How To Troubleshoot a Faulty Internet Connection

An Internet connection is one of the most crucial parts of running a modern business. However, this type of reliance can be crippling in the event that the Internet goes down. What can you do to make sure that downtime is limited to a minimum?

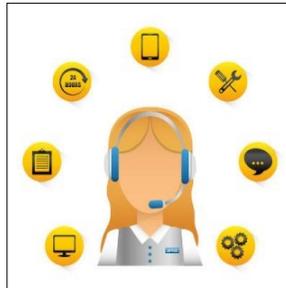Here are three things that you can do to troubleshoot your Internet...

Read the Rest Online!
http://dti.io/connections

About Directive

We are a technology consulting firm specializing in technology implementation and management for businesses. We're known for providing big-business, Enterprise-Level IT services to small and medium-sized businesses.

Visit us online at:
newsletter.directive.com

Equipping Employees to Resolve Their PC Issues Has Never Been Easier

It's a far too common scene in businesses: an employee is working on an important project when their workstation starts acting up. Flustered, they call in the IT department, but they won't be able to make it up to them for an hour at least. So, what's a worker to do? Just sit there and wait? With a Help Desk solution, this wouldn't be an issue.

A business' critical operations aren't something that can be casually postponed. Therefore, any issues that present themselves must be attended to as quickly as possible in order to avoid wasted time and lost productivity. A Help Desk solution allows an employee to call in the cavalry, so to speak, the moment something begins to go wrong.

Once the employee contacts the help desk representative, the underlying issue can be identified, rooted out, and resolved. This can all be accomplished without disturbing other members of the business. The employee's coworkers will not need to be disturbed by a member of the IT team coming up to troubleshoot the problem, and IT will have one less distraction from their innovating responsibilities to deal with this problem.

Finally, the employee will be able to return to their work much more quickly and easily than they would otherwise--minimizing the effects of the issue on all fronts.

If a comprehensive Help Desk solution sounds like it would be a welcome addition to your support, let us know! Reach out to us at 607.433.2200 for more information today.

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How to Ditch Your Traditional Phone Line and Save on Expenses

When it comes to a business being successful, it's only natural to eliminate any wasted expenses and focus on those that can serve multiple purposes. Many businesses are very good at doing this, but they overlook a great opportunity to cut costs through the consolidation of their telephony system.

While at first glance, a telephone may seem to be just a telephone, this communication technology is not quite so cut and dry. More and more businesses have embraced a Voice-over-Internet-Protocol approach to handle their voice communication needs, with benefits that have a very real impact on their business. Let's go over some of the ways that VoIP can directly assist your organization.

Significant Cost Savings

First and foremost, a major benefit to VoIP is the fact that it can take a considerable chunk out of your operating budget by eliminating some or all of your existing telephone bills. Since VoIP uses the Internet to send and receive sound, you have the potential to save in the long term.

3 Tips to Get the Most From Your Data Backup

Business owners require ubiquitous access to certain information stored on their organization's infrastructure. Thus, there's an immediate need to safeguard this data from any sort of impending destruction. We'll discuss ways that you can prevent the worst when it seems like your data will fall victim to a loss incident.

Here are three of the best ways your organization can protect its most critical asset: its data.

Have a RTO and RPO in Mind

This has to do with the amount of data that you want to restore, as well as how quickly you plan on restoring it. With tape backup, you could take a backup of your entire infrastructure, which could take several hours or even days to restore in the event of a disaster. Furthermore, the tape might not even be as recent as you would like, which brings into question the backup system's ability to get you back into operation with minimal data loss. Thus, tape fails to meet the requirements you put into place for your backup solution.

With a BDR, as part of your business continuity plan, you can ensure that you meet your recovery time objective (RTO) and your recovery point objective (RPO), optimizing your business's ability to dodge downtime. This is why BDR is such a valuable tool for a business that wants to prolong its life cycle. Remember, a business that fails to recover their data following a data loss incident is likely to go out of business within a year.

> *"...you can prevent the worst when it seems like your data will fall victim to a loss incident."*

Keep Multiple Copies of Your Data

Let's say that your office building is struck by a flash flood. You evacuate the building before anyone gets hurt, but you still feel forlorn that everything that you've worked so hard for is getting destroyed by something that you couldn't predict. You could have prevented your business's data being completely wiped out.

This exact scenario is why it's important to not only have multiple copies of your data, but to store them in different locations as well. If you store your data backups on-site, and your infrastructure becomes subject to a disaster or hacking incident, where can you go for a solid backup of your data? Any good BDR solution will store your backups both on-site and in a secure data center for quick access in the event of a disaster, minimizing downtime.

Take Frequent Backups

In the old days of tape backup, you could only take one backup every day. Furthermore, since the backup was so resource-intensive, you would have to wait until the end of the day to do it. This meant that you could lose out on an entire day's worth of work, and furthermore, you're relying on mistake-prone human beings to set the tape and start the backup. This isn't the ideal way to handle such a critical task.

Instead, you want to take backups of your data at least as often as every fifteen minutes. Doing so means that you're always using the most up-to-date version of your data possible, and that you'll minimize data loss in the event of a disaster. BDR can accomplish this impressive feat, and can rapidly restore data directly to the BDR device, effectively eliminating downtime while you order replacement hardware.

If your business is ready to start taking data backup seriously, we highly recommend a Backup and Disaster Recovery solution from Directive. With it, your data will be safe and secure, and you'll be taking an important first step toward achieving business continuity. To learn more, reach out to us at 607.433.2200.

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How to Ditch Your Traditional Phone Line and Save on Expenses

This is helped by the fact that many VoIP solutions don't require particularly specialized hardware, meaning that you will not only be saving on the phone bill, but in some cases, you might not need to replace all of your existing equipment.

Record-Keeping and Collaboration

Both the ability to document what progress has been made and the ability to work cooperatively with teammates are crucial to a business' success. VoIP can enable a user to do both of these things. Whether it's used to hold a meeting, recording what was discussed, or to allow clearer communication between two coworkers working on the same project from different locations. Either way, VoIP assists in keeping the lines of communication clear.

Convenient Utility

With the right setup, a VoIP line is extremely adaptable to the needs of the user. If a user has many virtual phone numbers for whatever reason, they can all be set to ring on a single headset. On the flip side, a single number can be set to ring on assorted devices, and any device can be set to forward the call to another, based on time of day. Calls can even be sent and received by smartphones.

Therefore, for a busy business owner, VoIP is an excellent option if they're looking to stay connected to their business. Directive can help you set up this option in your business. Give us a call at 607.433.2200 for more.

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Why it's Important to Monitor Your Event Logs

Do you understand what the event logs of your network are, and how they keep your organization secure? If not, you could be ignoring one of the most basic components of network security. Event logs are important for spotting significant issues on a workstation or laptop.

What are Event Logs?

Event logs keep track of events and notifications stored in the background of your computer. Event logs record errors and other important details going on under the hood of your PC, even those that might not appear directly in front of you. If there's suspicious activity on your workstation, the event logs are one of the ways to tell.

Take, for example, the likely occurrence of a hacker posing as one of your network administrators to gain access to privileged data. If they've stolen the proper credentials through either a data leak or a targeted spear phishing attack, they can use a legitimate access method to discover even more sensitive material.

Since the hacker is using a legitimate method of accessing your network, the system won't flag it as a malicious attempt. Even if you're using an access log, you might run into problems unless you pay attention to the IP of the user or the physical location. For example, it would certainly be suspicious if you had a network administrator sign into your network from the other side of the world. Therefore, it makes the most sense that you forsake an automated event log monitoring solution for one which is being watched by professional IT technicians who know what to look for, including the aforementioned discrepancies.

Event logs can also help a technician identify a hardware or driver issue before it starts to affect the end-user. By doing so, this eliminates downtime and serves as an early-warning system.

Remote Monitoring and Maintenance

By now, you're probably wondering how you can always keep an eye on your logs, even when you're as busy as you are. One way is hiring in-house network administrators whose responsibilities include monitoring event logs, but the average small business may not have the budget to sustain this type of preventative measure. Instead, the easier way is to outsource remote monitoring and maintenance to a managed service provider who can keep a close watch on your network and IT infrastructure.

Directive can equip your business with the tools it needs to monitor its event logs and ensure maximum network security.

Our team of professionals can remotely monitor and maintain your network for any strange or unauthorized activity. To learn more, reach out to us at 607.433.2200.

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Central New York To Serve As Drone Test Playground

In November of 2016, Governor of New York Andrew Cuomo devoted $30 million dollars to a 50-mile-long flight traffic management system to promote the use of unmanned aircraft systems (more commonly known as drones) for Central New York business purposes. This 'corridor,' as it is called, will stretch from Griffiss Air Force Base in Rome to Syracuse by sometime in 2018.

This investment was made using funds from the region's $500 million share of the Upstate Revitalization Initiative, which is devoted to promoting economic growth and encouraging business development.

The decision to create this corridor was made after Griffiss was selected as one of six test sites nationwide for drone technology development.

Using the corridor, companies interested in leveraging drones will be able to test them for use in agriculture, transportation, media, forest management, and public safety purposes. There are plans to construct pieces of infrastructure around the test area to assist these companies in monitoring their drones and collecting data.

Investments like this only make it clear that drones will soon be a commonplace feature in everyday life, at least as far as business is concerned. Industries across the board are utilizing the technology to augment their practices and simplify tasks that would otherwise be a hassle or hazardous for a human being to attempt.

For example, think of how many things in modern life require regular inspection to continue working properly, but present some risk in doing so. Power lines pose an obvious risk to someone who gets too close (as workers often have to now), and a drone could deliver relief supplies to someone stranded in a disaster area much more easily than a human being could. Rooftop work can often result in a fall, so it's a lot more convenient to fly a drone and get a bird's-eye view than it is to maneuver a human body to get a similar, if less accurate, view of the same thing.

This convenience also translates to one of the main draws of drone technology in business: delivery services. Suppliers, most notably Amazon, have begun to deliver their smaller goods via drone technology, saving time and manpower. As the technology improves, drones...

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http://dti.io/dronetest

![directive logo]

Expiration Dates are for Technology Too

Everyone knows that everything in the break room fridge needs to be replaced after a certain amount of time, but that's not all that's at your business that needs regular updates. The solutions you use every day will also need maintenance, for quite a few reasons.

While their offerings are quite different, there are actually quite a few similarities between a software developer and a food producer. Both offer something that many rely on in the modern world, and both put quite a few resources into improving what they have to offer. However, this is where the two begin to differ.

While a food producer may focus on things like taste and marketable nutritional content, a software developer is responsible for making other improvements. These improvements are usually directed towards the solution's security, to fight the improvements that cyber criminals constantly make to their methods.

Improvements like these are why there are frequent updates available for your solutions. They are also why it is so important to implement...

[QR code] **Read the Rest Online!**
http://dti.io/expiration

We partner with many types of businesses in the area, and strive to eliminate IT issues before they cause expensive downtime, so you can continue to drive your business forward. Our dedicated staff loves seeing our clients succeed. Your success is our success, and as you grow, we grow.

![Photo of Chris Chase]

Chris Chase
Solutions Integrator

Crock-Pot Thursdays at Directive!

Strawberry Shortcake Lasagna

Crock-Pot Thursday Lunch videos are back with a dessert worthy of a place among our all time favorites. We recommend that you try this Strawberry Shortcake Lasagna as soon as you can! Even though they didn't make it on to the big screen, the main entrees were also absolutely delicious!

Get the Recipes Here!
http://dti.io/strawberryshortcakelasagna

Puppy Love and Meatball Sub Casserole!

To celebrate National Puppy Day, our team had the opportunity to bring their pups to work. Lucky for the pups it was Crock-Pot Thursday! They even got their very own, extra special, Crock-Pot Thursday lunch. The day definitely went to the dogs and we bet you'll never guess who got to eat lunch first!

See All Our Dog Pics Here!
http://dti.io/puppylove

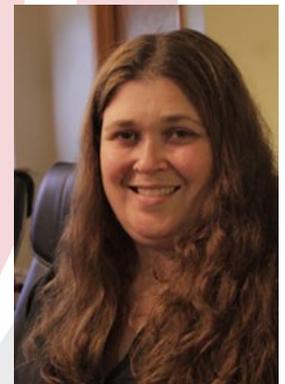### A School Lunch Classic with a Grown Up Twist!

Is anyone else having a flashback to their school lunch period? Close your eyes and just imagine walking with your lunch tray and hoping to find a seat at the cool kids' table. This Crock-Pot Thursday throwback lunch is a shout-out to those old school lunches - except this lunch was delicious!

Get the Recipes Here!
http://dti.io/grilledcheeseandsoup

![Photo of Charlotte Chase]

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