



Exceeding Expectations

At Your Service: The President's Message

I often tell the Logical Team that if they will take care of our clients, using their best efforts and skills, I will be able to take care of them. I hope that all of you see this "client centric" management style in action every time you interact with a team member. For over 25 years the Logical



team has provided the best possible outcomes for our clients: the best in the world, in our opinion. I encourage all of our team members to take ownership of the businesses they serve and keep abreast of their clients' needs and proactively anticipate their clients' future needs. There are exciting opportunities for our clients on the horizon at Logical and I hope to share those opportunities as they mature in the next several months. Each one of them involves Logical being better prepared to meet the technological needs of our

clients with the best possible solution.

Please take the time to peruse the articles in this issue and forward to those in your company who may benefit from or be interested in the topic.

At your service,
Sam St. John

In this issue:

Hurricane Warning!	1
Tech in the News	2
VMware Training	2
Disaster Plan Vocabulary	2
Did you know?	3
iPhone Tips	3
Hurricane Terms	4
Data Center Update	4

Hurricane Warning!

Do you happen to know Alberto, Beryl, Chris, Debby & Ernesto? Let's hope we never welcome them to Mobile. You may have already deduced that these five names are the first five Atlantic storm names for the 2012 Hurricane season. The 2012 hurricane season begins in less than 30 days on June 1st so NOW is the time to evaluate your preparedness.

You owe it to your company to ask yourself a few questions:

- ◆ Is your backup successful every night? (Are you sure?)
- ◆ Does your back up include all of your critical data?

- ◆ Have you tested a recent back up?
- ◆ Is your back up secured off-site in a fortified location every night?
- ◆ Are the weekly, monthly and annual backups similarly secured?
- ◆ How long will it take to get your company back up and running with full functionality?

Now would be a good time to update your disaster plans and be sure they include preservation of your valuable corporate and financial data. Let Logical know if we can help you update your plans.

We now offer electronic backup to our state-of-the-art Data Center AND we monitor the backups for you!

We can also test the backups and provide certification via email that they are, in fact, valid backups. We can test your backups weekly or monthly. Your liability carrier may dictate the frequency. What we are really selling here is peace of mind...that your business will have a future *after* the disaster. Give Sam a call and ask for a quote before the first storm even forms in the Atlantic. You will be glad you did. You can reach Sam by phone at

(251) 661-3111 or via Email: Sam@Logicalus.com

What we are really selling is peace of mind... and a good night's sleep ...every night. "
Sam St. John

Our Data Hosting Center is located on Lakeside Drive in Cottage Hill



Logical Computer Solutions

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Tech in the News

MAC's under attack!



Earlier in April more than 670,000 Apple Macintosh OS X computers were infected with the so-called Flashback Trojan. Kaspersky's (an internet security software provider) Chief Security Expert said that number of bots is the number of active ones and that the numbers don't reflect the total number of infected machines. Apple announced on its support website that it is developing software that will remove Flashback Trojan and that it was working with ISP's (Internet Service Providers) worldwide to disable this command and control

network for the Flashback botnet.

A bot is automated software that can execute commands when specific input is received (like a ro-BOT). A botnet is a group of computers controlled from a single source.

Kaspersky has posted a Flashback Trojan free detection and removal tool on its website.

Security experts say this is only the beginning and with more than 100 million MAC OS X users globally, we can expect future threats

to arise. Already attacks such as DNS Changer, Fake AV/Scareware and the most recent version of Flashback Trojan/Flashfake botnet have occurred. The spike in attacks started in September 2011 and reached its highest peak (so far!) in March of 2012. Kaspersky's Security Chief warned that as Mac OS X gains market share, especially in developed countries...cyber criminals will continue to create ways to infect users. Let us know if you need help with your MAC's! Call 661-3111 ask for Sam.

VMware Training

We completed our 3rd VMware Training class on April 27th, 2012. To date 18 professionals have completed the class and most have obtained their VMware certification. If you are interested in obtaining certification, for yourself or for one of your staff members, give us a call for the dates of the next class. Call Donna Burkett @ 251-661-3111



Disaster Plan Vocabulary

RAID- A Redundant Array of Independent Disks. When disks are arranged in a RAID configuration, the computer sees them all as one large disk. However, they operate much more efficiently than a single hard drive. Since the data is spread out over multiple disks, the reading and writing operations can take place on multiple disks at once. If a hard disk fails, it can simply be replaced "on the fly" without downtime or loss of data.

Terminal Server- A server that communicates an image of the requested screen rather than the actual data for more efficient communication that is also easier to manage. Terminal Server is commonly used for communicating with remote offices or from home. It is also the means by which you can access servers hosted in the cloud.

NAS- Network Attached Storage. A NAS drive is used for low cost, portable backup of data. It is not a replacement for primary hard disk storage.

Electronic Backup- A backup that is created outside of your physical environment. Backing your data up to an off-site data Center or to a cloud based storage service are two common forms of electronic backup. If monitored and verified, it is a good way to achieve peace of mind that your data is secure.

Test Restore- A procedure which tests the validity of a previously created backup by successfully restoring the data and verifying its accuracy.

Managed Services- Outside services to manage your company's technology, which may include managing your servers, workstations, maintenance procedures or actually hosting your servers and managing the workstations and data remotely.

Did you know?

- ◆ You can subscribe to our newsletter, [Exceeding Expectations](#) by emailing Donna Burkett at DonnaB@Logicalus.com with **"Sign me up!"** in the subject line.
- ◆ We serve clients with multiple locations in Alabama, Florida, Louisiana, Mississippi and Texas.
- ◆ Logical has full-time, resident engineers in Baldwin County to reduce response time for our Baldwin County clients.
- ◆ Logical operates a Data Hosting Center in Mobile, Alabama where we can host your servers, host your data on our servers, backup your data files automatically, monitor and test your backups and restore your network in the event of a disaster.

Logical Services

- > Technology Consulting
- > Network design, installation & Managed Services
- > Data hosting, Co-location, Virtualization, Redundancy
- > Help Desk support
- > Phone, email, spam & virus filtering,
- > Electronic Backups , Monitoring & Test Restores
- > Technology design & Consulting of new office space

iPhone Tips from Digital Crave

Dry out a wet iPhone: You're not the first one to drop an iPhone in a toilet or sink. If this happens, don't turn it on as you can damage the smartphone by short-circuiting it. Lightly towel dry the phone. Don't use a hair-dryer on the phone as it can further push moisture into areas that aren't wet. Submerge the iPhone in a bowl or Ziploc bag of uncooked white rice and leave it overnight. If you have it, try using a desiccant packet you might find with a new pair of shoes or a leather purse.

Save photos in Safari: You're surfing the web in Safari and stumble upon a photo you'd like to save. Simply press and hold on a photo when on a website and you'll be prompted with a menu asked if you'd like to "Save Image." Once the photo is saved, you can view it offline,

line, email it or set it as wallpaper.

Revive a frozen iPhone: If your smartphone freezes on you and pressing the Sleep/Wake button on top of the device doesn't do anything, don't panic. Instead, press and hold the Home button and the Sleep/Wake button at the same time. You'll be prompted to swipe the "Slide to Power Off" tab. This so-called "hard reset" resuscitates the frozen iPhone. You'll first need to wait through a full shut down and restart.

Use location-based reminders: You probably know Siri can be used to set a reminder, like saying "Siri, remind me to call mom at 4pm today." But did you know you can set location-based reminders on your iPhone 4S? Say "Remind me to call mom when I leave here" or "Remind me to call mom when

I get home" and you'll be notified accordingly.

Get word definitions: Apple has recently added a built-in dictionary and you can access it in most apps that let you select a word. Simply press and hold on a word — such as in an email, reminder, iBooks, and so on — and you'll see a pop-up option for "Define."

Get more done in less time: You can create shortcuts to words and phrases you use a lot, such as Northern California Association for Employment in Education. In Settings, go to General, then Keyboard, and select Add New Shortcut. Now you can add new words or phrases and assign shortcuts to them (such as "NCAEE," in the above example, and it'll type out the full word each time.

"Whether you're a seasoned user or brand new to the iPhone world, chances are you're probably not using your smartphone to its fullest."

Digital Crave



Hurricane Vocabulary & Server Redundancy

Server Redundancy generally means to have another physical server available in case the primary server fails. Today, redundancy is available in many forms:

Multiple Physical servers: To be redundant a server must exist elsewhere in a "Physical" or "virtual" form. There must be another device available on which to run the failed server.

Virtual Server: A "virtual" server is a complete im-

age of a file server that can be copied to a physical machine and run as needed.

Virtual host: A "virtual host" is a physical server that contains multiple "Virtual Servers". It is a typical hardware server with large amounts of RAM, hard drive space and processing power.

VMware: VMware is the brand name of a very

popular virtual host operating system that can support multiple Microsoft, Linux, and other operating systems on a virtual host. In a typical setup you would have two virtual hosts each running half of your servers as "Virtual Servers". If one host failed, the virtual servers could simply be brought up on the other virtual host to allow your business to continue to operate. These hosts can be located at your facility, at a "cloud" data center or a combination of the two.

Logical's Data Center: News and Update

The mere pace at which technology changes can be mind boggling. If you are a small company and you do not have the budget to have a full time IT staff or you are the IT manager and need a partner for routine maintenance, change outs or more complex projects, Logical can help.

The training and expertise of our engineers will allow you to focus on the critical issues your business faces without having to hire additional full time staff or obtain training on each new technology. We can help you get projects off your "to-do" lists and onto your "done" list. Since the completion of our new operations, training and data center in August of 2010, the number of clients taking advantage of the facility continues to grow. Our state-of-the-art, hardened data center has redundant power and air conditioning, high speed fiber optic lines, redundant data circuits and physical access control to keep your data secure and to keep us operational in the event of a disaster. We offer server and virtual server hosting, monitoring of your systems, rack space, co-location, voice, data and backup solutions, in addition to our remote and on-site technical support, consulting, managed services and cloud services. The range of service we can provide with this data center can begin with simply providing automated, electronic, off-site backup of servers physically located in your offices, to providing cost effective backup solutions --with Logical monitoring and testing those backups periodically based upon an agreed upon timetable-- all the way up to hosting your servers or hosting your software applications on our servers.

We also provide "managed services" for servers,

workstations and/or your entire network. Think of having someone manage and monitor all your servers, workstations, firewalls and other devices while providing critical updates, watching hardware utilization and storage, virus protection, error logs and applications status.

Clients who subscribe to managed services enjoy the freedom of knowing that their critical systems are backed up every night, the backups are verified each night and the client is notified via email or phone if any devices failed, and we restart a backup for the missed devices. If your company's physical facility is not secure or is in a vulnerable location, or if you have data that is extremely sensitive, such as medical records, personal financial information or confidential legal documents, you may wish to have us host your servers in Logical's Data Center. Because the information you have stored on your servers is critical to the smooth operation of your business you may wish to have your on-site servers backed up (as often as every hour) to our data center to minimize cost and delays in the event a recovery becomes necessary. Some clients have their primary servers in Logical's Data Center which give us the ability to step in immediately if there is a failure. We can also manage renewal of your licensing to keep you up to date with all firewall, antivirus signatures, licensing and warranty agreements.

Additionally, we design, install and provide maintenance for Voice over IP telephone systems. We are proponents of having your voice and your IT with the same business partner because of how closely the systems work together to deliver the services your

clients require. Having the right connections between your network and your voice system is crucial when you consider many small businesses share internet access with the voice lines to reduce costs. We can help you choose the best telephone and data circuits combined for best price and functionality. We represent all major carriers and can be your advocate, as opposed to you having to deal directly with each carrier's sales person making you the middle man with responsibility for making it all work together. The cost to you, our client, is the same, so why not let us do it for you? We can be the one business partner that you turn to for all of your technology needs and eliminate the finger pointing when something goes wrong.

When your internet connectivity and system response times start to slow, or you have to wait to get an outside line and your customers report busy signals when calling, you will likely ask, "Do we have the right communication lines, enough bandwidth and the overall capacity to run a company this size?" When you start asking those questions please give us a call. That one call may be all there is between a good night's sleep and lying awake wondering...about IT.

If anything you just read about Logical's Data Center could be part of your company's IT solution, please give Sam a call, 251-661-3111

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Logical Computer Solutions: The best possible solution.