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READY NET GO ... NEWS

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<http://www.readynetgo.net>

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Tip of the Month

Dell Laptop Battery Recall

Dell recently announced a recall of select laptop batteries. The affected laptops were purchased between April 1, 2004 and July 18, 2006. Visit the following website to see if your laptop battery is included in the list and what you need to do to get a replacement:

<https://www.dellbatteryprogram.com>

Dell Expanding Recycling Efforts

The number of computers, monitors, printers, electronic equipment, etc. in the world is staggering. As products age, we throw out the old and purchase new which keeps our economy humming along but it also fills up our world with toxic waste.

To counteract this environmental degradation, many companies are now recycling their computer and electronic products but only if you purchase an upgrade from the same company.

Dell is doing something different; they have recently announced that they will recycle their products even if the consumer purchases a competitors product as a replacement. To take advantage of Dell's Recycling program and learn more about their Asset Recovery service:

1. Visit Dell's site at:
<http://www.dell.com>
2. Click on the Small Business link
3. At the top of the page, click the **Services** tab and on the menu underneath, click the **Recycling** button.

Email, Internet, Web Hosting *Deciphering Internet Services*

We have become an online culture. Most people would feel lost if they couldn't check their email or visit a website for research or shopping. Getting online is how we stay connected with business colleagues, family members and friends.

New products and services have been accelerating our online culture for years now. With Internet services expanding rapidly, there is more choice than ever for getting online and staying connected. For this newsletter, we'll outline the various types of services available and discuss options for how you can get and stay connected.

Currently, there are 4 primary Internet services:

- ✦ Email
- ✦ Internet – web access
- ✦ Web hosting – create and maintain a website
- ✦ Internet phone service – aka VOIP
(see Jan '06 Newsletter)

In the past, services for email, web access and web hosting usually came from the same company. You would get in touch with an ISP (Internet Service Provider) and they would provide you with a dial-up account for accessing the Internet, a few email addresses, and a limited amount of hard drive space to host your own website.

Times have changed since this scenario. Now most businesses and residences (within certain areas) have high speed access, email servers to process incoming and outgoing email, and have dropped their local phone company for the less expensive and yet reliable VOIP system.

WWW (Websites Worth Watching)

1. www.gnod.net – Discover new music, books or movies by typing in artists you like. This service will find similar artists/writers/movies.
2. www.music-map.com – Part of gnoosic which is a part of gnod. Cool way to look at and compare similar musicians

Apart from the more robust features that are now being offered, an important point to realize is all of these services can be separated. You can have multiple vendors provide these services for your business and generally get better service for a cheaper price than using just one vendor.

Why have separate hosts/providers?

Have you thought about upgrading your Internet connection to a service your current provider doesn't offer? Have you or will you move your office or residence soon? Are you dissatisfied with your providers' customer service and want to switch to a new host?

The main benefit to using different providers is that if you want to make a change to your Internet service provider, your website and email hosting will remain unaffected. You won't have any disturbance in access to your domain or the possibility of lost emails. There are more providers for web and email hosting than there are Internet providers so shop around. For businesses, there are four options for getting online: **DSL, Cable, Fiber, and T1**

Differences amongst providers

Companies that provide cable, DSL and fiber plans offer **asynchronous service** which means that the upload and download speeds will be different. Upload refers to how much bandwidth you have from your office to your ISP (affects outgoing email & remote access). The download speed refers to how much bandwidth you have from your ISP to your office (affects web browsing, incoming email & remote access). The download speed will always be the higher number. Cable, DSL and fiber providers usually offer tiered servicing in which faster service commands a higher price.

T1 lines are recommended for business critical applications as they are **synchronous** – the upload and download speeds are identical. If your business applications are hosted outside of your organization, such as in a remote office or ASP, you should have a T1 connection. Cable and DSL do not offer the same reliability or quality of service as a T1 line.

Interestingly, **Verizon** has stepped up its marketing of a service called **FiOS** (Fiber Optic Service). It's currently available in various locations around the country including some counties surrounding Philadelphia. Fiber service offers higher upload and download speeds compared to cable and DSL at a comparable cost but it is not available in all areas yet. Both businesses and residences will have access to this service.

For more information on FiOS business access, visit: <http://www22.verizon.com/content/businessfios>

Email/Website Hosting

Using a reliable email server is essential these days as email has become a widespread communication tool. To achieve reliability, your domain's email should be served by more than one server; a primary server and at least one secondary mail server. The primary server is the first link in the chain for sending and receiving email. If the primary host server is not reachable, the secondary host server steps up to the plate. If neither are reachable, that's when errors occur, like bounced back messages.

If you have an in-house Exchange Server, this server can act as the primary email host. If it is the primary host then mail sent to your domain will be delivered directly to your Exchange server as long as it is online. If it is offline, then mail will need to be sent to a secondary mail server generally outside of your network at your public website host. Another option is to have a vendor just for secondary email service (useful if your website host doesn't offer secondary email service). If your Exchange server is not setup as your primary email server then either your website host and/or 3rd party vendor is providing both primary and backup mail servers for your domain.