



# Access Delivered

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*"We Make  
Technology Simple."*

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## Microsoft Office XP Updates

Microsoft has recently released Service Pack 3 (SP3) for **Office XP**. These important updates should be downloaded and applied to any computer running the Office XP suite (Word, Excel, etc.). You will need the original install CD (found in your documentation box) at the computer when the updates are installed. To download the updates go to <http://office.microsoft.com/OfficeUpdate/default.aspx>

Click on "Check for updates" and follow instructions.

These directions/updates also apply to Office 2000 or 2003.

Please give us a call if you have any questions!

## Time to Put ol' Yeller Down.

Computer equipment/technology is constantly getting faster, smaller and less expensive. Hence why in this industry, your equipment ages in "dog years". Now, equipment you bought 12 months ago does not need to be discarded, however if your technology is more than 4 years old, it is time to be kind and put it out of it's (and your!) misery.

To put it in perspective, just 2 years ago we were quoting workstations with Intel P4 processors with a speed of 1.70GHz. Intel is now selling a processor that has a speed of 3.06GHz!

Time to **upgrade**? Give David or Shannon a call to discuss your options!

## Mayday! Where's my Media?

With every install that Access Computers, Inc. does, we create a "bankers box" that holds all the manuals, drivers, software, etc that is installed on your server and workstations. We call it the documentation box. **THIS IS A CRITICAL BOX TO KEEP TRACK OF!** If something were to happen to your server or workstations and we have to reinstall software, we need the CD's/disks (media) that we originally used due to licensing restrictions imposed by most software manufacturers. If you cannot find, you would have to repurchase. Just because something doesn't look expensive doesn't mean it's not worth a lot!

## Our Staff:

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# Backup Good

As Frankenstein said, "Fire...Bad!" Nobody wants to think about it, but what would you do if your business had a fire? What if you were broken into and all your computer equipment was stolen? We cannot emphasize enough how important getting a good backup is. ***We can replace your hardware but no one can replace your data!***

There should be **one designated employee** to check your backup **daily** and keep a backup log. That employee is also responsible for taking the tape offsite. Make sure all workstations (not the server!) are logged off with the exception of the tape drive workstation each night. Remember, any open files will not be backed up!

A data backup is your responsibility. Unfortunately many businesses only realize the significance of a rigorous data backup procedure after a disaster.

If you are not sure you are getting a proper data backup or how to check your backup, please contact one of our technical engineers at 877-242-3001



## Be The Donald of your Desk

Is your desk real estate like Trump properties, space is at a premium? Why not fire your big CRT monitor and move to a space and eye saving LCD monitor? Viewsonic makes a nice 17" LCD monitor, the VE175.

This is a great monitor to use at your sales "desk" as well. It shows your good taste as well as your business savvy!

Please give David or Shannon a call for a quote on the VE175 plus many other sizes!

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## News You Can Use



Please see below for article on technology related news.

### Paper backup for e-voting called for in ads

BALTIMORE (AP)- Supporters of a paper trail for electronic voting machines ran full-page advertisements March 18<sup>th</sup>, 2004 calling for a tangible record of each ballot cast in the November election. Ads in The Baltimore Sun and The Palm Beach (FL) Post show a touch-screen computer from Diebold Election Systems, the Ohio-based company that makes Maryland's machines, sprouting monster fangs, its screen displaying a time bomb and reading, "System Error! Vote Data Lost."

"There's such an easy, reasonable, inexpensive solution to this problem," said Ben Cohen, co-founder of Ben & Jerry's Ice Cream and president of Truemajority.org, the advocacy group funding the ads. "Just have the machine print out a receipt, just like an ATM does."

Officials in Nevada, Missouri, California, West Virginia and other states have said they support paper trails. In Congress, New York Sen. Hillary Clinton and New Jersey Rep. Rush Holt have supported efforts to document electronic votes on paper. Maryland is spending \$55.6 million to move toward an entirely electronic voting system. After the March 2 primary-the first Maryland election to use all touch screen machines-state officials reported scattered problems, largely blamed on human error, but declared the election a success. Linda Lamone, state elections administrator, said she anticipates the state's 16,000 electronic voting machines will perform well again in November. Diebold and Maryland officials say the machines have never recorded an inaccurate vote

Some experts, however, are concerned the machines might fall prey to hackers or software glitches. David Bear, a Diebold spokesman, said the machines have built-in printers, used to generate a paper audit of the election at its conclusion. He said it's technologically possible for the machines to be modified to provide a piece of paper showing how someone had voted, though it had yet to be done. Bear also pointed out that FL uses a different company's touch screen machines.

Truemajority.org spokesman Matt Holland said the advertisements are directed at every company that makes touch-screen machines.

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## Around Access

Our **technical support hours** are from 9 am – 6pm EST. There is usually someone here before and after our "official" hours so please do not hesitate to call. You can always leave a message as well; for technical support, please choose option 2.

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Since our last newsletter, Justin Brunson in our technical support department got **married!** He and his lovely bride Courtney were married March 20th here in Atlanta. After a honeymoon in the Bahamas, he returned back to work where he was sorely missed!