

## RB Balch PC Tips Newsletter, MARCH 2007 – TROUBLESHOOTING – “NO EMAIL”

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Reflections of **Better Business**

Your guide to technology and an error-free computer environment

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By: **RB Balch & Associates, Inc.** Full service, award winning computer consulting firm. Serving AZ since 93.

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### CONTENTS

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- 1 Specials this month
  - 2 Technology / Computer Tip
  - 3 Andy's Did You Know?
  - 4 Community Update
  - 5 RB Balch. Who are we?
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### SPECIALS THIS MONTH

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**MARCH – SPRING BREAK SPECIAL.** First, sorry this newsletter is late this month – so – extending the Anniversary special. RB Balch IT Consultants was established 02/01/93 – so we've now entering our 14<sup>th</sup> year! We appreciate your continued and loyal service to us. Just wish us “happy anniversary” and we'll take \$14 off your bill this month! Let us know if we can help with new computers (you know we sell Dell products) – virus or spyware detection removal and more.

#### GENERAL INFORMATION:

Contact us at 623-561-9366 OR at [help@rbbalch.com](mailto:help@rbbalch.com) OR online from our website [www.rbbalch.com](http://www.rbbalch.com) to schedule online. If you schedule online, you'll save an additional \$5 off your next appointment.

**REMOTE TECHNICAL SUPPORT.** Contact us for remote technical support - it's easy, fast, less interruptions at the office and less expensive for you! (1/2 hour minimum)

Our motto: “you don't have a problem until you have a problem”. Think about it. Contact Rochelle at [rb@rbbalch.com](mailto:rb@rbbalch.com).

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### 2 TECHNOLOGY/COMPUTER TIP

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#### Troubleshooting – “NO EMAIL”

Did everything work just fine a few minutes ago? Last night when you left work, everything was great? NOW, all of a sudden, you have no email. Someone told you they sent an email, but you don't have it. What happened?

There are a several reasons why email could stop coming in – or certain emails may be rejected. Here's a few tips below to check out.

No email coming in at all: Check that your internet service is up; see if you can go to a web page. If you can, then check with your email hosting company – their email server could be down. Many times, just waiting a few minutes will “fix” the problem (the internet provider or mail host come back on line). ALSO, try rebooting the modem; if you have router in place, try rebooting the router too (first the modem, then the router).

Only YOU don't have email: Reboot your computer first. Check by clicking “send/receive”. If no email, Any new software installed lately? A new firewall perhaps? Then try tips above.

Seem to be missing emails, but not sure: Check your “junk mail” folder – with more and more filtering, sometimes “good” emails get filtered out. Check any separate spam boxes too.

No email from some people: Check that they have your correct email address first; many times this is simply a “type-o” issue. If they are getting their emails kicked back when sending to you, ask them to check out the error message. It may show the wrong email address, or their mail may be coming from a domain or mail host that has been put on a spam list – and until that is corrected, you won't get their emails.

There are many reasons for no email. These are a few items above to checkout. Some can be correctly easily; some require some digging around.

You may want to check these items out first – then if it's still a problem contact the RB Balch office for assistance.

Any questions? Contact us at [help@rbbalch.com](mailto:help@rbbalch.com) 623-561-9366 or Rochelle directly at [rb@rbbalch.com](mailto:rb@rbbalch.com) OR schedule on-line at [www.rbbalch.com](http://www.rbbalch.com)

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### 3 Andy's Did You Know?

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*By Andy Karpel, the "A lot about nothing" expert*

#### **MONTH: MARCH**

Birthstone: Aquamarine, Bloodstone - Meaning: Courage

Color: Pale Blue to Pale Green

Flower: Daffodil, Jonquil

Astrological Sign(s): Pisces (The Fish) Feb. 19 - Mar. 20

Aries (The Ram) March 21 - April 19

Moon Phases: March 3 Full-March 11 Last-March 18 New-March 25 1<sup>st</sup> Qtr

Wednesday, March 1 Ash Wednesday

Saturday March 3 *Star Spangled Banner* became the Natl Anthem (1931)

Saturday, March 3 Purim begins at sundown

Sunday, March 5 Oscar Night

Wednesday, March 8 International Women's Day

Sunday, March 11 Daylight Savings Time (LOOK new date for this )

Monday, March 12 Happy Birthday SL in Oregon, a faithful reader

Thursday, March 15 Ides of March

Saturday, March 17 St. Patrick's Day

Wednesday, March 21 Spring (Vernal) Equinox

Fri, March 23 Patrick Henry "Give me liberty, or give me death!"(1775)

**March 1 - Ash Wednesday** The first day of the Christian season of Lent and a sign of penitence.. During Lent, Christians must fast and give up things they like. The Lenten season lasts for 46 days. On Ash Wednesday, Christians go to mass and receive ashes on their foreheads in the sign of the cross. It is a reminder of from "Ashes to Ashes and Dust to Dust". It means that we came from dust and we shall return to dust, referring to our earthly bodies, not our souls

**March 3 - Purim** A two day event. Purim is the most festive of the Jewish Holidays. The festive holiday centers around Queen Esther, King Ahasuerus (or Achashverosh), Mordechai and Haman. The event took place in the Persian Empire in the fifth century, B.C. It is a celebration of a major victory against oppression of the Jews at that time.

**March 3 - "The Star-Spangled Banner"** was officially made the national anthem by Congress in 1931.

**March 15 - The Ides of March.** The first day of the Roman New Year. It also marks the first day of spring in the Roman calendar. On this day in history, Julius Caesar was warned by soothsayers to "beware of the Ides of March". Apparently, he did not heed the warning strongly enough as he was stabbed by Marcus Brutus on the Ides of March in 44 BC.

**Andy's "Image That"** Spring forward, fall back. For 20 years, we have done this on the first Sunday in April and the last Sunday in October. Well no more... In August 2005, Congress lengthened daylight saving time by four weeks. AND this change starts this year on March 11 - It has also sent technicians scrambling to make sure countless automated systems switch their clocks at the right moment.

Unless changed by one method or another, many systems will remain programmed to read the calendar and start daylight saving time on its old Sunday start date in April, not its new one in March. It's one thing to arrive an hour late for a party on the first day of daylight saving. It's another for a security system to log the wrong time of crucial events, for pilots to misunderstand their takeoff times or international communications components to stop synchronizing.

Any time-sensitive functions could be impacted by this early change. It is important for users to assess and develop appropriate plans for applying the necessary changes... Of course in Arizona we don't have to mess with the clocks...."image that."

**Andy's "I didn't know that"** Most people breathe about 20,000 times per day - more if they are active or exercise strenuously. Every day is a good day to stop taking your lungs for granted. Help your lungs stay healthy - try the following: Avoid irritants. Pollution, bacteria, viruses, molds, chemical and gas fumes...all can aggravate your lungs.

Use a high-efficiency particulate air (HEPA) filter at home to filter out irritants, especially if you have pets. Eat antioxidant-rich fruits and vegetables. Apples, oranges and tomatoes can nourish the lungs, and the natural mix of carotenes in carrots, yellow squash and dark leafy greens may help protect against lung cancer. Exercise. Regular fitness strengthens breathing muscles and improves the respiratory system. If you have lung problems, talk with your physician about a fitness program. Do breathing exercises. Try taking slow, deep, regular breaths, and extend each exhalation to squeeze out more air. Stop smoking. Avoid secondhand smoke, too. Both can lead to lung problems and cancer.

**“Just like Andy” (AND now you have the facts) “The Star-Spangled Banner”**. On Sept. 13, 1814, **Francis Scott Key** visited the British fleet in **Chesapeake Bay** to secure the release of Dr. William Beanes, (a friend of Keys) who had been captured after the burning of Washington, DC. The release was secured, but Key was detained on ship overnight during the shelling of **Fort McHenry**, one of the forts defending **Baltimore**.

In the morning, he was so delighted to see the American flag still flying over the fort that he began a poem to commemorate the occasion. First published under the title “Defense of Fort M'Henry,” the poem soon attained wide popularity as sung to the tune “To Anacreon in Heaven.” The origin of this tune is obscure, but it may have been written by John Stafford Smith, a British composer born in 1750. The lyrics were published in a Baltimore newspaper on September 20, 1814.

Throughout the 19th century, "The Star-Spangled Banner" was regarded as the national anthem by most branches of the U.S. armed forces and other groups, but it was not until 1916, and the signing of an executive order by President Woodrow Wilson, that it was formally designated as such. Then In March 1931, Congress passed an act confirming Wilson's presidential order, and on March 3 President Hoover signed it into law.....**AND now you have the facts.**

#### **YET MORE important information**

If the shoe fits, get another one just like it.

Change is inevitable, except from a vending machine.

The 50-50-90 rule: Anytime you have a 50-50 chance of getting something right, there's a 90% probability you'll get it wrong.

The things that come to those who wait will be the things left by those who got there first.

Splinter remover. Just pour a drop of Elmer's Glue-All over the splinter, let dry, and peel the dried glue off the skin.

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#### **4 Community Update**

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**College classes, SPRING 2005.** Classes for FALL. Contact Glendale Community College (GCC) for registration.

Andy will be teaching Self-Promotion - ART255AA and The Portfolio - ART255AB, M and W, 8 weeks. Beginning in Feb 07.

Rochelle will be teaching Starting and Running a Home Business, SBS217, Thursday, 5 weeks, 6PM to 9:20PM.

MARCH 13, 2007. Rochelle is the keynote speaker for a professional women's group, Express Network.

#### **RB Balch is proud member of:**

Arizona Small Business Association (ASBA) - Chamber of Commerce - National Federation of Independent Business (NFIB) - Better Business Bureau (BBB).

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#### **5 RB Balch. WHY do we issue this and WHO are we?**

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WHY: Purpose of this newsletter?

To help you learn more about technology and computers

To be informal and informative

To answer specific questions asked by readers

....To continue our commitment of keeping you informed

Reflections of **Better Business** (published since 1994) is for employees, clients, friends and associates of **RB Balch**.

WHO ARE WE: RB Balch. Computer-consulting firm. Established 02/93. Experienced. Reliable.

Ethical. Good. Revenues since 1993 over \$20 million. Our mission is to be your one source solution for

all of your computer needs. Consider us your "computer guy", your IT department. We're only an email or phone call away.

**SERVICES: PC Field Support, Software Development Projects, Business/Marketing Consulting, Seminars & Keynotes.**

*PC Field Support:* PC troubleshooting, network installation and maintenance, server and workstation setup/support, hardware and software upgrades, virus and spyware detection & repair, data recovery, backup/restore, programming, web design, web and email hosting, more. Troubleshooting is our specialty. Contact us as needed, or set-up recurring regular maintenance appointments (discounted, no contracts, no pre-paid bundle of hours required). We come to you.

*Software Development Projects:* PC development, no job too small. We specialize in projects 1 to 500 hours (longer projects also accepted). New or maintenance. Simple changes or complex systems. Programming, Databases, Web design, Contingency plans/strategy plans, etc. Available nationally.

*Business Consulting:* Utilize technology to help you grow your business - we're here to help. IT strategies, Disaster/recovery planning, IT security audits. Marketing and promotional plans.

*Seminars, Keynotes:* Technology and Motivational workshops, keynotes and lunch programs for your staff or association. As a successful entrepreneur and award winning business owner, Rochelle Balch, president RB Balch and international professional speaker (member of the National Speakers Association), is available for programs for technology, team building, marketing and business, and personal development. Get everyone on the same page to understand technology in your company. Mention this newsletter for discount off speaking fees. For sample topics see

<http://www.rochellebalch.com>

**Appointments:** We offer, and highly recommend, regularly scheduled PC maintenance appointments. We offer on call/as needed service and emergency service. We are available weekends/evenings/holidays, and on special retainer, if required. No pre-pays, change frequency or cancel maintenance appointments at any time. Contact us at [help@rbbalch.com](mailto:help@rbbalch.com), at 623-561-9366, or visit our web site at [www.rbbalch.com](http://www.rbbalch.com) for on-line scheduling. Contact Rochelle Balch directly at [rb@rbbalch.com](mailto:rb@rbbalch.com) or contact Andy Karpel directly at [andy@rbbalch.com](mailto:andy@rbbalch.com) if you like.

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**MAINTENANCE**

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To be added or removed from our newsletter, go to: <http://www.rbbalch.com> and click on the Newsletter box on the right. OR call us OR simply reply to this email and write remove in the message or subject. Your email address is absolutely only used by us at RB Balch.

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