



Smart Talk

October 2008

Welcome to our October newsletter!

In this issue our "Tech Tip" focuses on backups. A reliable backup system is like an insurance policy. You should be changing your USB backup drives (or your tapes) at the scheduled times. If you are unsure what these times are, please contact us. You should be receiving a nightly backup status message indicating whether the backup was successful. Again, if you are not seeing these, please contact us.

We are very proud of our ability to provide a one-stop-shop for our Smart-Net customers. We have developed an in-house package called Smart-Assist, where our experienced technicians are able to remotely access your Smart-Net server and your workstations, to provide technical support, all from our Christchurch office. We also provide technical support contracts to our local schools. If you require technical support in your area, contact us, we know a lot of local technicians throughout New Zealand and many of them are Smart-Net accredited.

What's New?

Recently we have been made a Hewlett Packard Partner and are now the South Island distributor for HP computers, through the "HP Desktops for Schools" programme. Every school was posted a brochure from HP with details of the programme, and this information is also available on our website. The lease and purchase options for "HP Desktops for Schools" are great! Offering reliable technology at an affordable price!

Contact us if you need any more information.

Cheers
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Tech Tip - Backups

Smart-Net supports multiple ways of completing a backup of all the important data on your server. We believe **USB hard drives are the best solution**. USB drives provide you with speed, capacity and reliability, compared to slower, smaller and expensive tape technology. In addition to these benefits, Smart-Net also supports multiple backups per USB drive. Suitable USB drives are in our "Monthly Specials" section. You will need at least two USB drives, however to ensure you have an adequate backup solution we recommend five USB drives.

Smart-Net will backup data that is stored on your server on a daily basis – provided there is a suitable backup device present. Smart-Net sends out a backup report every night to the "itcontact" email address. If you are NOT receiving this report, please contact us so that we can check your configuration. Your backup drives (or tapes) should be stored offsite or in a fire-proof cabinet at the school.

External USB Hard Drives. These are supplied pre-configured ready to plug in and are available in 320GB, 500GB or 1000GB sizes.

Tape Backup Units. Tapes need to be replaced every year. When the light labelled "Cleaning request" comes on, you will need to insert a cleaning tape. The tape will eject itself after approximately 30 seconds. If you have more data than your backup tape can handle, it is not just a simple case of buying a bigger tape. The tape unit can only take the one size of tape. When the tape unit dies, all your tapes are useless.

Your data is important! Your backups are important! Please make sure you are checking the backup messages in your e-mail.

October Monthly Specials

Personal Backup Devices:

2GB USB Pen Drive + Neck Strap... \$16+GST

Server Backups (configured ready for use)

320GB External USB Hard Drive..... \$175+GST

Set of 5x 320GB drives..... \$850+GST

500GB External USB Hard Drive..... \$230+GST

Set of 5x 500GB drives..... \$1,100+GST



Smart-Net Training



We will be running a training course on Smart-Net in early November 2008. This course will be in Christchurch. Other locations will be covered in Term 1, 2009 and throughout the year. Please visit <http://www.smartcom.co.nz/training> for further information and registration.

Telephone training is also available from approved training company – Smartcom Training.