

What's  
Inside

One List You  
Definitely DON'T  
Want to Be On

Page 2

Think A Server  
Backup Is All You  
Need? You Won't  
After Reading This

Page 3

Why Your Cell  
Phone Might  
Ban You From  
Holiday Fun

Page 3

Wrapping  
Up 15 Years  
of Thanks!

Page 2



## Who Else Wants New Computers This Year?

When your computers (or other network equipment) start acting slow, when your software company suddenly forces you into an upgrade because they will no longer support the version of software you have, or when you need to add a computer or server for a new employee or new project, you basically have only a few options available to you.

- 1) Swallow hard, dig into your cash reserves, and plunk down thousands of dollars in new computer and network equipment.
- 2) Lease the equipment at an astronomical rip-off rate.
- 3) Suck it up and live with the lack of productivity and daily frustration of incompatible or slow machines.

Thankfully, a fourth, more agreeable option is now available: our **Effort Free IT TOTAL OFFICE Plan**. By incorporating your hardware and software costs into your IT support agreement, you can get new equipment whenever you need it without having to drain your cash flow or put you into a restrictive lease. You get the support and service you need PLUS any new computers, servers, software and other network equipment rolled into one easy monthly investment. It's sort of like renting your equipment, only it comes with all the

support and service too. In addition to freeing up your cash, this new program also provides these benefits:

- \* You don't have to keep track of which computers are getting old
- \* You don't have to front thousands of dollars to revamp your network
- \* If something breaks, YOUR COMPANY has to take care of it
- \* You don't have to track any warranties
- \* There may be tax advantages since capital expenses now become operational expenses
- \* No big surprise hardware or software bills
- \* Your computers all stay pretty much the same age and performance
- \* No waiting on parts to be replaced – a free loaner service is included

**Want To Find Out If Our  
Effort Free IT TOTAL OFFICE Plan  
Will Work For Your Business?**

FREE 67-Point Network Analysis (A \$397 Value) will examine your entire network, review your backup technology, and document the software and hardware you use to determine a game plan for your specific situation. We'll even tell you how to get the new equipment you need without breaking the bank.

## How To Keep Your E-mail Off The “Naughty” List

Someone’s making a list and checking it twice; but it isn’t Santa. Due to rising e-mail abuse and spam, hundreds of servers at various companies now monitor e-mail accounts to make sure those accounts are not sending out mass e-mails. If that e-mail account is assumed to be sending spam it is put on the “blacklist”. Once on the blacklist, your e-mail account is virtually SHUT DOWN because your e-mail is blocked by hundreds or thousands of servers and your message can’t be delivered. Big companies who give out e-mail addresses like AOL, Google, and Comcast, for example, will cut off e-mail service to anyone who sends an e-mail to a large number of people at once. Because of this, even if you or your employees innocently send a message to 100 of your clients, you could be without e-mail for days or weeks. So, how do you avoid this costly & frustrating downtime to happen to you? Read these tips to find out:

1. **Protect Your Server.** Spammers LOVE to find e-mail servers that don’t have a proper firewall, anti-virus, and intrusion protection. They get a high from hacking in to these servers and then using them to send out thousands of e-mails. Plus, with no protection in place, tracking and catching these spammers is nearly impossible. The right protection will also prevent malware from being installed on your server, which can automatically send spam without human interaction.
2. **Don’t Allow Employees To Forward Messages.** Unless it is for work-only related purposes, make a policy that no one is to forward messages like jokes, photos or videos outside the company. If just 4 of your employees send out this kind of an e-mail to 30 of their contacts, that’s well over 100 people receiving junk mail on the same day from the same e-mail server. This puts you at high risk of being blacklisted.
3. **Have Your Clients and Prospects “Opt-In”.** Sometimes companies end up on the blacklist because someone on your list complained and reported your message as spam. If you have your clients and prospects agree via an opt-in form that they want to receive communication from you and confirm their permission, then you’ll have better protection against that. Also make sure you keep good records of these opt-ins. That way, even if you do get blacklisted, you should be back up and running fairly quickly.
4. **Make Sure Your E-mail Is Set-Up Properly.** In addition to protecting yourself from hackers and invasions with software and firewalls, you also need to be sure that your e-mail is configured correctly and is set-up to block outside relays. If you’ve got the wrong settings in your e-mail account, you could wind up blacklisted, without any e-mail for days or weeks,
5. **Keep Your E-mail List Up-To-Date.** If someone asks to be removed from your list and you continue to send messages to him, the chances of him reporting your company as a spammer is pretty high. Avoid this by using in-house lists (instead of purchasing one) and contacting your list to verify the information.

**For Help With Keeping Your E-mail Up & Running And Off The Blacklist, Contact Us By December 31st For A FREE Blacklist Avoidance Assessment (A \$295 Value!)  
248-620-2201 or email [info@pcmiracles.com](mailto:info@pcmiracles.com)**

## 15 Years of Thanks comes to a close.....

Thank You  
 Mahalo  
 Kiitos  
 Grazie  
 Obrigado  
 Merci  
 Gracias

As we bring our ‘15 Years of Thanks’ to a close, we can’t help reflecting on the great satisfaction it has given us to be of service to so many fine businesses; we consider part of the PC Miracles family. When you entrust us with your valuable data, we take it very seriously and will always do everything in our power to fulfill that trust. We enjoyed paying compliments to you and the highest form of compliment you can pay to us is referring us to your friends and colleagues in business. We’ve been serving the IT needs of businesses since 1994 and look forward to continuing to expand our services to meet the ever-changing IT needs of Michigan businesses.

*We wish you all a safe joyous Holiday Season!*

*From: Dan, Pamela, Mike, Dave, Mark & Charles*



## Special Alert For Business Owners: Backing Up Your Server Alone May Still Lead To Data Loss

Most business owners know that it is important for their servers to be backed up. But what about your computer? Though it's true that your data is likely stored on your server and backed up by the network, your computer itself (your icons, the background you have, the programs that are installed, and music or pictures you may have saved locally) is NOT being backed up.

If your computer were to crash, get a virus, or simply die, all of that information could be lost. Your company data would be on your server, but you would have no way to access it from your computer. You would have to recreate that computer by re-loading all the software and settings. And if you've ever had this happen to you, you know that it can take a significant amount of time to do. Plus, the computer is never quite the same again.

So how do you solve this problem? Simple. You use an imaging software on your computer. Imaging software takes a "picture" or "snapshot" of your computer so it records it exactly as it is with all the software and settings you have on it. This way, if the computer crashes, there is no need to re-load software and reconfigure the computer. Simple restore the image from before the crash and your computer can be back to its old self again. This is a huge time saver and is especially useful if you have any important company software loaded on your computer but no longer have the disk for.

### Protect Your PC's Settings!

Sign up for a 30-day FREE trial (a \$29\* value) of our Effort Free IT and see for yourself how simple it can be to save your computer's information.

\* Basic Workstation Price. Other services higher.

*Happy Holidays!*

## Top Cell Phone Holiday Blunders To Avoid

Let's face it. Just because you *can* be accessible 24/7 via your cell phone doesn't mean you *SHOULD* be. In fact, according to a recent study conducted by Intel, getting constantly distracted by your e-mail or cell phone calls, especially during the holidays, is a big social "No-No."

Nearly 70% of the people surveyed in that study reported that checking e-mails or text messages on your phone while at a social gathering is unacceptable. And for those of who you think you can slyly check your mobile phone e-mail at the table without anyone noticing, the study found that 53% of people will not only notice, but will be offended.

So what if you just can't resist the impulse to check your Blackberry or iPod while holding that glass of egg nog? What is the "polite" way to do so?

Go to the bathroom.

70% of those surveyed said it was perfectly okay to bring your mobile phone in the bathroom to check it. Just don't forget to put down your eggnog first.

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## Monthly Contest

Congratulations to Susan Haas of the Jeffrey Automotive Group, winner of last month's contest. This month's winner gets a \$20 Starbucks Gift Card. Submit your answers by email to: [info@pcmiracl.com](mailto:info@pcmiracl.com). Include "Contest" in the subject line. Entries are judged by date/time received and correctness. Check your answers in next month's issue. Include your name and phone number, the question number and the answer letter. For example, 1a, 2b, 3c, 4d.

1. In the Netherlands, what is the name of Santa Claus's helper who judges children who were bad during the year?

A-Green Eric B-Eli The Elf C-Black Peter D-Mrs. Claus

2. The real St. Nicholas was born in what modern day country?

A-Isreal B-Pakistan C-Iraq D-Turkey

3. In the "12 Days of Christmas" there are how many drummers drumming?

A-Six B-Eight C-Ten D-Twelve

4. In what country are outdoor barbeques a traditional part of Christmas festivities?

A-Australia B-Germany C-China D-Mexico

Note: If you've won a prize in the last 3 months, please give others a chance to win.

## I'd Love To Hear From YOU!

Is there an article you would like to comment on? Is there a topic you want me to research? Have a funny story or a resource you want to share with the other subscribers? Send it to me! We are always looking for new and useful content to add to the PC Miracles Connection.

Dan Izydorek

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"I'm making sure I get my five daily portions."