

Latest Headlines:

- > Introducing the Network in a box
- > The end of a long road for Windows 98
- > A new face at Dorset Network Solutions

News and Views from Dorset Network Solutions

Introducing the DNS "Network in a Box"

At DNS we work hard to make IT easier for our customers. The DNS "Network in a Box" aims to do just that.

Investing in a new network for your business can prove a difficult exercise, with conflicting opinions about what hardware, software and level of support is needed. Our "Network in a Box" solution provides everything you need for a hassle free installation and implementation of branded manufacturer hardware and award winning Microsoft Small Business Server 2003 software.

Our Engineers ensure that the installation is both efficient and well managed, causing minimal disruption to your business.

Once installed you can begin to enjoy all the benefits of working with Microsoft Small Business Server. From providing a safe store for all of your sensitive files to secure remote access for mobile workers, Microsoft Small Business Server can help your business become more efficient and productive.

To keep all of this protected we include Anti Virus, Anti Spyware and Backup Software. This is all controlled from the server and keeps your whole network protected with very little user intervention.

The DNS network in a box, with no hidden costs. Contact us now for an all inclusive quotation.

- Example Package:**
- 1 Hewlett Packard Server with Backup facility
 - 5 Desktop PC's with LCD monitors
 - All Networking Hardware and Cabling
 - All required software
 - Installation by Microsoft Certified Engineers
 - User Training
 - Post-Installation Support



The end of the road for Windows 98

Support for Windows 98/ME finally comes to an end next month. After 8 years, users of this popular operating system will no longer receive security updates or fixes.

Due to its popularity Windows 98 received a 2 year stay of execution in 2004 (the scheduled cease date) until July 11th 2006. What does the end of support mean for people still running the operating system?

With no security fixes Windows 98 systems will be more vulnerable

to internet threats such as viruses and malicious software. Hackers will have time to create new threats, safe in the knowledge that they will not be thwarted by the security updates regularly released by Microsoft.

If you are using Windows 98 we highly recommend you update your PC to a more up-to-date operating system such as Windows XP. You should be especially careful if you are using Windows 98 with broadband as you are vulnerable to attack without 3rd party protection software or hardware.

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Microsoft
Small Business
Specialist

Introducing a new face to DNS

Please join us in welcoming Stephen Grier to the Dorset Network Solutions team.

Stephen joins us as the Service and Support manager, where he is focused on ensuring our existing customers receive the highest level of service at all times. Stephen is also researching new services and products in order to evaluate their suitability and value to DNS customers.

As with all of our staff Stephen is Microsoft Certified and is happy to help with your technical questions.

Stephen can be contacted by email on steve.grier@dnsols.com or by telephone on (01308) 458259.



Welome Stephen Grier to the DNS team.

Product News

Windows SBS Release 2

Windows Small Business Server Release 2 is an upgraded release for the award winning Windows Small Business Server 2003.

This release provides enhancements to the core product technologies integrated into SBS 2003 and adds new features to address the growing needs of small businesses.

As with SBS 2003, the new release will be available in Standard and Premium Editions.

SBS 2003 R2 Standard Edition will offer increased productivity and functionality with automated network-wide patch and update management, increased mailbox limits, and expanded client access license (CAL) rights.

SBS 2003 R2 Premium Edition will include the features and functionality of SBS 2003 R2 Standard Edition in addition to providing improved database and firewall technologies, as well as tools for developing Web pages and Web server applications.

For more information on this or any other product, please do not hesitate to contact us (details page 5).

Microsoft Office 2007

The 2007 Microsoft® Office system, including new and improved desktop applications and server software, is scheduled for availability to business customers in October 2006 and retail availability in January 2007.

Office 2007 replaces the current version which is Office 2003, and is available as a full product, or a discounted upgrade product for existing Office users.

The core Microsoft Office suite consists of: Microsoft Word, Excel, Powerpoint and Outlook. Ultimate, Professional, Small Business and various other versions will also be available which include software such as Access, Info-path, Publisher, Groove and OneNote.

Pricing will become available as the product is released. Please rest assured that Office 2003 will continue to be updated and supported by Microsoft after the release of 2007. Users of older office versions should consider upgrading.

To find out more about Office visit:
<http://www.microsoft.com/office>

Your Questions Answered

Questions our engineers have been asked in recent months:

Question

“ I have deleted an email from my inbox, and emptied my deleted items, is there a quick way of getting it back or do I need to restore from a backup tape? ”

Answer

Providing you have Windows Small Business Server 2003 you can easily recover emails. Open Outlook, click on Tools, then click Recover Deleted Items. The server retains deleted items for the period defined when it was installed. This is usually around 60 days.

Question

“ My spell checker keeps reverting to American English. ”

Answer

To permanently set your spell checker to British English, Open Word, Click on Tools, Click on Language then Set Language.

Highlight English(UK) and press Default. This sets the default spelling language to British English for all future work.

Question

“ Since upgrading to Photoshop Elements 3.0 I no longer see thumbnail previews of photos when browsing folders in Windows XP. ”

Answer

Adobe removed this function to encourage users to browse for photos using the bundled Adobe software.

Thumbnails were switched on by the DNS engineer by modifying the registry of the PC, if you are suffering the same symptoms give us a call for detailed directions.

Security and the Internet at home



A few simple precautions can help guard against the perils of going online

There is little doubt that the Internet has revolutionised the world and improved working life in a multitude of ways. But there is a rough that comes with the smooth, and connection to this immense network of resources occasionally leaves your computer open to compromise. There are several simple steps you can take to protect yourself against online dangers.

If you suspect that your machine has been compromised in any way, you should immediately disconnect it from the Internet and remove it from your network.



Windows Update and software updates

Any machine running the Windows operating system should be updated to cater for all the latest developments. You can check for updates manually, or set up your computer to check and install automatically. Users should also take care to ensure they apply security patches for all the software on their machine.

Anti-virus software

Ensure you have anti-virus software installed on your machine, and make an effort to keep its virus definition files updated regularly. Daily updates are recommended. Note that a lot of viruses disable anti-virus software and make changes to machines that prevent the software from updating. Stinger (vil.nai.com/vil/stinger) is a stand alone virus checker that tests for the more widespread viruses and should discover any problems if your anti-virus software has been affected in any way.



Anti-spyware

Spyware uses your Internet connection to gather information about you without your permission. Anti-spyware such as Defender (www.microsoft.com/defender) or SpyBot Search & Destroy (www.spybot.info) should be installed in order to regularly clean up any potentially malicious files or cookies that may be on your machine.



“Ensure anti-virus software is installed on your machine and make an effort to keep it updated regularly”

Firewall

Install a firewall on your PC. Windows XP ships with a pre-installed firewall that should be suitable in most cases, so you just need to make sure it's activated. If you are making use of personal firewall software, learn how to use it properly and interpret the data it collects. See www.mdjnet.dk/ports.html for more details.

Email attachments

When receiving email with attachments, only open it once it has been scanned by your anti-virus software and if you know what it is. Attachments with file extensions such as .pif or .bat are likely to be viruses.

Phishing and 419 scams

Be aware of phishing or 419 scams, and never respond to them or the requests they make. Phishing scammers usually email you purporting to be an organisation that might have your payment details, such as a bank or auction site. More information on phishing can be found at www.antiphishing.org. So-called 419 scams occur when someone promises you cash for transferring a sum of money. You are asked to pay a fee up-front which you'll never see again.

If you are unsure about protection on the internet or suspect you have a virus, contact DNS immediately for advice.



Client Focus

Client Name: PDF Erection Services

Background: PDF started as a husband & wife Partnership 13 years ago. In 1999 the Company went Limited and concentrated on Steel Erection whilst the Partnership traded as a Hire Company of Cranes and Cherry Pickers. Presently PDF are completing the Stadium for MK Dons FC in Milton Keynes amongst other large contracts. The work force has grown to 25 staff over 4 sites.

Work carried out by DNS:

PDF were using a peer-to-peer network for file sharing, and a CD for backups. As they company grew they realised the limitations of the current setup, and wanted the benefits of a server/client network.

DNS installed a server and configured the existing PC's to take advantage of it.

Daily organisation has been made more efficient by the use of shared calanders and contacts, and the backup has been automated so that all files are safely on a tape every night. The MD now has full access to the company network from home via a secure internet link.

Client Statement:

“ We asked DNS for a tender to introduce a Server and connect all of the workstations together.

DNS provided an immediate competitive quote with an extremely helpful and professional company profile. Within 2 days they had all work stations sucessfully operational without any interference to the running of our company. DNS effortlessly carried out the works and made sure all of the operators fully understood the new system. PDF would have no hesitation with recommending DNS to other clients in the future.

Susie Frampton, PDF Erection Services

Online advice

The IT industry is notoriously changing at a high pace and it can be difficult to keep up.

To help you keep on top of what you need to know for your business we have launched a selection of Microsoft guides on our website.

These guides are free to download and print, and can be found at:

<http://www.dnsols.com/guides.html>

They include advice on Microsoft Office products as well as how your business can benefit from introducing a server.

MS Competencies

In June DNS were presented with two awards from Microsoft. These awards are known as Microsoft Competencies and are given when a company has proven its skills in a specific technical area. This has to be confirmed by customer feedback.

DNS have been awarded the competency in “Network Infrastructure Solutions” for our network installation experience, and the competency in “Information Worker Solutions” for our experience with integrating the Microsoft Office product with the Microsoft Server range.

To find out more about Microsoft competencies visit:

<http://directory.microsoft.com/MPRD/support/AboutCompetencies.htm>

Partner Directory

DNS work closely with local technology providers. For services we don't offer, we recomend these companies:

Home user IT supplies
Double Drive Computers

Dorchester: 01305 261611
Weymouth: 01305 783300
Bridport: 01308 424240



Printer servicing
Big Fish
Dorchester: 01305 854765

Printer in a jam?

Rapid Response

Need a quick solution that's guaranteed?

FIRSTCALL™ is a rapid response printer repair service. Local technicians will repair your printer at a moment's notice, and their work is fully guaranteed.

Emergency Call Out

No fix No fee

FIRSTCALL

Accredited partners/suppliers of the following manufacturers:
Apple Canon brother OKI EPSON Hewlett-Packard Xerox

0800 2944 200

BIGFISH

bigfishhooked.com

Website Design
CA Studios
Porthleven: 01326 561964

DNS Service Directory

Our services include but are not limited to:

A
Antivirus Solutions
Anti-Spam Solutions
Anti-Spyware Solutions

B
Backup Solutions
Broadband Installation

D
Data Recovery
Desktop Installation
Desktop Upgrade
Desktop Recovery

H
Hardware Repairs

I
Internet Access
Internet Security

N
Network Planning
Network Installation
Network Upgrade
Network Expansion
Network Security

P
Priority Support Contract

R
Remote monitoring
Remote Control
Remote Access

S
Server Installation
Server Recovery
Server Upgrade
Server Migration
Software Licensing
Software Auditing
Support Desk

V
Virtual Private Networking

W
Work from home

Our Services

Dorset Network Solutions specialise in the supply of IT support solutions for small and medium businesses.

We are experienced in the Microsoft range of server and desktop products with access to the Microsoft technical library and other resources which can only be accessed by certified partners.

We offer an attractive pay-per-use rate, as well as a discounted priority support contract.

You can find out more about our products and services by visiting our website at <http://www.dnsols.com>

Benefits of a support contract:

Support desk phone and email service for non-critical problems.

Up to the minute remote server monitoring at DNS head office.

Priority response, your IT needs are always first in the queue.

Discounted rate and no retainer, you only pay for the service you receive.

No lengthy get out clause, we are confident you will be satisfied with our service.

Discount on all hardware and software sales exclusively for contract holders.

How to find us

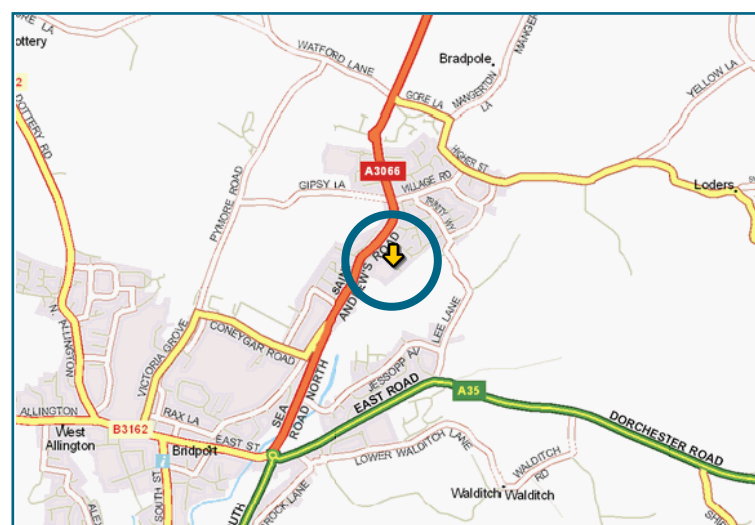
Our offices are located on the St. Andrews business estate, in Bridport. We can be found next to Hallmark.

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St. Andrews Ind. Estate, located in Shoe Lane

Business hours:
08:30 - 17:30, Mon - Fri

Payment Terms & Policy

We accept all major credit cards (excluding American Express). Hardware and software purchases are to be settled at the time of ordering.

Contract and labour payments are agreed on a case by case basis.

