



Issue I

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Welcome!!!!

Author: [Katrina D. Mukherjee](#) , [The Montopolis Group](#)

Welcome to your North Chamber's newest on-line offering! We've asked our technology members to share their tips, opinions and secrets with all of our North Chamber members. Each month, the North Chamber will distribute this "Technology News You Can Use" eNewsletter. We are excited about this eNewsletter and hope that it will provide you information that you can use, from your local business partners, in making technology work for your business!

Going Mobile with SBS 2003

Author: [Larry Lentz](#) , [Lentz Computer Services](#)

Several years ago (5 to be exact) I wrote an article for the PC Alamode on why I Love My Palm Pilot. I even wrote that entire article on my new Palm while flying at 35,000 feet on my way to Europe. Recently I talked my wife into letting me purchase a Pocket PC. The Pocket PC is like a Palm on steroids! In addition to hosting my contacts and schedule and synchronizing with GoldMine, my Pocket PC runs programs like Pocket Word and Pocket Excel and a bunch of other programs. I'm using Pocket Word now to write this article (at 600 feet above sea level on my couch at home.) It also has a built in WiFi wireless networking. I can sit on my couch or in a hotel or a coffee house and access my home network or the Internet.

But this isn't an article about the Pocket PC. It's about how Small Business Server 2003

allows access remotely. A primary feature of Pocket PC is Pocket Outlook. Normally a Pocket PC user can use ActiveSync, a utility that comes with the Pocket PC, to synchronize their data, in particular Outlook, with their desktop data and Outlook. ActiveSync must be running on the desktop and the user must be logged on for this to work. But how do you sync when you're not logged in or are across town or across the country? Enter SBS 2003. Actually Exchange 2003, an integral part of SBS 2003. Microsoft added its Mobile Information Server to Exchange when it developed Exchange 2003. The server version of ActiveSync is a service which allows my Pocket PC to sync up my Outlook data without my workstation even being turned on! So, I can sit here on my couch and download and send e-mail while my wife is using our desktop PC.

I can also use server ActiveSync while I'm away from the office. I've found a number of WiFi hotspots across town where I can connect to the Internet. Everyone knows Starbucks has WiFi hotspots but there are a number of other places that offer this service as well. Some are free while others require a subscription fee. Guess which ones I tend to use. Once connected I can sync up my Pocket PC Outlook with my SBS 2003 server across the Internet. I can even download and view attachments if I like. I can even access my server or workstation desktops using the Pocket PC Terminal Services client.

But, I'm not always near a hotspot. I may be driving in my car or in the boonies. How can I access my Outlook then? Enter OMA, Outlook Mobile Access, another feature of Mobile Internet Server added to Exchange 2003 and therefore SBS 2003. OMA is kind of like OWA, Outlook Web Access that we've since Exchange 5, Lite. OMA provides very simple, menu based web access to your Exchange mail box. See Figure 1. My cell phone is sophisticated enough to render at least simple web pages. Actually it does a pretty good job of it. My service plan allows me unlimited web access. So, anytime I want/need to access my e-mail, I can do so with my cell phone! I can access not only my Inbox but my Outlook Contacts, Calendar and Tasks. Of course I can send and reply to e-mail, update my Contacts and Calendar, and complete my Tasks. Of course my messages tend to be pretty short. Typing on a phone keypad with your thumb can be tiring. I can also access OMA from my Pocket PC. It looks pretty good and is easy to use. Most of the time I use ActiveSync but sometimes, like before I figured out how to sync remotely, I like to use it on the PPC.

Another option is a Microsoft based SmartPhone. Last month (PC Alamode May 2004) Michael Espinoza's Comm Corner described several SmartPhones. SmartPhones combine a cell phone with a Pocket PC. Microsoft is emphasizing the SmartPhone as a way to access SBS 2003. With it you can use either ActiveSync or OMA. I don't have a SmartPhone but I understand it makes OMA look really great. The drawback to a SmartPhone is that your connection is a cell phone speed. WiFi access is typically much faster and reliable.

A third option is Bluetooth. Bluetooth allows compatible devices to communicate over

short distances. There are a number of cell phones that include Bluetooth. If your Pocket PC has Bluetooth, it can connect to your cell phone and use it as a modem to 'dial-up' the Internet and connect to your SBS 2003 server with your PPC from anywhere you have cell access. If you don't have Bluetooth, you might be able to purchase a cable that will connect you PPC to your cell phone. Not as slick as Bluetooth but a lot cheaper.

Now, with my Pocket PC and a WiFi connection or my cell phone and OMA, I can stay in touch via e-mail from just about anywhere, including driving down the Interstate. That's a good thing, right? ...Right?!? [More Info](#) - [Top](#)

Windows Updates - are you running them?

Author: [Babul A. Mukherjee](#), [The Montopolis Group](#)

If you are running a Windows operating system (Windows 95/98/ME) you can and should run the available Windows Updates. To do this, start Internet Explorer and go to the Tools menu and select Windows Update. On that page click "Scan for updates". Click 'Yes' if any gray boxes pop up, and wait. You will see a list of CRITICAL updates. You should get them and install them. You may need to go through this process 3 or 4 times to make sure everything is up-to-date. Stick to the CRITICAL updates and generally speaking, you'll be okay.

The press gives Microsoft and other vendors a lot of flack for the security flaws in their products. Without getting into that argument, all you have to know and deal with is the following: "All software has bugs. Bugs need to be fixed. All software manufacturers release fixes and patches to their products. But their fixes and patches can't work unless YOU install them. The burden lies on you!

One other tip: <http://office.microsoft.com/officeupdate>. Pick "update my office". Office is notorious for security problems and other quirks. Again, make sure you're up-to-date!

Of course, these suggestions are just for your individual computers. Security goes well beyond this, but it's a good place to start..[More Info](#)

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"Nip and Tuck" Approach for your Business Website

Author: [Veronica M. Buitte](#), [Vegabyte](#)

The internet is becoming more and more of a service oriented vehicle for businesses and consumers alike. Many businesses are now looking in the direction of offering service type interfaces to keep up with the ever growing internet population. Consider whether your business can benefit from offering more services on line.

The “Nip and Tuck” approach is offering small manageable services on your web site and then letting your client interaction and feedback help guide you in optimizing or adding services. Integrating and solidifying your business processes to support these new services can be done more efficiently by adding small services that are not too process intensive.

An example might be a Medical Practitioner wanting to offer online appointment scheduling as a service to his patients. A “Nip and Tuck” approach might be to first offer his patients a web page to view current openings for appointments and giving them a way to request a specific time and date that is available and await an email from office staff for approval and confirmation. This allows the office staff to adjust to the new request procedure and respond appropriately as well as giving the Practitioner an idea of how much of his patient base shows interest. As the interest increases the Practitioner can increase the service to allow the patients to eventually schedule themselves and have the office appointments database automatically updated. The next step might be to allow your patients to pre-fill the forms pertaining to their appointment on line, and so forth...

It is important that when tackling a venture such as this that all involved have a firm grasp of your current business processes as well as the platform and capabilities of your web server. Another must is mapping out a very solid layout of the scope of each phase as well as a back out plan. [More Info](#) - [Top](#)



Local News

Author: [Katrina D. Mukherjee](#), [The Montopolis Group](#)

Wireless in SA Airport - The City is in the process of procuring an airport wide wireless system. Currently, there is some wireless communication in the two terminals. The Business Center has a kiosk in the Terminal 1 Food Court, which is accessible within a limited range for wireless communication. In Terminal 2, there is wireless capability in the area of American Airlines gate/holdroom. Contributed by [John Dickson](#), [The Denim Group](#).

Small Business Server Users Group - The SBS SIG group is currently being formed. The group is considering monthly morning 'taco' meetings at the Alamo PC Resource Center in Cross Roads Mall. If you would like more information about this new group please contact [Larry Lentz](#), [Lentz Computer Services](#).

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Need More Information?

If you would like more information on any of the articles in this newsletter the following options are recommended;

- Discuss the article with your IT professional.
- Contact the Author of the article (contact info is available within the article)
- [Contact us](#) and we will help you find the resources you need.

If you would like information on a topic not included in the eNewsletter - please let us know and we'll do our best to find the information you need and have it included in the next eNewsletter!

This newsletter is a combined effort of the North Chamber Tech Committee and The Montopolis Group. All input is provided by Chamber members. [Top](#)

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