worst part? Deleting the print jobs doesn't do anything most of the time.

To clear the print queue, follow these steps:

Turn off and unplug your printer from the power source.

Click the Start button on your computer and type in services to open Windows Services. *Right-click* on Print Spooler and select Stop from the menu that appears. This will halt any stuck print jobs in the queue.

Open File Explorer on your computer, and type in C:\Windows\System32\Spool\PRINTERS in the address bar. You may be prompted to click '*Continue*'. Delete all the existing files inside the folder.

Restart your computer and printer. Try printing again.

Clogged printheads

Printhead ink will dry up if you don't regularly use your printer. This may lead to clogging, which then prevents proper printing. To make sure this issue doesn't happen, unclog your printheads often.

The printhead is located at the end of the cartridge where the ink comes out. To clean it, take a damp paper towel and blot the ink cartridge with the printhead side down. After blotting it a couple of times, you should see ink on the paper towel. Hold the cartridge against a dry paper towel for one minute to dry out any excess ink. Slide the cartridge back into the printer and try to print again.

For printers using individual color cartridges, running a printhead cleaning job can get rid of clogs. While the setup may differ per brand, this is a typical function built into most printers' software. Consult your user guide to know the best cleaning options for your printer.
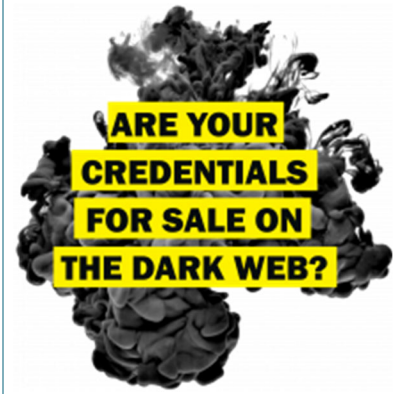
Slow printing speed

Slow print jobs are usually caused by outdated software or an intermittent connection. Fix the problem by ensuring that printer drivers and software are updated. If your printer requires a wireless internet connection, you can also try moving your printer closer to your router for a stronger connection.

Check your printer settings as well. For instance, you may be printing at best quality, which takes more time than a draft or normal print because it receives more data and uses more ink.

If all else fails, check your connections to see if a cable or a power outlet is malfunctioning.

These are just some common problems that you may encounter with your printer. If you have further issues, give us a call today. We'd be happy to assist you.

Source.—Published with permission from TechAdvisory.org

ARE YOUR CREDENTIALS FOR SALE ON THE DARK WEB?

Find Out
with a Complimentary
Dark Web Scan

Did you know…?

- Cyber-attacks have continued to grow in cost, size, and impact—causing 60% of SMBs to go out of business within 6 months of a cyber incident.

- Over 80% of data breaches leverage stolen passwords as the principal attack vector—often acquired on the *Dark Web*.

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Feedback & Suggestions…

Is there a topic or feature you would like to include in a future issue? Opinions and feedback are welcome and encouraged. Please send us an e-mail or call our direct line.

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5 Reasons To Choose A Hosted VoIP Phone System

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Ask us about our fixed price service agreements—Computer support at a flat monthly fee you can budget for just like rent!

"Just a note to say how painless you made the change from Windows 7 to 10 for my office. I didn't have to learn any new tricks and it's faster by far. Many thanks for your expertise."
—**Anne B. Horst**, *Kando Service Agency, Inc.*

June 2020

The Lighter Side…

For Entertainment Purposes ONLY!

The Bicycle

A priest was about to finish his tour of duty, and was leaving his mission in the jungle where he had spent years teaching the natives, when he suddenly realized that he had never taught them how to speak English.

So, he takes the Chief for a walk in the forest. He points to a tree and says to the Chief, "This is a tree."

The chief looks at the tree and grunts, "Tree."

The Priest is pleased with the response. They walk a little further and he points to a rock and says, "This is a rock."

Hearing this, the chief looks and grunts, "Rock."

The Priest was really getting enthusiastic about the results when he hears a rustling in the bushes. As they peek over the top, he sees a couple of natives in the midst of heavy sexual activity. The Priest is really flustered and quickly responds, "Man riding a bike." The Chief looks at the couple briefly, pulls out his blowgun and kills them.

The priest goes ballistic and yells at the Chief that he has spent years teaching the tribe how to be civilized and be kind to each other, so how could he kill these people in cold blood that way?

The Chief replied, "It was my bike."

Ponderings…

☺ If you dug a hole through the center of the Earth, and jumped in, would you stay at the center because of gravity?

☺ Why do people think that swaying their arm back and forth would change the direction of a bowling ball?

☺ Why is it that everyone driving faster than you is considered an idiot and everyone driving slower than you is a moron?

☺ Why does grape flavor smell the way it is when actual grapes don't taste or smell anything like it.

☺ If a kid refuses to sleep during nap time, are they guilty of resisting a rest?

☺ When does it stop being partly cloudy and start being partly sunny?

☺ 1. *"What's another word for Thesaurus?"*
  2. *"My neighbor has a circular driveway… he can't get out."*
—*Steven Wright*

Down by the Bayou

A tourist was admiring a necklace worn by a local resident.

"What is it made of?" she asked.

"Alligator's teeth," he replied.

"I guess," in a patronizing tone, "that they mean as much to you as pearls do to us."

"Oh, no," he answered. "Anyone can open an oyster!"