

## RB Balch PC Tips Newsletter, JUNE 2007– Remote Access Options

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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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### SPECIALS THIS MONTH

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**JUNE – Schools out SPECIAL.** Going on vacation? Perhaps some downtime in the office? Clients traveling? Now is the time to take inventory of what you've got and make changes. New computers generally arrive in 7 to 10 days. New software has been out for while for 2007. If you're considering hardware replacements or software upgrades, now is a good time. Next good hardware replacement time is the last quarter of the year (vendor year-end specials). UP TO \$50 OFF new computer setup (\$25 OFF bill for new PC setups up to two hour; \$50 OFF bill for new PC setups over 2 hrs; generally new PC setups are 2 to 3 hours, depending of applications to install, data to move, etc.).

### 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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### THIS MONTH: Remote Access Options

By Michael Schrock

You've probably heard the term "remote access". What is this? How do you do it? What are my options? Remote access refers to being able to connect from one computer into another computer, and have control of that computer (that you've connected into). Depending on the type of computer, operating system, type of internet connection, needs, etc. there are many options to connect one computer – (generally) NOT located at the same location – to another computer.

#### **\*\* RDP (Remote Desktop Connection)**

If the computer you want to get into has WINDOWS XP PRO installed on it, then this is very easy. Many people use the "RDP" feature to connect from their home computer into the office (or you can setup from a remote location into your home computer, perhaps while on vacation or traveling).

Once connected, it's like you are sitting in front of your work computer – the desktop is the same. You can run programs as if you are at work. An added benefit is that your desktop appears "black" to someone walking by your desk, while you are connected, so you do have privacy; your logon and password would be needed for someone to log onto your computer. Remote printing can also be setup.

RDP software comes included with Windows XP Pro and with Windows Server 2000 and 2003 software packages.

#### **\*\* TS (Terminal Services)**

Terminal services is basically the older, former version of RDP, first introduced in *Windows NT 4.0 Terminal Server Edition*. Terminal Services allow one application or database to be installed on the server and for users to access it remotely – without having their own individual workstation at the office. Many times this is used for remotes sales staff or for out of area/out of state employees.

Remotes users log on and access information across the Internet. TS can restrict users to certain areas of the server, for security purposes.

**\*\* VPN**

Virtual Personal Network allows the remote user to gain entry into a remote network, and then jump into the specific workstation or server desired. While VPN can work well, it does not work well for all applications, and is generally slower than the RDP solution built in to Windows.

**\*\* Internet Web based software**

There are many products available for web based remote access. Generally you will pay a monthly or per use fee. After you have installed software on the computer you'd like to remote into, you go to the web site, enter your login codes, and then you will connect to the remote computer.

For example, you're at home and want to access your office computer (and Windows XP PRO RDP is not available or implemented), .you could go to a web site to connection. One such program is GoToMyPC software.

**\*\* Software package to connection remotely**

Some software requires that the application be installed on both ends – the computer initiating the remote session and the computer you wish to get into for access. Once setup, you would “take control” of the remote computer. Many times this approach is used for teaching or showing someone how to do something – as the computer on the receiving end appears to be functioning and the user can see everything the remote user is doing. This may not be the best solution for getting into our own computer at work (from home), during the day, to do confidential work.

One popular software package is pcAnywhere. Requires purchasing for both computers and setup. A high speed line is highly recommended for this type of connection.

**\*\*Citrix**

This option is generally a large corporate option and solution. It allows access to applications available from central servers. This requires software to be installed on the servers as well as the client (PC you're connecting from) computer. For best results Citrix requires a broadband (high speed) connection. Additional charges apply for licenses and hardware.

**\*\*SUMMARY**

Got it? Or now really confused? It's not quite as confusing as this may seem. Once setup, using remote access can be very easy and very safe. Make sure safety precautions are in place and that your security is good (good, “strong” passwords, firewalls, etc.).

Any questions on software options? 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)



### 3 Andy's Did You Know?

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

#### **MONTH: JUNE**

Birthstone: Pearl, Moonstone, Alexandrite - Meaning: Health & Longevity

Color: Pearl, Deep Green

Flower: Rose, Honeysuckle

Astrological Sign(s): Gemini The Twins May 21 to June 21

Cancer The Crab June 22 - July 22

Moon Phases: June 8 Last – June 14 New – June 22 1<sup>st</sup> Qtr – June 30 Full

Wednesday, June 6 D Day, WWII

Thurs, June 7 The United Colonies change name to United States (1775)

Thursday, June 14 Flag Day

Sunday, June 17 Father's Day

Sunday, June 17 The Statute of Liberty arrives in New York City.(1885)

Thursday, June 21 Summer Solstice (The longest day of the year)

Tuesday, June 26 Beautician's Day

Wednesday, June 27 Paul Bunyan Day

Thursday, June 28 Treaty of Versailles is signed, ending WW I (1919)

Saturday, June 30 Leap Second (please use the extra time wisely)

#### **Andy's "I didn't know that"**

Wednesday, June 27 Paul Bunyan Day – Paul Bunyan (or Paul Bunyon) was a gigantic lumberjack of American Folklore. According to folklore, Paul Bunyan and his blue ox "Babe" lived and traveled around country. He is best known for his logging feats. Paul Bunyan is "credited" with many deeds. Among his

more legendary feats: Created logging in the U.S; He scooped out the great lakes to water Babe, his ox; He cleared the entire states of North and South Dakota for farming; He trained ants to do logging work, and of course, they were Carpenter Ants. And Babe's large footprints created Minnesota's 10,000 lakes.

French Canadians were believed to have originated Paul Bunyan during the Papineau rebellion of 1837. While he may have been created in Canada, Paul Bunyan quickly became a huge American legend. Many of the tales of Paul Bunyan originated in lumberjack industry and logging communities. Like all good folklore, it was passed from generation to generation by word of mouth. Over campfires, his legend grew, and tales were created. Written tales emerged in the early 1900's. It is still uncertain why Paul Bunyan Day is celebrated on June 27. **"I didn't know that"....**

### **"Just like Andy" (AND now you have the facts)**

Saturday, June 30

Leap Seconds Day. UTC stands for Universal Coordinated Time. UTC is the most commonly used time system in the world and is the one used by the Network Time Protocol (NTP). Leap second insertions are scheduled from time to time in order to keep UTC in alignment with the earth's rotation. Leap second insertions occur on either June 30th or December 31st and do not occur very often. The International Earth Rotation Service (IERS) is responsible for notifying the public when a leap second will be inserted.

The National Institute of Standards and Technology in Boulder, CO, and the U.S. Naval Observatory in Washington, D.C., keepers of the nation's two atomic clocks, will join in adding a leap second to the world's time on June 30. Such corrections are decreed by the International Bureau of Weights and Measures in Paris, and all countries with atomic timekeeping systems comply.

Leap seconds are needed to keep super-accurate atomic clocks (such as NIST-7, which neither gains nor loses a second in a million years) in step with the spinning Earth, whose rotation varies several thousandths of a second per day. Since we can't speed up the Earth, we have to slow down the clocks to keep them in sync. This slowdown is accomplished by stopping them for exactly one second to let the Earth catch up. Use the extra time wisely, perhaps to get a jump on the competition. **AND now you have the facts.**

### **Andy's second hand "tidbits"..... Ever wonder Why?**

How important does a person have to be before they are considered assassinated instead of just murdered?

Why do you have to "put your two cents in". but it's only a "penny for your thoughts"? Where's that extra penny going to?

How is it that we put man on the moon before we figured out it would be a good idea to put wheels on luggage?

Why is it that people say they "slept like a baby" when babies wake up about every two hours?

Why are you IN a movie, but you're only ON TV?

Why do people pay to go up tall buildings and then put money in binoculars to look at things on the ground?

If Jimmy cracks corn and no one cares, why is there a song about him?

If the professor on Gilligan's Island can make a radio out of a coconut, why can't he fix a hole in a boat?

Is the Alphabet song & Twinkle, Twinkle Little Star the same tune?

Did you ever notice that when you blow in a dog's face, he gets mad at you, but when you take him for a car ride; he sticks his head out the window

Wonder why you just tried singing the two songs above?

### **Andy's "Imagine That"**

Celery has negative calories! It takes more calories to eat a piece of celery than the celery has in it to begin with.

If you have three quarters, four dimes, and four pennies, you have \$1.19. You also have the largest amount of money in coins without being able to make change for a dollar.

And thank you DB, a faithful mountain reader for a spelling correction from last month.....Guess he thinks I made a mistake! ...**"image that" ...oops its "imagine that"....**

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

Some GREAT TRUTHS of Life

The 4 Bottles of Life: Baby Bottle, Coke Bottle, Beer Bottle, IV Bottle

Never ask your 3-year old to hold a tomato.

You can't trust dogs to watch your food.

Don't wear polka-dot underwear under white shorts.

Sometimes raising teenagers is like nailing Jell-O to a tree.

Families are like fudge...mostly sweet, with a few nuts.

Middle age is when you choose your cereal for the fiber, not the toy.

As you get older when you fall down, you wonder what else you can do while you're down there.

You're getting old when you get the same sensation from a rocking chair that you once got from a roller coaster.

It's frustrating when you know all the answers but nobody bothers to ask you the questions.

And SUCCESS by age:

At age 4 success is not peeing in your pants.

At age 12 success is having friends.

At age 16 success is having a drivers license.

At age 35 success is having money.

At age 50 success is having money.

At age 70 success is having a drivers license.

At age 75 success is having friends.

At age 80 success is not peeing in your pants.

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#### 4 Community Update

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**Top 25 Consultants.** RB Balch was named one of the top 25 Computer Consulting firms - by the Business Journal.

**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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Your email address is absolutely only used by us at RB Balch.

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RB Balch Computer Consultants

PO BOX 10007

Glendale, AZ 85318

<mailto:help@rbbalch.com>

623-561-9366

1-800-922-5249 (1-800-9-BALCH-9)

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