



## IN THIS ISSUE

- How to Avoid Frustrations Upgrading To Windows 10 1
- Shiny New Gadget Of the Month Pocket Sized Printer! 2
- What It Takes To Be A True Leader 2
- How Long Would It Take To Crack Your Password? 4
- 3 Bad Tech Habits To Break This Month 4

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*"TAG specializes in providing management level responsibility for all the technology in your business. This includes support for your network and working with other hardware & software vendors who's technology you use."*

*We do this with friendly, proactive & responsive service!*

**Joe Stoll, President**  
Technical Action  
Group (TAG)



## Upgrading To Windows 10? Here's How To Avoid Headaches, Downtime And Frustrations

For the past few months, we've been swamped with questions about Windows 10.

If you're wondering whether now is the best time to upgrade your system, here's what you need to know:

First and foremost, if your organization relies on your computers in any way to make money or save lives, consider the risks carefully.

As with any software upgrade – but especially your computer's operating system – you've got to weigh the advantages of upgrading now against potential downtime if there are problems with the new code.

A good rule of thumb regarding any operating-system upgrade is to wait six to nine months after the product release before deploying it into any system or group of systems that your business depends on.

Since May 29 marked ten months since the Windows 10 official release date, it's a good time to look at whether it's wiser to upgrade now or wait for further fixes and improvements.

That being said, here are a few of the key questions we've been fielding – and pitfalls to avoid:

**Q. It's free for a "limited time" – don't I have to act now?**

A. No. You have until July 2016 to take advantage of the free upgrade. And, if your system hasn't prompted you to upgrade yet, you'll need to wait. If and when your system is deemed capable of adapting to the upgrade, your current Windows OS will notify you. Either way, you have until July 28, 2016. If you do plan to upgrade, we strongly advise that you get it done well before that date, in order to avoid any last-minute scrambling.

**Q. It's better and/or faster, right?**

A. Maybe... It depends. Here's what we're seeing:

- ♦ Windows 10 radically changes how your system operates, compared to Windows 7. While some computers make the change with no problem at all, it can cause older systems to lose key hardware drivers (like networking or printing), rendering them an "instant brick."
- ♦ Some systems, even those certified by their manufacturers as "Windows 10 ready," start misbehaving after being upgraded. That means undue downtime while you reinstall or upgrade MS Office or other software – or even revert back to your older OS.

## Shiny New Gadget Of The Month:



### A Printer That Fits In Your Pocket!

So, what's about the size of a deck of cards and prints instant photos from your smartphone – with no ink needed?

Yes, there is such a thing, and if you guessed the new Polaroid Zip, you'd be right. Selling for \$129.99, it prints full-color 2x3-inch prints with an optional peel-off sticky backing. Each print costs about 25 cents and they look okay, all things considered – just don't expect ink-jet print quality.

How does it not need ink? It uses Polaroid's Zink zero-ink paper, embedded with cyan, yellow and magenta crystals. They turn into the appropriate colors when activated by a heat process. And since there's no ink, there's no stickiness, smearing or waiting for photos to dry.

Connect to your smartphone via Bluetooth, then just shoot and print!

- ♦ Some older systems actually run slower on Windows 10 than on Windows 7 or 8.1.

#### **Q. Will my computer work with Windows 10?**

A. Age is probably the biggest factor for any Windows-based device. Anything older than three years is not worth upgrading. At three years old, your machine is nearing the end of its useful life. You are better off leaving the old operating system in place and waiting for Windows 10 until you upgrade to a new computer.

#### **Q. I've heard Windows 10 transmits all of your personal information to Microsoft. Is this true?**

A. This is true, unless you opt out of some of the most attractive features, such as the MS Store and Cortana, the voice-controlled virtual assistant. According to Windows 10 terms of service, Microsoft can:

*“access, disclose and preserve personal data, including your content (such as the content of your emails, other private communications or files in private folders), when we have a good faith belief that doing so is necessary to protect our customers or enforce the terms governing the use of the services.”*

If you decide that giving that kind of control of your personal and business data to Microsoft is not in your best interest, you can still install Windows 10; just call us and we'll help you adjust the settings to keep all your information from being sent to Microsoft.

#### **Q. We use some custom software here. Will it run on Windows 10?**

A. Until your custom software vendor blesses Windows 10 for that program, the answer is no. In all cases, we advise against upgrading to Windows 10 until your custom programs are 100% fully vetted, compatible and supported for it.

Deciding when to upgrade to Windows 10 isn't as simple as Microsoft and some pundits would have you believe. But if you know the pitfalls we've laid out for you here in advance, you've at least got a fighting chance for a smooth, headache-free transition.

Want help setting a target date and plan for your business to upgrade to Windows 10? Call us at 416-489-6312 or e-mail us at [Service@TechnicalActionGroup.com](mailto:Service@TechnicalActionGroup.com) to schedule a free Windows 10 Readiness Assessment.

## Real Leadership Is Power With People (Not Over Them)

Everything we accomplish happens not just because of our efforts but also through the efforts of others. The biggest difference between people who manage others versus people who lead others is how they develop those under them.

As all leaders know, untitled or not, leadership is power *with* people, not power *over* people. Do you build people up or tear them down? Encourage or discourage others? Try to be the hero, or make heroes out of those around you?

According to researcher Tom Rath at Gallup, the No. 1 reason why people quit their jobs is lack of appreciation. Everyone wants to feel significant, to be recognized for what they do. It's important to make people feel appreciated. It's even more important to let people know there is someone who believes in them, so much so that he or she will not let them be less than they can be.

Once you've developed these 3 C's in your relationships with others, you will be capable of leading. As a leader, titled or not, your job is to act as a thermostat, not as a thermometer. Industrialist Harvey Firestone said, "You get the best out of others when you give the best of yourself." So give it your best.

#### Leadership Action Points:

- ⇒ **Express your appreciation** – To act like a leader, celebrate the success of those around and under you as if it were your own.
- ⇒ **Ask others what motivates them** – When was the last time anyone asked you what motivates you? Don't make assumptions about what motivates your team either.

#### Collaborate – The 3 C's of Power with People:

- ⇒ **Character** – Those who wish to influence others understand how important character is. When establishing character, it is critical to remember that the opposite of humility isn't pride; it is self-absorption. Few people can lead or inspire others, at work or at home, when they are self-absorbed.
- ⇒ **Competence** – People who act as leaders exude competence – by their actions, by their appearances and in everything they undertake.
- ⇒ **Connection** – When we act effectively as leaders, those around us bond with us – not because of our position or title in the organization, but because of their relationship with us. The secret to the best decision making—the oft-used acronym TEAM is true: Together Everyone Accomplishes More.
- ⇒ **Practice diplomatic confrontation** – Rather than confronting the person, consider what behavior of his or hers needs to change. Confront the problem, not the person.



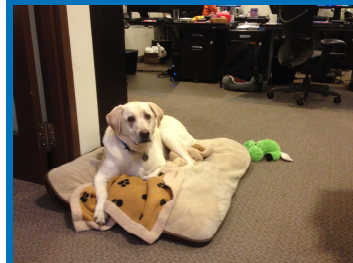
**Mark Sanborn, CSP, CPAE**, is president of Sanborn & Associates, Inc., an idea studio dedicated to developing leaders in business and in life. Mark is an international best-selling author and noted authority on leadership, team-building, customer service and change. Mark is the author of 8 books, including the best seller *The Fred Factor: How Passion in Your Work and Life Can Turn the Ordinary into the Extraordinary*, which has sold more than 1.6 million copies internationally. Learn more about Mark at [www.marksanborn.com](http://www.marksanborn.com).

## More glitches ahead.

Software bugs have been around for a while now. But with so much new technology going online – often without sufficient testing – the interactions are getting harder to predict. A glitch grounded 5,000 United Airlines planes for two hours. Other glitches have halted trading at the New York Stock Exchange. And a glitch at Netflix caused this odd summary: "This Disney film follows a gentle, crippled bell ringer as he faces prejudice and tries to save the eyes of individual dinosaurs." Unlike software bugs, which can be tested and corrected, glitches happen when technology breaks in unexpected ways. Bottom line? No need to abandon technology – just monitor systems and communicate with IT managers more frequently.

- *Harvard Business Review*

## Labrador Retriever Foster #5—Aero!



Aero came to us after his family situation changed and his people were no longer able to care for him.

If you know Labs, you know that a lot of them LOVE to get into stuff! This guy was no exception.

Playing "catch me if you can" around our furniture at home trying to get Aero to give up random socks, shoes and anything else he could fit in his mouth, kept me and my wife Sandra very active!

A very independent Lab, Aero mostly did his own thing, no separation anxiety issues, and a dream in the office (pictured outside my office). Couriers were astounded that we had a foster that didn't move off the bed when they came in!

Aero was a bit of an odd bird—part lab—part cat temperament, but LOVED his games of fetch, long walks and lengthy belly rub sessions!

Aero was adopted within a week and united with a retired woman who had lost her 15 year old yellow lab, and longed for another to join her on her multiple walks a day.

# How Long Would It Take To Crack Your Password?



*Think about your strongest password. Does it contain more than one non-numeric symbol? How many characters long is it? Can you even remember it without writing it down on a Post-It?*

Protecting your online information can easily boil down to having a strong enough password.

## Frequently Changing Your Password Does Not = Higher Security

It was once common practice to alternate between passwords to make it difficult to crack. Today, when users often have dozens of passwords across their personal and professional logins, this is more difficult.

When people routinely change their passwords, they fall back on easy-to-guess phrases just so they can remember them. If they do manage to come up with a strong password, they write it down so they don't forget—and leave it where others can find it!

## How to Choose a Strong Password

Yeah, yeah, we've harped on this plenty (almost as much as having a reliable backup system!) but like anything, important advice sometimes bears repeating until it's taken.

Strong passwords should be hard for others to crack, let alone randomly guess. A lengthy string of numbers, letters and symbols that you can remember easily is ideal. Acronyms are also useful for creating unique, memorable passwords.

For instance, you could pick a phrase and use the first letter of each word, then substitute letters for words for corresponding numbers and symbols, and use capitals and lower case. Example: "I love peanut butter and jam sandwiches with the crusts cut off" becomes "IIPB&J\$wtcc0". It's fairly long and complex but if you remember the phrase, you'll remember the password.

## Keep Tabs On All of Your Passwords

If you're having a hard time remembering all of your good passwords, consider a "password management solution". The most popular tools include Roboform, KeePass and AnyPassword. By using a password management solution, you'll only need to remember that password—and once you access the tool, you can view your stored passwords.

## The Lesson Learned

***How long your password takes to crack is really up to you.***

When it comes to passwords, the longer the better; and if you plan to keep your work documents and personal photos secure, rethink how you design each password. It is possible to make it easy to remember and strong, not just one or the other. We want you to keep your information secure at work AND at home!

## 2 Bad High-Tech Habits to Break This Month

### Not Installing Software Updates and Security Patches

One of the best ways to keep your computers and server(s) secure is by installing security patches and updates regularly. Don't be a hacker's next victim. Have your IT company handle these updates for you, because installing them yourself without knowing what's being installed can create a host of problems.

### Printing and Storing Paper Documents

The dream of the paperless office is long overdue in most offices these days. But the truth is most of the paper you use every day can be converted to digital files and it's easier than you think. Plus, you'll enjoy saved storage space, less time spent searching for documents, instant access to all your documents via the Internet, and fewer lost files (assuming you have a rock solid backup and disaster recovery solution in place!!!)