

LANsultants Times

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KEEP YOUR E-MAIL RUNNING

The most common causes for interruptions of our clients' e-mail service are Internet service cancellation due to unpaid bills, DNS record changes by Web Site developers and a lack of maintenance to e-mail databases.

Internet service providers tend to provide minimal grace periods before suspending service. Accordingly, we recommend making the payment of ISP's invoices a priority.

All too often web site developers do not understand the complexities of our clients' e-mail systems and request to make changes to DNS records which can have a detrimental impact on your e-mail and/or Internet access. We recommend having your web site developer consult with LANsultants prior to making any changes to your web site hosting and/or configuration.

The volume of messages has dramatically increased as email has grown in importance. We recommend that you delete all unnecessary e-mail on a daily basis, create folders for storing e-mail you want to save, and archive e-mail periodically. Third party archiving software which integrate seamlessly with Exchange is probably necessary for all but the smallest networks. Popular archiving products are Archive One from C2C, GFI Mail Essentials, and Symantec's Enterprise Vault. Use of third party spam filtering services such as Bee.net's Postini can reduce the volume of spam reaching your server.

If your operations require 99.999% e-mail accessibility you may want to consider having a backup high speed Internet circuit and using a newer model Firewall which supports roll-over Internet access.

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WHEN WAS THE LAST TIME YOU GOT EXCITED ABOUT SOFTWARE?

It's become common to transmit content we create to other parties as email attachments. This introduces many new issues: How do I edit the PDF files that are commonly sent this way? How do I confirm that there's no hidden information in my documents that should not be transmitted to the recipient? How do I make sure that others can not change the documents I send them?

Corel's new WordPerfect x3 is the first WordProcessor that's designed to address these issues. x3 provides the ability to edit Adobe PDF files by automatically converting them into WordPerfect format documents. We have found that this works almost perfectly with text files. Complex tables and forms do not import into WordPerfect as well.

Another nice feature is Digital Signatures. To ensure the integrity of a document WordPerfect new enables users to attach Digital Signatures to the file. You can obtain digital certificates from Verisign.

WordPerfect X3 has an embedded 'Metadata Scrubber'. This removes hidden data in documents such as edit history, comments, and the creator of document. The best part of these 3 features are their ease of use and the elimination of the need to procure expensive 3rd party software.

What's new with Digital Copiers?

It's old news that digital copiers, whether from Ricoh, Canon, Sharp, Kyocera, or Xerox, provide lower cost printing than laser printers as long as you have the volume to support the initial cost. It is also old news that they are also excellent network scanners and fax solutions. It is really old news that they make copies. So what's new? Ricoh has developed an embedded cost recovery system in their system that eliminates the need for Equitrac!