The E-Insider

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

January 2016

Pittsburgh, PA

This monthly publication provided courtesy of Tim Steinour, President of E-Safe Technologies.

"You are a top expert in what you do. We are top experts in what we do. Let us save you time and money by helping with any of your IT concerns."

Upgrading To Windows 10? Avoid Headaches, Downtime And Frustrations By Following This Advice

For the past few months, we've been swamped with questions about Windows 10.

If you're wondering whether now is the best time to upgrade your system, here's what you need to know:

First and foremost, if your organization relies on your computers in any way to make money or save lives, consider the risks carefully.

As with any software upgrade – but especially your computer's operating system – you've got to weigh the advantages of upgrading now against potential downtime if there are problems with the new code.

A good rule of thumb regarding any operating-system upgrade is to wait six months after the product release before deploying it into any system or group of systems that your business depends on.

Since January 29 marks six months since the Windows 10 official release date, it's a good time to look at whether it's wiser to upgrade now or wait for further fixes and improvements.

That being said, here are a few of the key questions we've been fielding – and pitfalls to avoid:

Q. It's free for a "limited time" – don't I have to act now?

A. No. You have until July 2016 to take advantage of the free upgrade. And, if your system hasn't prompted you to upgrade yet, you'll need to wait. If and when your system is deemed capable of adapting to the upgrade, your current Windows OS will notify you. Either way, you have until July 28, 2016. If you do plan to upgrade, we strongly advise that you get it done well before that date, in order to avoid any last-minute scrambling.

Q. It's better and/or faster, right?

A. Maybe… It depends. Here's what we're seeing:

• Windows 10 radically changes how your system operates, compared to

Windows 7. While some computers make the change with no problem at all, it can cause older systems to lose key hardware drivers (like networking or printing), rendering them an "instant brick."

• Some systems, even those certified by their manufacturers as "Windows 10 ready," start misbehaving after being upgraded. That means undue downtime while you reinstall or upgrade MS Office or other software – or even revert back to your older OS.

• Some older systems actually run slower on Windows 10 than on Windows 7 or 8.1.

Q. Will my computer work with Windows 10?

A. Age is probably the biggest factor for any Windows-based device. Anything older than three years is not worth upgrading. At three years old, your machine is nearing the end

"Some systems start misbehaving after being upgraded, which can lead to downtime."

of its useful life. You are better off leaving the old operating system in place and waiting for Windows 10 until you upgrade to a new computer.

Q. I've heard Windows 10 transmits all of your personal information to Microsoft. Is this true?

A. This is true, unless you opt out of some of the most attractive features, such as the MS Store and Cortana, the voice-controlled virtual assistant. According to Windows 10 terms of service, Microsoft can:

"access, disclose and preserve personal data, including your content (such as the content of your emails, other private communications or files in private folders), when we have a good faith belief that doing so is necessary to protect our customers or enforce the terms governing the use of the services."

If you decide that giving that kind of control of your personal and business data to Microsoft is not in

your best interest, you can still install Windows 10; just call us and we'll help you adjust the settings to keep all your information from being sent to Microsoft.

Q. We use some custom software here. Will it run on Windows 10?

A. Until your custom software vendor blesses Windows 10 for that program, the answer is no. In all cases, we advise against upgrading to Windows 10 until your custom programs are 100% fully vetted, compatible and supported for it.

Deciding when to upgrade to Windows 10 isn't as simple as Microsoft and some pundits would have you believe. But if you know the pitfalls we've laid out for you here in advance, you've at least got a fighting chance for a smooth, headache-free transition.

Want help setting a target date and plan for your business to upgrade to Windows 10? Call us at 412-944-2424 or e-mail us at info@e-safetech.com to schedule a free Windows 10 Readiness Assessment.

E-Safe Specialized VMware Training

Who Should Attend?

DV101- People with a basic understanding of VMware or are relatively new to VMware-based virtualization and have projects or environments utilizing the VMware ESXi hypervisor.

DV201- System Administrators with at least one year of experience with VMware-based virtualization who are looking to maximize their investment with advanced solutions, security considerations and troubleshooting.

VMware Datacenter Virtualization – DV101
Now based on vSphere 6.0 update 1, this course will include the upgrade process to 6.0, design scenarios with vSphere 6 architecture changes

- What's new in vSphere 6 and administrative considerations
- Review roles, processes and requirements for VMware data center virtualization
- Review and configure vCenter Server components including the VCSA (vCenter appliance)
- Use vCenter Server 6 to configure and manage ESXi networking and storage
- Basic design considerations to better protect your environment and reach the 99.999% uptime goal
- Deploy, manage, and migrate virtual machines including best practice design and consideration
- Manage upgrades to ESXi hosts using traditional and non-traditional methods
- Use vCenter Server 6 to monitor resource usage
- Learn to use various VMware logs to troubleshoot performance and configuration issues inside of vCenter and ESXi
- Investigate tools to better manage and monitor your VMware environment

- ### VMware Datacenter Virtualization – DV201
  Now based on vSphere 6.0 update 1, this course will include the upgrade process to 6.0, design scenarios with vSphere 6 architecture changes
- What's new in vSphere 6 and administrative considerations
- Use vCenter Server 6 to increase scalability and availability
- Deep dive into the ESXi CLI to better understand the hypervisor, configurations and best practices
- Use vCenter Server 6.0 to manage high availability and data protection
- Advanced troubleshooting of hypervisor issues and a deeper look into troubleshooting log files
- Understanding and configuring vCenter Operations Manager to further analyze and review performance in the virtual environment
- Understand and implement key security requirements for hardening the hypervisor and vCenter 6
- Install and manage various vCenter plug-ins for assisting management of the environment
- Advanced cluster designs and considerations
- Configure advanced alerting to be more proactive of your environment
- Learn how PowerShell can be used to better manage and administer your environment
- Configure other VMware components such as syslog collector, vSphere Data Protection and vSphere Replication

Training delivered by Eric Pond:

Eric is our Virtualization Practice Manager, a VMUG leader and also a 6 time vExpert with over a decade of VMware experience. Eric will share tips and tricks as well as best practices learned while designing and administering numerous VMware and Veeam environments.

Course Date:
VM101 – February 4th(9am to 4pm)
VM201 – February 11th(9am to 4pm)

Location: E-Safe Corporate Office
300 Bilmar Drive, Suite 240
Pittsburgh, PA 15205

For More Information Or To Schedule Your Class Please Call
(412) 944-2424

www.E-Safetech.com/vmtraining

$695.00 Per Class
Ask about discounts for multiple classes!!

Shiny New Gadget Of The Month:

Who Else Wants A Little Music With Their Light?

The next time you replace a lightbulb, you can now pick one that will stream your favorite music and light up your life in your choice of over 16,000 colors, all with a tap on your phone.

In case you haven't noticed, some LED bulbs now include a Bluetooth- or Wi-Fi-controlled speaker. And at least one, the MagicLight® Plus, available on Amazon, also lets you pick a light color to suit your mood.

At anywhere from $15 to $129 or more, these bulbs can add music – and light – throughout your home or office in a matter of minutes, at a fraction of the cost of a wired-in sound system.

How's the sound quality? It depends on the one you select. And it may not resonate like Carnegie Hall live…but hey, it's a lightbulb – what did you expect?

The 5 Biggest Mistakes All Leaders Make

Although everyone agrees that hiring is tough, most managers struggle with an even more prevalent leadership mistake. It's an affliction as prevalent as the common cold, and one of the least recognized in the workplace today.

Over the last 20 years at ghSMART, we have been able to empirically observe where executives excel and where they get in their own way. We have conducted five-hour interviews with more than 15,000 leaders across every major industry, producing more than 9 million data points.

So, what is the No. 1 most common mistake that holds leaders back?

The complete inability to remove underperformers.

And why do we all struggle with this? Here are the top five reasons that we see:

1. You are an eternal optimist. You somehow believe that you will fix poor Mark in Finance or Emma in Marketing. Or, even better, perhaps they will magically fix themselves.

2. You don't want to rock the boat. You believe in accepting the cards that you are dealt. You have been taught to make do. As kids learn at daycare today, "You get what you get and you don't get upset."

3. You dislike conflict. Difficult conversations are difficult. So it is easier to suffer through it even if your whole team can now get less done.

4. You will look bad. You may have hired or promoted them into the role. You don't want to just pass the buck.

5. You excel at procrastinating. Why do today what can safely be put off for another day? Besides, who knows? He or she might resign, and that would make it easier for everyone.

You may suffer from just one, or more likely a combination, of these reasons.

And yet our research found that executives who excelled at removing underperformers from their teams are more than twice as likely to have had a successful career than all other senior leaders.

Yes, that's right: twice as likely. The best leaders we meet tell us that it makes all the difference.

Panos Anastassiadis is one who does it very well. He was the CEO of Cyveilance, which grew over 1500% in five years. His secret? "I have simply been constantly averaging up who is on the team."

Yet how do you do that and still do right by the individual in question?

You can set them clear goals and craft the role to play to their strengths. But when it clearly isn't working, it's time to take action. Run a fair, objective talent management process, tell them that their performance isn't where it needs to be and give them 30, 60 or 90 days to turn their situation around.

If that doesn't work, it's time to have that tough conversation that deep down you know you should have had six, 12 or maybe 24 months ago.

Once done, yet only then, can you hire that A player you really need.

Geoff is Chairman & Founder of ghSMART. Geoff is co-author, with his colleague Randy Street, of the *New York Times* bestselling book *Who: The A Method for Hiring* and the author of the #1 *Wall Street Journal* bestseller *Leadocracy: Hiring More Great Leaders (Like You) into Government*. Geoff co-created the Topgrading brand of talent management. Geoff is the Founder of two 501c3 not-for-profit organizations. SMARTKids Leadership Program™ provides 10 years of leadership tutoring and The Leaders Initiative™ seeks to deploy society's greatest leaders into government. Geoff earned a B.A. in Economics with Honors from Northwestern University, an M.A., and a Ph.D. in Psychology from Claremont Graduate University.

Save the Date!!!
2016 March Madness Event
Presented by E-Safe Technologies
March 17th, 2016

Your Vacation

Resolved to see more of the world this year? Here are three surprisingly great places to visit, according to travel-guide publisher Lonely Planet: 1) For cutting-edge art scenes, emerging nightlife, great skiing and rich wildlife-watching, including bison, wolves, lynx and bears, Transylvania tops the list. 2) Celebrating 50 years of independence in 2016, Botswana features luxury camps, self-guided tours, community projects and award-winning family safaris. 3) For postcard-worthy views of the stunning Sapphire Bay, as well as charming alleyways, tasty food and its still-traditional way of life, Kotor, Montenegro, deserves a top spot on your short list. This year, get off the beaten path for a vacation that can't be beat!
Today.com

Your Waistline

Make 2016 the year you can wear those favorite old pants again with these three tips… Drink more water: By far the easiest, yet most forgotten way, to lose weight, swap soda and fruit drinks for wate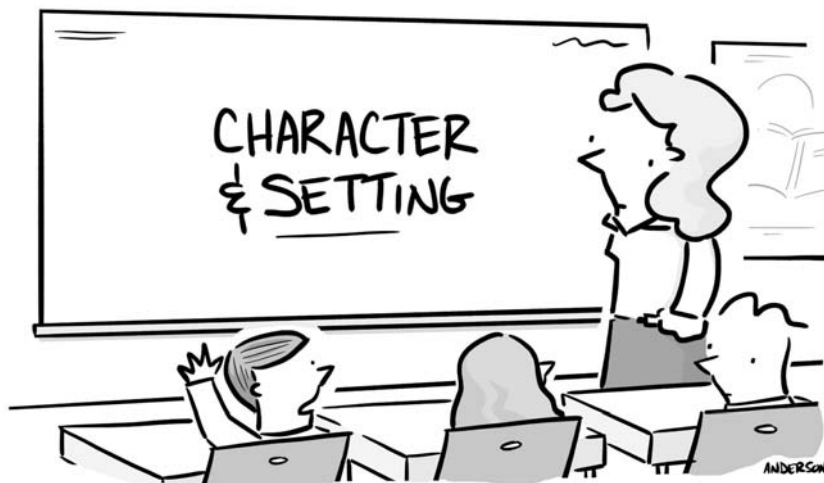r and watch belly fat vanish. Get sound sleep: Science confirms that old saying "Early to bed…" Your deepest and most cleansing sleep happens when you get to bed earlier in the evening. Countless studies bear out the link between a good night's rest and less belly fat. Train harder in less time: In High Intensity Interval Training you go hard for about 30 to 60 seconds, then rest. Just 20 minutes of HIIT training boosts your metabolism all day long.
Bembu.com

Your Career

A mentor can help you achieve big things. But finding and connecting with the right person can be tough. Here's what helps: First, get clear about what you want in a mentor: do you need a sounding board? A guide? An advocate for a project you're working on? Once you know what you're looking for, let the search begin. Look inside or outside your company, run an advanced search on Linkedin and be open to working with someone younger than yourself. When you find a good candidate, simply ask for help on a specific problem. Then make it fun, give back and nurture the relationship. Mentoring can be a highly rewarding experience for you – and for your mentor.
Forbes.com

Your In-box

Got e-mail overwhelm? Get more done in your day with these three tips used by top pros: 1) Empty your in-box often. Use "Follow Up" and "Hold" labels in Gmail (folders if you're in Outlook) to quickly sort e-mails you can't respond to right away. 2) Use the Two-Minute Rule: if it will take more than two minutes to respond to, sort it for later. 3) Respond quickly. This sets you apart in a world where most people are drowning in e-mail. Often, a quick reply such as "Got your note, will get back to you by end of day Tuesday" is all you need. Pair this with time blocks for knocking out batches of replies for massive productivity.
LifeHackerBook.com

Your Time

Being busy doesn't always mean being productive. To win back big chunks of your time every day, avoid these three "busy-ness" traps: 1) Multitasking cuts your IQ by up to 40% and makes the two tasks you're working on take 25% longer. 2) Interruptions suck up your time because not only does it take up to 20 minutes to fully refocus on the original task, but we tend to get back to trivial rather than more important tasks at hand. 3) You're busy because technology wants you to be, not because you need to be. Must you really remain available to your boss, customers, family, friends and social networks 24/7/365? Take control again – it's your life!   *Inc. Magazine*

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"Like how the people in the story configure their wi-fi?"

When Should you Invoke Your BCP?

A Business Continuity Plan (BCP) is a valuable security blanket for countless companies across the nation. And while business owners hope they never have to invoke their continuity plan, it is important to understand which events might necessitate it coming into action. By understanding how certain disasters can impact your business, you'll have a better idea of when and if your BCP needs to take affect.

When a disaster happens, your first thoughts will likely revolve around how it will affect your business and the services it provides. Depending on what occurs, you might be required to call your Business Continuity Plan (BCP) into action to ensure your company remains operational and that any Recovery Time Objectives are met.

Unfortunately, too many business owners fail to properly prepare themselves for taking this action, by viewing disasters as two-dimensional events. Realistically, a disaster has many possible outcomes and is not as black and white as you may think. For instance, think about how a flood can disrupt your company.

The logical conclusion for most business owners is to picture their office underwater. While that is one possibility, several others may also exist that could require you to consider implementing your BCP. A flood may not disturb your office, but what if it strikes an off-site storage facility where you keep digital or paper data? This is likely to have just as great an impact on your business, and necessitate your BCP coming into action.

Here we'll take a look at a few other disasters that can happen, and which factors you need to consider before implementing your BCP.

Fire

If a fire takes place at your business, invoking your BCP is a fairly obvious decision. However, what do you do if a fire occurs in the same building as your office, or next door to you? It can be a problematic situation as you may not know what, if any, damage has occurred. Smoke travels fast and can leave behind soot, which may render your servers inoperable or highly unstable. There may be health issues at play as well, and sometimes it is not be feasible to have your employees working in the office in the immediate aftermath of smoke damage.

Before invoking your BCP in this situation, you will want to speak with fire crews on the scene about when they will let you back into your office and what kind of damage has been done. This should give you the necessary information on how to proceed, and enable you to decide whether your BCP needs to be put into action.

Civil unrest

It can be hard to gauge what to expect in times of civil unrest. We have witnessed large protests that remained peaceful, but we have also seen ones that have become unruly and destructive. Several business owners had to halt or significantly reduce services in places like Missouri and Baltimore because of the latter. Only time will tell if they are able to recover, or end up having to shut their doors for good.

Due to the volatility of these events, it is impossible to fully prepare yourself, since you can never completely know how the situation will pan out. Instead make sure you and your staff are prepared to invoke your BCP should the situation deteriorate. Even if something were to happen at your premises, if you're diligent and paying attention you should be able to act quickly and prevent a large-scale service disruption.

Security threats

Most people don't put things like viruses and security breaches in the realm of disasters, and that in and of itself can be disastrous. Let's use one of the fastest growing security threats to small businesses, ransomware, as an example. It could be downloaded to your network by a deceptive email and opened by an employee. When ransomware makes it way onto your network, it will encrypt or block all access to your data until you pay a sum of money.

Because ransomware can appear suddenly, often business owners get flustered and either pay the ransom or suffer a long period of downtime trying to figure out how to fix the problem. Either way, money is lost. If ransomware or any other security breach occurs, it's important to quickly analyze the situation and determine whether you need to invoke your BCP, which should allow you to avoid both downtime and ransom payments.

It's important to remember that a disaster can appear in many different ways, shapes and forms. If you need help on determining when it is appropriate to initiate your BCP, or have any other questions about how a BCP would help your business, give us a call.

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E-Safe Welcomes Heath Groves to our Great Team!

Heath Groves, a native of Pittsburgh, joined the E-Safe team back in November and we are very happy to have him on board! Heath is a Solutions Engineer here at E-Safe and is already doing an amazing job! With a degree from Kansas State University in Management Information Systems and over 10 years of experience in the field, Heath will be a great asset to our company and our clients.

Heath is a father to two young boys. Alex is 5 years old and Rayan is 9 years old. He enjoys spending time with his children along with his girlfriend Dawn. His hobbies include flying airplanes, playing football, and playing his PS4. He is also a huge Steelers and Penguins fan! Heath hopes to someday retire to a small hut on a beach and fly around tourists to catch up with cruise ships and scenic tours around the Caribbean.

Welcome to the team Heath!!

Refer Someone You Know to E-Safe and Get a Chance to Win:
Two FREE Kennywood Season Passes

Referrals play a big role in our journey to help the many businesses that we do with their IT support. To show our appreciation for all of the kind words and new business you provide, we want to give you a chance to win a couple season passes for Kennywood Amusement Park just for telling your vendors, associates, and colleagues about E-Safe Technologies. All you have to do is **refer one person** who agrees to meet with us and we will put your name into a drawing to win (2) season passes for Kennywood as our way of saying thank you. We'll also send the people that you refer who meet with us a voucher entitling them to (2) FREE HOURS of computer support so everyone wins!!! **This offer is only available to the first five people who refer someone to E-Safe so act quickly!! Head over to our website for more information and to make a referral!**

www.e-safetech.com/resources/referrals/

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