



Carnes Group

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



Information Worker Solutions
Networking Infrastructure Solutions
Advanced Infrastructure Solutions

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Newsletter

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Technology News - Microsoft Online Services, Server Maintenance and more

NEW CARNES GROUP OFFERING - MICROSOFT ONLINES SERVICES

We are pleased to announce that Carnes Group is now authorized to offer Microsoft Online Services. This suite of services includes Business Productivity Online Standard Suite which consists of Exchange Online Standard, SharePoint Online Standard, Office Communications Online Standard, and Office Live Meeting Service. We believe that Microsoft Exchange Online could be a compelling option for smaller businesses with mailboxes of up to 5GB for only \$5/month - and the mailbox can grow to as high as 25GB. Microsoft offers 7x24 Support, 99.99% uptime, daily backups and much more. In addition to Exchange Online, you can also get SharePoint Online for \$5.35/month, Office Communication Server for \$2/month, Live Meeting for \$4.59/month - or the ENTIRE suite for \$10/month (all per user). For very small businesses with aging servers, we believe a combination of Windows 2008 R2 (with Hyper-V) onsite for applications and files along with Exchange Online may be the best solution and a better alternative than Windows Small Business Server 2008. Call us if you are interesting in exploring the potential of Microsoft Online Services for your business.

RESPONSE POINT UPDATE AND ALTERNATIVES

As we wrote last month, Response Point will no longer be supported by Microsoft after August 31. We advise our current RP customers to not make any changes. RP is a great system and will continue to function well and we will continue to use it. Our current preferred SMB alternative to RP is NGT Hosted VoIP. Most of our RP customers, like us, use NGT as their Provider. NGT support is excellent and they provide 7x24 monitoring of the phone service. The NGT Hosted VoIP solution runs your phone systems remotely, over the network. Your onsite equipment consists of a Quality of Service (QoS) router and Cisco phones. You can do click-to-dial capability from Outlook and Internet Explorer; and best of all, your phone service and numbers do not change and costs are comparable. The NGT solution allows you to have a phone connected via internet to your existing phone system - a feature that RP allowed only through a VPN. This feature, in combination with a Terminal Services or SharePoint/Exchange email solution, would allow for true remote workplace and the ability to move workers to remote sites or home offices. Call us if you want to know more about this solution.

SERVER MAINTENANCE - DON'T NEGLECT IT!

Servers, like most other appliances you own, run 7x24, 365 days per year. However, they are much more delicate. Electricity in equipment attracts dust. Dust acts like insulation and creates heat - and hot systems overheat and fail. Dust can also slow down or stop the cooling fans, with the same result. At least once per year you need to take to take your server (s) offline and blow or vacuum the dust out. While you do this, you should also check the cards to make sure they are seated well, checks the cables and do a power failure test with your UPS. While you are at it, sweep the server for malware, clean all temporary files, ensure that antivirus software is working and updated, and scan the server event logs and look for any problems or potential issues. No time? NO PROBLEM! Call us, we'll handle it for you!

Question of the Month: [Mobile devices](#)

Q: *What kind of mobile device should I use with my Microsoft Exchange Server?*

A: The major players are iPhone, Android, Blackberry, Microsoft Windows Phone (formerly Windows Mobile), and HP Palm. Windows Phone allows you to wirelessly synchronize Email, Calendar, Contacts and Tasks. Natively, Android wirelessly synchronizes Email, Calendar, Contacts. Natively, Blackberry, iPhone and Palm synchronize Email only. Blackberry now offers its Blackberry Enterprise Server (BES) software for small businesses, up to 25 licenses, for free. Loading BES on your Windows Server gives Blackberry the same capabilities as Windows Phone. If you do not load the BES software, you have to use the OWA feature with your phone carrier's Blackberry site to forward your email. Palms can be very tricky, esp. the older ones, and sometimes require software to be loaded on the local PC to function and we don't recommend Palm. We like Windows Phone and Android, unless you have a BES and then Blackberry's are great too. iPhones are nice, you only get email wirelessly - for now ... but don't count Apple out yet!

Carnes Group Information

Carnes Group
*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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