



Carnes Group

"We Do What It Takes To Get The Job Done"



Information Worker Solutions
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Technology News - Windows XP SP2 support ends, Office 2010 released and more

NEWS FROM MICROSOFT - SUPPORT IS ENDING FOR WINDOWS XP SP2

July 13 is a big day for Microsoft software users. On July 13, Microsoft is dropping support for the following products: Windows XP Service Pack 2 (SP2), Vista RTM, Windows 2000 Server and Professional. What does this mean? Simply put, for each product: 1) you get no further support from Microsoft, 2) Microsoft will no longer develop or distribute Hot Fix or security updates, 3) Microsoft will no longer develop drivers for the products, and 4) Microsoft may also refuse to support other apps that run within XP SP2 if the issue is related to the OS. For XP users this means you need to install Service Pack 3 (SP3) to be able to get any further updates or support from Microsoft. As far as Vista RTM, we doubt any of our customers are affected. If you have a stray Windows 2000 computer out there, you need to upgrade! Call us!

As we reported earlier, Microsoft is making it hard to say no to Windows 7. Windows 7 is absolutely GREAT. We have seen almost no issues here at Carnes Group - and for those few stubborn legacy programs out there you can choose to run them in "Windows XP SP2" compatibility mode and that seems to solve the problem. You absolutely need to get Windows 7 Professional on any new corporate PC's you buy and get Windows 7 Ultimate for home.

MORE NEWS FROM MICROSOFT - OFFICE 2010 IS RELEASED THIS MONTH

Microsoft Office 2010 officially releases this month to retail stores and has been available through Open License since May. There have been some BIG changes, although we can tell you that the "Save" format is the same as Office 2007 and you can still access and save Office 2003 formats. Here are the versions for each type of Customer License:

OEM	Starter	Word, Excel (advertising driven and not worth getting!)
RETAIL	Home and Student	Word, Excel, PowerPoint, One Note
	Home and Business	Word, Excel, PowerPoint, One Note, Outlook
	Professional	Word, Excel, PowerPoint, One Note, Outlook, Publisher, Access
OPEN	Standard	Word, Excel, PowerPoint, One Note, Outlook, Publisher
	Professional Plus	Word, Excel, PowerPoint, One Note, Outlook, Publisher, Access, Communicator, InfoPath, SharePoint Workspace (formerly called Groove)

SAD NEWS - RESPONSE POINT WILL BE DISCONTINUED AS OF AUGUST 31

Response Point, one of THE BEST Microsoft products ever, will no longer be supported by Microsoft after August 31. This is a part of Microsoft's changing strategy for the small business space. RP will continue to function and equipment will continue under warranty from the manufacturer, but no new software or gear will be produced. We have no immediate plans to change here at Carnes Group and will keep running RP until we see something better. For those customers who want to consider moving, there are migration paths available for Aastra and Syspine, and NGT has a Hosted VoIP solution with Cisco phones. More on RP and options next month ...

Feature - Online Backups are now affordable Question of the Month: Disaster Recovery

Online backups have now come down in price and we finally feel good about recommending them. Carnes Group has partnered with an industry leading backup company that allows us to back up your data for \$1.25 per GB or less! We can keep the last 30 days of changes, right at your fingertips. So, need an Excel spreadsheet from 5 days ago? NO PROBLEM, we can get it back with a few mouse clicks without even coming onsite. We think this is a great solution for mission critical data such as Email, Company files and Databases. Call us and we'll tell you how it can help you!

Q: *Do I need a Disaster Recovery Action (DRA) plan?*
A: **ABSOLUTELY.** As recent floods in Nashville have shown us, you can lose anything and everything in a short time. We can't stress enough - DO BACKUPS. You should also TEST your backups to make sure you can read the data back and recover files. A good DRA also includes things such as spare PC's, redundant internet connection and a plan in case of prolonged downtime. Contact us and we'll help you design, implement and test YOUR DRA plan!

Carnes Group Information

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*Your Single Source for
Technology Services AND
Products!*

We focus on your
technology needs while you focus
on growing your business.

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