



Newsletter

August 2005

Is Your Backup Restore System Ready To Get You Back To Work?

Disaster recovery of data - getting critical business applications and data back up and running following hard drive failure - is a true nightmare for the business owner/manager and the network administrator.

I'm sure by now that everyone knows they should be running some sort of automated backup system on a daily basis. Most of you probably have it running and have someone change the tapes each morning, so you're pretty confident you're protected in the event of a server hard drive failure.

But have you checked the backup software's logs to be sure the backups are completing successfully?

Do you regularly run a cleaning tape, and get a fresh cleaning tape every few months?

Do you regularly send backup tapes offsite? A backup tape in the server room protects you from server failure, but not from fire.

And now for the most important, and most overlooked question: When did you last test **restoring** data from your backup tapes? The time to find out when a tape needs to be replaced is NOT when your whole staff is sitting there waiting for data to be restored to a new hard drive.

A complete disaster recovery system consists of:

- On-Site Daily Backups
- Off-Site Backups (at least weekly) to secure, climate controlled storage (NOT kept in a vehicle)
- Tape Drive Cleaning (weekly) - fresh tape quarterly
- Test Restore (to a separate directory - be sure not to overwrite live data) of each tape in the set at least monthly, staggered so that some tapes are tested each week.

BusinessWorks News

BusinessWorks Gold is getting a new name. The "Gold" is going away and the new name will be Sage BusinessWorks.

Goldmine CRM (i.e, Customer Relationship Management) Link is being replaced by ACT!

ACT! will integrate with BW version 6.0 which will be released in October 2005. The integration of the two products lets you connect vendors and customers to your e-mail system, retain notes, attachments and history all in one database. ACT! also contains a calendar that lets you schedule appointments, meetings and phone calls and you can set it to remind you of the event at any point you choose.

FREE training and product updates on the web! Yes, that's right -- free!

All you need to do is log on to www.bestwebevents.com and register. Upcoming events include:

August 10, September 13:

Improve Customer Relationships by integrating Sage BW with ACT!

August 24, September 21

Preview New features and flexibility of 6.0

Remote Support Services

More and more Clients find value in phone and remote access support. Solutions are often provided in less than an hour, giving our support Clients a speedy and cost effective solution. Efficient remote access support is also available if your server runs Windows 2000 or 2003 and you have high-speed internet access (DSL, cable or T-1 service). This comes in handy when phone support alone is not sufficient to provide the answer. There are also solutions such as GoToMyPC.com and Logmein.com which do not require any firewall configuration.

Contact us at 678-273-4010 ext 5 for more information.