



NCDTech: FAQ Welcome to your new server

Network Drives:

Network drives are drives that store files and documents in one centralized location on your server. Your server is configured with several network drives which allow you to save and share files in a secure manner.

Under the “My Computer” icon, you are able to view all the drives that are available for use. Standard naming conventions for drive letters include:

The P: drive or “Public” drive: is designed to be filled with files that anyone can have access to. Use this location to share files with other users on your network.

The U: drive or “User” drive: is designed to be used for your personal files. The U drive is secured so that only your logon can get access to it.

The N: drive or “Applications” drive: is used for data that is accessed by applications such as Quickbooks. The Applications drive stores this information under individual folders named after the application i.e. Quickbooks.

The X: drive: is designed to store faxes received by your server.

Files stored on network drives are backed up according to a schedule that NCDTech has designed to meet your needs. Make sure to close out of your programs at the end of the day to insure that your files are backed up, as most backup software won't back up open files. Files stored in your “My Documents” folder are stored on the server. Other files must be saved on the networks drives to insure they are backed up.

Network Faxing:

Faxing has never been easier to manage than it is today. You can integrate the sending and receiving of faxes into your computer network with the fax technology built into your server.

With fax services you can do the following.

- Receive faxes as viewable files.
- Print all faxes or choose only the faxes you want to print.
- Store faxes in one location
- Receive email notifications that a fax has been received.
- Send faxes directly from your desktop using customized cover letters.

You can send a fax as easily as “printing” your fax to the fax printer installed in your “Printers and Faxes” folders. From any application that you can print from, you can fax from. After choosing the fax as your printer the fax wizard will pop up and allow to you enter the phone number and information of the recipient. You can even set options to be notified when your fax has been sent!

The management of the fax service is available through the fax console. You can get to it by clicking on [Start / All Programs / Accessories / Communications / Fax / Fax Console]

**Remote Access:**

VPN Access (Virtual Private Network)

With a VPN you have the capability to access your files when you're out of the office. VPN (Virtual Private Networking) access allows you to log on securely to your server through an unsecured broadband internet connection. You can work from anywhere that you have broadband internet access and get to the same information as if you're sitting in your office.

Remote Desktop/Terminal Services:

Terminal Services allows a user to access applications or data stored on a remote computer over a network connection such as a broadband connection.

Remote Desktop: allows for up to two remote users to access the desktop of the server at once. This gives users the ability to connect and view documents and applications remotely. This service also allows staff members at NCDTech to access your server remotely to provide support and service to your company remotely.

Terminal Services/Application Hosting: allows users to access the desktop of the server or to provide for application hosting. Terminal services can be customized to allow full access to a server based on users or to only allow specific services to be displayed.

Microsoft Exchange:

In the past it was hard to keep an electronic copy of information synchronized with everyone in the office. With Microsoft Exchange Public Folders, you can have information that anyone in the office can access from Microsoft Outlook. Typically Public folders contain a public calendar which can track everyone's appointments and a public contact list that everyone can use for common business contacts.

Public Folders are available through Microsoft Outlook and security is customizable to enable changes to this information only by authorized users.

Outlook Web Access:

If your new server comes with Outlook Web Access then you will be able to access YOUR Outlook from any web browser on any computer connected to the internet.

Phone Synchronization:

Many cell phones have the ability to synchronize contacts, calendars, tasks, and notes. This is done by directly connecting your phone to the computer via a cable or Bluetooth networking. This allows you to update your contacts and schedule through MS Outlook with the push of a button.

Outlook Mobile Access:

You can still have access to your calendar and your contacts and have it dynamically update your cell phone no matter where you are. With Outlook Mobile Access, your Microsoft smart phone will update information just as if you're looking at your computer in the office. No longer are you tied down to that desk.

**Backups:**

The most valuable thing about your computers is your data. Without data you have no reason to use your computer. The following are backup options installed by NCDTech or are available to you at a time when you deem them necessary.

Hard Drive Backups: are carried out via a second and sometimes third hard drive allowing for weekly backups to be performed. When external hard drives are used this allows for offsite storage of one hard drive while the other remains in the office.

Rev Backups: an Iomega REV drive provides for 35GB of backup storage on a small hard disk that can be ejected like a tape. The benefit of a REV drive is the ability to switch out tapes daily for security and storage. The downside to a solution such as this is that you must remember to change the tapes daily.

Tape Backup: is a type of storage that most are familiar with. They provide a smaller amount of storage in most cases than a hard drive or a REV drive and take longer to backup than other forms, however many people are comfortable with this solution as it has stood the test of time.

NCDTech Remote Backup: is a service that NCDTech offers which frees you from having to worry about how your data is protected. Your data is synced up over the internet in an encrypted form to our servers and then sent out of state to another server to insure its integrity in the event of a catastrophic incident. If you lose a file, it's easy to restore using simple backup and restore software. Monitor your backups via daily emails which tell you how many files were backed up, what was backed up, and when.

Ask your NCDTech representative for pricing information.