E-NEWS

How to Get Virtualization Working

Virtualization is available in every modern computer. It allows you to create additional virtual environments that run on your actual hardware. Sometimes, though, it won't work right and results in errors. Here are steps to get it working properly.

#1 Enable Virtualization in Your BIOS

In most cases, virtualization won't work because it's disabled in your computer's Basic Input/Output System (BIOS). Though most modern computers support the feature, it's often disabled by default. Thus, you should take a look to make sure it is enabled on your computer.

#2 If You Don't See It - Update Your BIOS

If you don't see an option for virtualization in your BIOS, there's a chance the manufacturer has provided an update that includes it. This may not be the case for all machines, but it doesn't hurt to check.

To find a BIOS update, you can use the manufacturer app included with your PC or manually search the internet for it.

#3 Disable Hyper-V

Professional editions of Windows include a Microsoft program called Hyper-V. This is Microsoft's own virtualization software, like Oracle's VirtualBox or Dell's VMware. Unfortunately, Hyper-V can hijack your computer's virtualization privileges, blocking you from using other virtualization apps.

You don't need Hyper-V unless you really want to use it, so removing it from your computer will let your virtualization app of choice work properly.

#4 Confirm Your PC Supports Virtualization

If you've tried all the above steps and virtualization still won't work, chances are your machine doesn't support it. It's worth confirming this before you give up, though.

If you have an Intel CPU, download the Intel Processor Identification Utility. It's a handy tool that helps you know features, package, intended frequencies and actual operating frequencies of your Intel processor. Those with AMD processors should download the equivalent AMD tool instead.

#5 I've Enabled Virtualization, but…

Maybe you've gotten virtualization to work after following the advice above, but still have issues with performance or getting a virtual machine (VM) started. Here are some other things to try:

1. Make sure you download the right version of the operating system you want to run in a VM to avoid compatibility issues.
2. Make sure you have enough free disk space, or your host computer could run low on space. This can cause performance problems.
3. Ensure you have enough RAM to dedicate to the VM.
Virtualization is important, easy-to-implement technology that companies of any size can take advantage of. And if you feel overwhelmed with anything related to this topic, just call us today for a quick chat with one of our certified virtualization technicians who might help you out.

Easy Steps to Create More Space on Windows 10

Hard drive space is a top priority for Windows 10 users. Techies who use budget computers navigate with limited storage or with Solid-State Drive (SSD). Having little disk space obstructs the free flow and enjoyment of using the hard drive, so you need more storage space. Here are some tips to free up your disk.

Delete junk on Files

Windows 10 includes a feature to help you create more space by erasing unnecessary files. In some cases, this feature can find and remove several gigabytes of unnecessary system files. To use the feature:

1. Open *SETTINGS* and click *SYSTEM*.
2. Click *STORAGE*
3. Scroll down and select *CHANGE HOW WE FREE UP SPACE*
4. Under *TEMPORARY FILES*, select the files to be deleted including temporary files, downloaded files, and items in the recycle bin.
5. Under the *FREE UP SPACE NOW*, there is an option that lets you delete an older Windows 10 version.
6. Click the *CLEAN NOW* button to free up space.

Use Disk Cleanup

This is a similar but slightly different tool for sniffing out unnecessary files that are taking up too much space. To give it a try:

1. Open any desktop folder.
2. Right-click on *THIS PC* in the pane on the left, then select *PROPERTIES.*
3. Click the *DISK CLEANUP* button, then *CLEAN SYSTEM FILES.*
4. The Disk Cleanup tool gives you a number of options, many of which you should consult with us before deleting. They include: Windows Update Clean-up, Downloaded Program Files,
5. Temporary Internet Files, Recycle Bin, and Temporary files, among others.
Click *OK*, then click *DELETE FILES.*

Delete applications and games

1   Consider uninstalling apps that are rarely or never even used. These include bloatware or pre-installed programs. You may not even realize certain games or applications are taking up hard drive space. To remove them:

1. Open *SETTINGS*, then click *APPS.*
2. Click *APPS & FEATURES.* Select the apps and games you feel comfortable removing, then click *UNINSTALL.*

Use "OneDrive Files" On-Demand feature

1   A new Windows 10 tool, OneDrive allows access to files in the cloud using File Explorer. This means your files will be stored in the OneDrive cloud and won't take up hard drive space unless you need to download them for offline editing.

1. Open the OneDrive application.
2. Right-click the OneDrive icon in

1. Under *FILES ON-DEMAND*, check *SAVE SPACE AND DOWNLOADED FILES AS YOU USE THEM.*
2. Click *OK.*
3. Copy and paste your documents to the OneDrive folder (located in the left-hand pane of the File Explorer), select all of them, right-click the selection, and select *FREE UP SPACE.*
Lastly, move apps, games, and other files to an external hard disk so the computer can create more internal space if there is an extra need for more storage on the Windows 10 device. All these tips are user-friendly, but if you need to give your Windows 10 machines a serious overhaul, give us a call now.

E-Safe Technologies vSphere Lab Day!

Join E-Safe Technologies **Thursday, June 14th** and learn about the newest version of vSphere… 6.7! Be sure to sign up and reserve your spot today!

REGISTER HERE

Topics to be covered:

- **vSphere 6.7 What's New**
- **vSphere 6.7 Upgrade Considerations**
- **vSphere 6.7 Design Changes**
- **vCenter High Availability (VCHA) Design**

IMPORTANT NOTE*

vSphere 5.5 is End of Support on September 19th!

An upgrade off of vSphere 5.5 is ESSENTIAL!

Be sure to register today!

OneNote Excluded from Office 2019

Microsoft is pushing its users to use the UWP (Universal Windows Platform) app of OneNote which will be included in Microsoft Office 2019 and Office 365. This means the OneNote desktop app will no longer be packed with future versions of Office.

Microsoft's OneNote desktop application is nearing the end of its journey, as the software giant will stop developing the product line past the 2016 edition. But don't panic just yet, One-Note 2016 will share the same lifecycle as Microsoft Office 2016. The desktop app will receive security patches and updates until October 14, 2025.

Developers are directing their efforts to the Windows 10 OneNote app, where the switchover will be formal once Microsoft releases Office 2019. The current plan is to have Office 2019 in store shelves by the second half of 2018, and most of the features in OneNote 2016 have been added to the Windows 10 version..

What requested features will eventually make it to OneNote for Windows 10?

- All of the features that can be used in OneNote 2016 add-ons will be built into the Windows 10 app to make an improved Class Notebook.
- Edit and view files which allow users to collaborate on attached documents together. OneNote for Windows 10 will allow users to look at live previews of Microsoft Office files, and cloud files will help save space in the notebooks.
- "Search and insert tags" which lets users search for, create and insert custom tags. The tags created in OneNote for Windows 10 will also be synced across other OneNote devices, and tags that other users made can be accessed in a shared notebook so you don't have to make them again.

Users who are new to Microsoft Office 2019 or Office 365 can still install the OneNote 2016 application. The Windows 10 version and the 2016 version are still compatible until further notice.

Don't hesitate to call us today for more information on how to keep your software up to date while securing your private data at the same time!

E·SAFE TECHNOLOGIES | The **Modern**Office™

E-Safe's Educational Series To Modernize Your Office

"What is Internal IT Department (Managed Services)?

Internal IT Department Services or Managed Services are very efficient ways to make your IT environment run at full capacity. It is the perfect solution for small to medium sized businesses where someone is wearing multiple hats within the company. The CEO, Owner, CFO, or Office Manager is trying to run different aspects of the business and losing valuable time dealing with intricate networking and computer issues. The Managed Services model is meant to help these business people by relieving some stress and letting outside providers handle their IT.

While some IT solutions are for those companies looking to outsource, there are solutions created to assist your internal technology staff within the organization. Companies utilize Managed Services to assist their internal technical teams. We find that IT Managers, Network Administrators, and Systems Analysts are often handling more than what their job description says. For example, they might be losing time fixing problems with their Exchange or SQL servers while they are supposed to be handling the network troubleshooting. In times like these, Internal IT Solutions and Managed Services options can be utilized to take some of the workload off the current IT person, freeing them up to handle bigger problems like implementing new breakthrough technology that improves efficiency and the bottom line for their company.

Service providers can act as your virtual IT department or assist your current IT person to take some of the pressure off your primary work force. When all of these processes are implemented correctly and managed effectively, vital business systems can maximize productivity in your work place which keeps your employees happy, which keeps your customers happy, and keeps you happy!

E·SAFE TECHNOLOGIES **Start with a Plan, Finish with Success.**

"How Can Internal IT Improve My Business?"

Managed IT Services solutions are made to make life easier for any size of business. Technology implemented by the IT provider can streamline your business processes and highly increase productivity. Here are some ways that Managed Services make that happen:

Automated Updates and Scans – Your IT provider installs software on each machine that monitors its activity and updates, keeping a close eye on memory banks, file allocation, and bus speeds, etc. When one of these is at risk, a ticket is created and automatically sent to your provider.

Vendor Management – We find that companies usually encounter challenges when they are trying to manage their Internet provider, website designer, IT partner, telephone company, and other vendors. A typical Managed Services contract will enable your IT provider to handle these vendors for you and consolidate your points of contact, leaving you with one "throat-to-choke" and zero finger-pointing.

Planning and Mapping - As your partner in IT, Managed Services Providers get to know your technology environment and have a better understanding for what's important to your business. They are able to meet with you and plan for any big changes whether it's networking and running cables to a branch office or implementing a new technology.

Security - All-inclusive Internal IT packages can include spam protection, email archiving, intrusion prevention, content filtering and reporting, and spyware protection. There are millions of viruses, hackers, and malware platforms out there looking to obtain your sensitive business information.

Next Issue:

Vendor Management

See What Our Customers Are Saying:

"As a growing company our IT needs continue to change, and E-Safe has been there to fulfill all our needs. From backup solutions to consulting to resolving day-to-day issues, their Managed Services has benefited our organization greatly! Knowing they are keeping an eye on our network, servers, and workstations has provided us with great peace of mind, and we look forward to a long working relationship!"

- Kim Shadley, Simpson & McCrady

"How Does Internal IT Work?"

Managed Services Providers upload a desktop agent onto your personal computer with their corresponding company logo. Every time you have an issue with your computer or network, you can open this agent and create a ticket. The Services Manager will receive this ticket and see that you are in need of service and take action accordingly. They can give you a call on the telephone and walk you through the issue step-by-step until the problem is resolved. For more pressing matters, they can remote into your machine and take control of the mouse to navigate and assess the issue. If they are unable to resolve the issue remotely, it might be a problem with the hardware

(motherboards, monitors, hard drives, etc.) so they would have to come on-site. However, studies of our industry show that 90% of the tickets raised are solved within the first two processes using telephone walkthroughs and re-mote access.

The automated software that is installed onto your machine is always checking network connections, cache loads, bus speeds, and so on and so forth. When one problem is noticed by the software, it signals a red flag. The service manager takes action accordingly. These systems are to enable companies with active ser-vice rather than reactive service, which is finding a possible problem and fixing before it turns into a business crippling disaster. Service Providers act as your internal IT department and alleviate downtime, stress, and worry Instead of Office Managers and Operations Manag-ers trying to solve complex IT problems. Essentially, you have your own virtual IT department at the click of your mouse.

"What's My Investment In Internal IT?"

The pricing model for Internal IT and Managed Services is based on a per user/device basis. Some of the basic services can range from $25 per user to $50 per user and have a limited number of calls you can make to ask for remote sup-port. More responsive support options are available as business systems become more vital in your everyday operations and you can't afford to have any down time.

Companies usually offer different levels of service based upon response time, availability, and the hours that they can perform onsite and offsite services. They

may also incorporate a certain number of remote service calls that can be per-formed, so if you do utilize a service like this make sure it has been clarified.

When providers act as your Internal IT Department or support your technical team, they are trying to take some of the pressure off of important people in your business. You have to determine how to place a value on lost time, low productivity, frustrated employees, and sometimes lost employees. Although it is hard to put a specific number amount to those intangible items, that is the way to see the perceived value.