

**RB Balch PC Tips Newsletter, SEPTEMBER 08 – FILE RECOVERY**

=====

Reflections of **Better Business**

Your guide to technology and an error-free computer environment

=====

By: **RB Balch & Associates, Inc.** Full service, award winning computer consulting firm. Serving AZ since 93. **"Providing easy technology answers to confusing technology issues".** tm

=====

**CONTENTS**

=====

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

=====

**SPECIALS THIS MONTH - Celebrating 15 years!**

=====

**SEPTEMBER – BACK TO SCHOOL SPECIAL.** Are you setup to have the ability to recover a file, if needed? Can you go back 5 days, to recover a file you wrote over 4 times? Contact us for Backup Review. We'll assist you with a backup methodology that will fit your needs – and your budget. \$40 off your next visit if we conduct the Backup Review for you.

**WIN XP PRO.** UPDATE: as of now, we will be able to purchase WINDOWS XP PRO computers - which will come with a VISTA BUSINESS license - until the end of 2010! This can change - as it's an arrangement between Dell and Microsoft. It is only valid for some computers (right now Optiplex 330, 755; Latitude D630, D830). This can change at any time.

**\*\* NEW \*\* HELPDESK.** We started our new Helpdesk SEP 1<sup>st</sup>. This will provide very prompt response. Our SILVER & GOLD clients have priority – with almost instance response most of the time. Our Helpdesk is staffed by our own highly experienced staff (we're rotating each tech staff member). Contact us for details.

**MOVING?** Let us help you plan your move. Moving can be nightmare...Let us help you plan your move so you can have a smooth transition. Ask for Move Planning Specialist.

**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 offices and less expensive for you! (1/2 hour minimum). As simple as going to a web site.

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).

---

## 2 TECHNOLOGY/COMPUTER TIP

---

### THIS MONTH: PASSWORDS – File Recovery

By: ROCHELLE BALCH, RB BALCH

Three days after creating a file, and modifying it several times, you discover you needed the original version of the document. But, you've written over it 6 times in the past 3 days. You really want that 3 day old version – but it now longer exists.

What can you do to prevent – or to reduce – situations like this?

Yes backup. But just doing "a" backup is not enough. It's the methodology in place to use, and then following the procedures. Here are some examples and tips.

Having a tape backup unit with 10 tapes in rotation does no good at all if the tapes are not rotated. That is, rotated with a different tape each day, over a two week period, prior to "re-using" the tape and starting the 10 day rotation process again. At least 2 tapes should also be "rotated" off site also for safekeeping during that process. In this instance, the 3 day old, written over file would be available.

With a 10 day rotation, tapes should be replaced about every 10 to 12 months. On a 5 day rotation, replace tapes sooner (as they would be used more frequently). Old tapes stretch and could be a problem when/if needed. Use the cleaning tape when required (most tape drives will have a "cleaning" light that lights up when this is due; do not over-run the cleaning tape process).

USB external hard drives are OK for some instances, but depending on the size of the drive and the amount of critical data to be "backed up", you may only be able hold one or 2 days of data. This scenario would not allow for recovery of a 3 day old file that has been updated a few times. And, the USB drive itself could be damaged....so now there would be no backup at all. If you are using USB drives, rotate a minimum of 2 drives, preferably 3. And get one large enough to hold multiple days (or weeks) of backup.

Network attached storage devices (NAS units) are also an option. Again, depending on the size, multiple backups (days or weeks) may be possible. Since the NAS unit is attached to the network (and generally used for large amounts of data), running a backup can be very slow. Many times a NAS unit is used as an extra precaution and is run weekly (sometimes monthly), and many times over weekend – due to the time involved and the drag on the internal office network. If file recovery is needed, it may or may not be on the NAS device, depending on when the backup was performed. NAS units are mainly for additional storage, but are many times used as backup devices.

On-line backups can be a good secondary backup too. ISP (internet service provider) speed and reliability play an important role. Also, cost can be a huge factor; carefully check out how exactly you will be charged

for off-site/on-line backups. Some bill per number of bytes of data, plus a fee based on the number of computers involved in the backup process. There are some free online backups available, but generally they do not allow for redundancy; that is, only one copy of your data is copied (and then written over with each backup). This would not allow for recovery of file created several days prior – and updated a few times.

Don't overlook the condition of your server also. Servers reaching 5 years in age (and older) can become a huge potential disaster. Replace your server on your terms, don't wait for a disaster to strike. Budget and plan for a server replacement prior to 5 years.

How much is safety worth to you? Protecting your data costs money. In addition to the backup method, other security should also be in place. Some security features and measures you may not like.

Whatever backup method – or combination of methods – you use, just make sure to follow it.

Contact us at RB Balch to conduct a security audit; in about an hour we can offer you some real advice and suggestions to secure and protect your company's electronic assets.

Any questions on 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)

---

Have an idea for a topic? Just let us know – or send in your questions to [help@rbbalch.com](mailto:help@rbbalch.com). Was this article helpful? Please let us know.

---

### 3 Andy's Did You Know?

---

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

MONTH: SEPTEMBER

Birthstone: Sapphire Meaning: Clear Thinking

The word "Sapphire" has its roots in several ancient languages: the Arabic "safir," the Latin "sapphirus" (meaning "blue"), and the Greek word "sappheiros" for the island of Sappherine in the Arabian Sea where sapphires were found in ancient times.

Color variations: Sapphires are available in every color but red. Sapphires in colors other than blue is often referred to as fancy sapphire. The most valuable sapphires have a medium intense, vivid blue color. The best sapphires hold the brightness of their color under all different types of lighting. Any black, gray, or green overtones mixed in with the blue will reduce a stone's value. In general, a more pastel blue would be less preferred than a vivid blue but would be priced higher than an overdark blackish blue color. As with all gemstones, sapphires which are "clean" and have few visible inclusions or tiny flaws are the most valuable. However some very fine sapphires, in particular those from Kashmir, have a velvety mist-like texture which enhances the richness of the blue.

Flower: Aster, Morning Glory

Astrological Sign(s): Virgo - The Virgin - Aug. 23 - Sept. 22

Libra - The Scales - Sept. 23 - Oct. 23

Moon Phases: Sept 1 1<sup>st</sup> Qtr – Sept 15 Full – Sep 22 Last – Sept 29 New

Monday, Sept 1 Labor Day

Tuesday, Sept 2 VJ Day (1945)

Tuesday, Sept 2 Ramadan begins

Sunday, Sept 7 Grandparents Day the first Sunday after Labor Day

Tuesday, Sept 9 California became the 31st state (1850)

Thursday, Sept 11 Patriots Day

Thursday, Sept 11 A day to remember The attacks on World Trade Center in NYC, the western wall of The Pentagon in Arlington, VA, and crash a passenger airliner in Shanksville, PA. Total, 2,974 are killed.

Saturday, Sept 13 New York City becomes the capitol of the US. (1788)

Tuesday, Sept 16 Independence Day – Mexico

Wednesday, Sept 17 Constitution Day

Monday, Sept 22 Autumn Begins - Autumnal Equinox

Friday, Sept 26 Native American Day

Sunday, Sept 28 **Gold Star Mother's Day**

Monday, Sept 29 Rosh Hashanah Day begins at sundown

Tuesday, Sept 30 Rosh Hashanah

Andy's "Image That" Gold Star Mothers Club the last Sunday in September.

Shortly after World War I the Gold Star Mothers Club was formed in the United States to provide support for mothers that lost sons or daughters in the war. The name came from the custom of families of servicemen hanging a banner called a Service Flag in the window of their homes. The Service Flag had a star for each family member in the military. Living servicemen were represented by a blue star, and those who had lost their lives were represented by a gold star.

Gold Star Mothers are often politically and socially active. Today, membership in the Gold Star Mothers is open to any American woman who has lost a son or daughter in service to the United States. **It was requested by the President to issue a proclamation calling on United States Government officials to display the flag of the United States on all Government buildings, and the people of the United States to display the flag and hold appropriate meetings at homes, churches, or other suitable places, on Gold Star Mother's Day as a public expression of the love, sorrow, and reverence of the people for Gold Star Mothers. ...."image that"....**

Andy's "I didn't know that" Some September Important Holidays. September 2 is Victory over Japan Day (V-J Day, also known as Victory in the Pacific Day, or V-P Day). This is the day the Japanese envoy signed the documents of surrender of Japan on board the USS Missouri in Tokyo bay. The term has been applied to both the day on which

the initial announcement of Japan's surrender was made on August 15, 1945, as well as the date the formal surrender ceremony was performed in Tokyo on [September 2, 1945](#).

**September 11 is Patriot Day and designated in memory of the nearly three thousand who died in the September 11, 2001 attacks. Yet most Americans refer to the day as "Nine-Eleven (9/11) U.S. House Joint Resolution 71 was approved by a vote of 407-0 on October 25, 2001. It requested that the President designate [September 11](#) of each year as "Patriot Day. The President signed the resolution into law on December 18, 2001 (as Public Law 107-89). It is a discretionary day of remembrance. Initially, the day was called the National Day of Prayer and Remembrance for teh Victims of the Terrorist Attacks on September 11, 2001.**

September 17 is Constitution Day (or Citizenship Day) is an American federal holiday that recognizes the ratification of the United States Consitution, and also recognizes all who have become citizens due to either coming of age or naturalization. It is observed on September 17, the day the U.S. Constitutional Convention signed the Constitution in 1787.

September 26 (the fourth Friday of the month) is Native American Day. This day is set aside to honor and celebrate Native Americans, the first Americans to live in the U.S. Still commonly referred to as American Indians, the term "Native Americans" has been used in recent years as a sign of respect and recognition that they were indeed the first people to populate our nation. By the time the first explorers and settlers arrived from Europe, Native Americans had populated the entire North American Continent, from the Atlantic to the Pacific, and from the Gulf of Mexico all the way to the northern reaches of Canada. I didn't know that"



#### **4 Community Update**



**RB Balch is proud member of:**

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

**RB Balch is a Dell register partner.**

**- Rochelle will be speaking for at a two day financial conference in Denver, in September - on Technology – How to save money by troubleshooting.**

**- Andy will be teaching Art Marketing and Self-Promotion - ART255AA at Glendale Community College, beginning in August.**

**- Congratulations to RB Balch & Associates for being selected as a Finalist for the 2008 Comerica Bank Arizona Companies to Watch Awards. Final results will be announced in September.**



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



**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. IT Computer Consulting firm. Established 02/93. Experienced. Reliable. Ethical. Good. Revenues since 1993 are over \$23 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 - IT Consulting, Software Development Projects, Business/Marketing Consulting, Seminars & Keynotes.

*PC Field Support – IT Consulting:* 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 GOLD 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 GOLD 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.

=====

**MAINTENANCE**

=====

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.

=====

PO BOX 10007

Glendale, AZ 85318

<mailto:help@rbbalch.com>

623-561-9366

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

Copyright (c) 2004, 2005, 2006, 2007, 2008 RB Balch & Associates, Inc. ALL RIGHTS RESERVED