

the newsletter of Tarragon Solutions

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Tarragon's Offsite Backup – FAQs

Many of Tarragon's clients are now using our Offsite Backup service powered by backupdirect™ and we have found that, when customers are talking to us about the service, the same set of questions arises. So, here are the most Frequently Asked Questions, together with frequently provided answers!

Is my backed-up data secure? Data being backed up is encrypted before transfer, using 128-bit AES security. In addition, the backed-up data is held at two Class-A, geographically separated data centres to ensure continuity of service.

Is my data easy to recover, if necessary? Very easy – usually just a few mouse clicks is all that is needed

How do I specify what data is to be backed up? You select folders and/or files by clicking on a familiar "tree" list. You may select any files you wish, up to the total size allowed by your Offsite Backup package.

How many versions of my data are retained? The standard packages allow 10 versions (270 versions for the Server packages) of each file to be retained and any of these may be easily restored if necessary. (With a retention of 90 days. The Server packages can have a retention of up to 7 years.)

If I have the 1GB package and I'm backing up 250MB of data each day, won't I exceed my package limit before 10 versions? No, you won't. This is because, unlike many backup suppliers, the package limit refers to the size of data actually being backed up and not the amount of data stored on the backup servers.

When does the backup take place? You can specify a time range and which days of the week backups should be taken.

If I backup during the day, won't it impact my work? The system uses various techniques to ensure the minimum impact on other work and, most times, you won't even notice it's running.

What about the effect of all this data on my broadband connection? The very first time files are backed up then all the data will be transferred (of course!) and we do recommend this is done during an off-peak period. However, the Backup can detect changes within files at block level (small chunks of data) so, subsequently, only changed blocks need be transferred.

OK, so how much does it cost? We offer two types of backup package, one for individual workstations and laptops, the other for servers. The server package also includes specialized functions for backing up Microsoft Exchange and SQL files. The prices per month (excluding VAT) are as follows:

Desktop or Laptop	Source Data	1GB	2GB	5GB	10GB	20GB	>20GB
	Per Month	£10	£15	£20	£30	£50	CALL
Server (a £50 connection fee applies)	Source Data	5GB	10GB	20GB	30GB	>30GB	
	Per Month	£50	£75	£125	£175	CALL	

Tip of the Month - Delaying Email Sending (Outlook)

OK, admit it—how many times have you composed an email, clicked on Send... then spotted the spelling error, the missing attachment, the inclusion of the boss in the CC list, etc??? An easy way to give yourself time to reflect and recover from erroneously sent emails is to set a delay between when Outlook receives your request and actually sends the email on its way.

In the Outlook window, go to **Tools > Rules and Alerts** and, on the **Email Rules** tab, select **New Rule...**

In the **Start from a blank rule** section, click on “**Check messages after sending**” then **Next**

Tick the box for the rule “**on this machine only**” and click **Next**

Tick the box “**defer delivery by a number of minutes**” then, in the lower area of the window, click on the underlined phrase **a number of** and select the number of minutes delay you require (one is usually enough for most mis-sends!). Click **Next**

Click **Next** on the next window (unless you wish to define an exception to the delay) then give the rule a name, ensure the “**Turn on this Rule**” box is ticked and click **Finish**

A second Outlook-related tip this month...

Windows Easy Transfer is provided to ease the process of moving to a new PC by quickly and safely transferring your profiles and settings. Unfortunately, if you use it move your Outlook account files you will probably find your profile becomes corrupt. Avoid this by moving the Outlook files yourself—get in touch if you need help with this!

Selective printing of emails in Outlook 2007

Those of you who have already migrated to using Outlook 2007 may have noticed a change in the options when printing an email. When viewing an HTML-format email in earlier versions of Outlook it was possible to select a block of the text and print it, using the **Selected** option of the Print dialogue. This was a useful way of saving time, toner and trees.

Ever keen to enhance users' experiences of Windows and show their green credentials, Microsoft made technical changes in Outlook 2007 which mean that the only print option now available to HTML emails, as for plain text ones, is to print the whole thing.

We have researched long and hard for workarounds to this problem (sorry, feature) without much success. The official Microsoft solution is “select Forward and, in the new copy, delete the parts you do not wish to print. Then, print as normal”.

Short Cuts

The time has come to pass the buck (just a little bit)...

For the last 8 months I've researched and provided shortcuts to different applications and hopefully you have found them to be of help (I know I have!)

I suspect that many of you have shortcuts of your own so here's your opportunity to share them with other **Solutions!** readers.

If you have any shortcuts or tips, please email them to me at solutions@tarragon.co.uk and let me know whether or not you'd like to be acknowledged for them

Please let us know what you think of **Solutions!** - email solutions@tarragon.co.uk

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