

# LANsultants Times

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## **MICROSOFT SOFTWARE BEING RETIRED**

Microsoft has announced the phasing out of the following software programs.

MS- NT Server - June 2002  
MS-NT Workstation - June 2002

MS-Windows95 - December 2001  
MS-Windows98 - June 2002

MS-Office95 - December 2001

As of the retirement date Microsoft will not provide service patches, video or print drivers or additional licenses. For more information visit [www.win2000mag.com/articles/index.cfm?articleID=23003&pg=2](http://www.win2000mag.com/articles/index.cfm?articleID=23003&pg=2)

## **PCAnywhere, TimeSlips & XP**

If you are planning on upgrading to MS-XP Home Edition or XP Pro and use pcAnywhere, you must upgrade to version 10.5. Earlier versions of pcAnywhere are not compatible with XP or XP Pro. Timeslips will not have an XP certified compatible product until version 11 ships. However, Timeslips 10.5 works with certain limitations. LANsultants does not recommend using MS-XP Home at home or in the office.

## **IRS FORMS**

If you need to download IRS forms from IRS.gov, you must use Adobe Read 5 or higher. The IRS PDF files are incompatible with Adobe Read 3 and 4.

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**If you would like to be removed from our fax newsletter, please fax request to 215-875-7346.**

## **HOW TO PLACE A SERVICE CALL**

The fastest way to obtain service is to place a service request directly in our Help Desk Program available on the Internet through our dedicated service WEB site LANsultants.Net/Support. If you do not know your user name and Password call Shirlean and you will be provided with this information. You can also access our help desk through our information Web Site, LANsultants.com, though some users have reported problems when using IE.

If you can not access our Web page or prefer verbal confirmation of your request, please call LANsultants at 215-546-3124. Anyone who answers the telephone can place a service request. You do not need to speak to the person who set up your network or with whom you are most familiar.

When calling, please state your name, firm and the nature of the problem. If your firm has more than one office please state which facility. We also accept service requests left on our voice mail or sent in by fax or e-mail.

E-mails should be directed to [techs@LANsultants.com](mailto:techs@LANsultants.com). Sending an e-mail or leaving a telephone message for a specific technician for a service request only slows the process down as our staff is typically in the field all day.

## **MONTHLY ARCHIVE BACKUPS**

Are you archiving backup tapes on a regular basis? We recommend that users of DAT type backup drives archive a backup tape of a total backup each month as DAT tapes are very inexpensive. Users of Travan backup tape drives should archive backup tapes quarterly.

Often deleted files or errors in accounting are not discovered for weeks or months. By archiving a tape on a regular basis you will have the peace of mind that you can roll back your data to the last known good date if the need arises.