"With over 20 years of experience providing remote support to clients that rely on technology, I know what it takes to deliver business continuity. Add to that another 20 years of support in the service industry you'll not find another company that takes customer service to heart as I do. Find out for your business what a difference it makes. "

Dan Foote
Owner/President

What's Inside:

Got IT Problems? - Click Here!

The 6 Technology Issues Almost All Small Businesses Have

Technology in business can be a blessing. Other times, it can feel like a curse. When systems are running smoothly, it leads to growth and better efficiency. However when problems arise, it can bring business to a screeching halt. Having spent years in IT, I can say that I've just about seen it all.

Here are some of the most common technology issues nearly all small businesses face:

1. Unanswered security risks

Spyware, viruses and other security risks can devastate a business and put sensitive, confidential and financial information at risk. And it's not just the largest companies (think Target, Home Depot and JP Morgan) that fall prey to hackers. Small companies are also at risk. Viruses are particularly harmful because, unlike spyware, a virus can incapacitate an entire system. Investing in solid security measures can help you avoid problems that could harm your bottom line and reputation. Whether it's as simple as ensuring all devices are up-to-date with the latest patches or implementing a company-wide training to show users how to detect and react to viruses, taking measuring to address security is critical.

2. Difficulty with technology integration

Sometimes, new and old technology don't mix. In order for your business to run smoothly, the new technologies, programs or systems you introduce must be able to integrate seamlessly with your current IT infrastructure. When you fail to plan properly (choosing the right systems, for example) or your IT team has insufficient knowledge, it can result in incompatibility.

Best Printers in 2023

With tons of people now working from home, we've seen a renaissance for home printers. Every printer profiled below can manage basic printing needs. For example, they can handle mobile printing and wireless printing from a phone or any PC, Mac or Chromebook, which is a must when it comes to office printers. They can also print over a cabled connection and via wireless printer connectivity. (Note that some, but not all, printers support Apple's AirPrint and Google's Cloud Print protocols, which are usually less onerous than the printer vendors' proprietary systems.)

Which is the best overall printer?

For a home office that has just one or two people using it, the HP OfficeJet Pro 9015e is the best overall choice. The print speed is excellent and all the printed words were crisp and clear. This isn't a photo printer, and it shows but it works well enough for daily imagery tasks. If you are using it to print brochures or word documents this is an almost perfect printer for you.

Factors to consider when buying a printer

What you intend to print will determine which is the best printer for you. If you're mostly working with shopping lists, concert tickets or travel itineraries, having excellent print quality is arguably less important than print speed and price. If you're using your printer for professional materials or photo printing, then color accuracy, printing quality and the inclusion of features like borderless printing will be primary considerations when you're looking for the right printer.

Another factor to consider is the cost of ink and ensuring you have enough ink to print everything you need. (There's nothing more frustrating than having a printer but no ink in the ink tank.) Inkjet printers use liquid ink to print, whereas laser printers use toner cartridges containing powder. So even if you're getting a great printer deal, just be sure to do some research into how you'll refill the ink, so you can choose the best printer for your overall budget. Some new printers include an ink subscription in their original price tag, so that may be something to consider as well.

SEC now requires to disclose cyber-attacks in 4 days

The U.S. Securities and Exchange Commission has adopted new rules requiring publicly traded companies to disclose cyberattacks within four business days after determining they're material incidents.

According to the Wall Street watchdog, material incidents are those that a public company's shareholders consider important.

The SEC also adopted new regulations mandating foreign private issuers to provide equivalent disclosures following cybersecurity breaches.

"Whether a company loses a factory in a fire — or millions of files in a cybersecurity incident — it may be material to investors. Currently, many public companies provide cybersecurity disclosure to investors," said SEC Chair Gary Gensler today.

"I think companies and investors alike, however, would benefit if this disclosure were made in a more consistent, comparable, and decision-useful way. Through helping to ensure that companies disclose material cybersecurity information, today's rules will benefit investors, companies, and the markets connecting them."

Listed companies must now include details about the cyberattack (including the incident's nature, scope, and timing) in periodic report filings, specifically on 8-K forms.

These new cybersecurity incident reporting rules are set to take effect in December. However, smaller companies will be granted an additional 180 days before they are required to provide Form 8-K disclosures.

In some instances, the disclosure timeline may also be postponed if the U.S. Attorney General determines that an immediate disclosure would pose a significant risk to national security or public safety.

The new rules (PDF) provide investors with prompt notifications about security incidents that impact listed companies, improving their understanding of cybersecurity risk management and strategy. They require the disclosure of the following breach-related information (provided it is available at the time of filing Form 8-K):

- **The date of discovery and status of the incident (ongoing or resolved).**

- **A concise description of the incident's nature and extent.**

- **Any data that may have been compromised, altered, accessed, or used without authorization.**

- **The impact of the incident on the company's operations.**

- **Information about ongoing or completed remediation efforts by the company.**

Shiny New Gadget Of The Month:

Super Pocket

Remember taking GameBoy everywhere with you and getting to play games anywhere, anytime? Sure, you can do that now with your cell phone, but it's just not the same.

As a touch of nostalgia, Evercade is introducing Super Pocket, a handheld machine that comes with built-in officially licensed Evercade games and a cartridge slot for adding more games. The Super Pocket is compatible with all Evercade cartridges.

Blaze Entertainment created the retro-entertainment brand HyperMegaTech in 2022, which is releasing this new Evercade Super Pocket gaming device in two different versions: the CapCom version (yellow with a blue face) has 12 built-in games (including Streetfighter II, 1942, Final Fight, and Mega Man), and the Taito version (green) has 17 built-in games (including the original *Space Invaders*, *Bubble Bobble*, and *Operation Wolf*).

A lot of handheld gaming devices are available, but with original Evercade games, and at the low price of $60, this makes the perfect stocking stuffer for kids or a fun throwback gift for adults.

So why did Evercade release another handheld option?

Some consider this device a gateway drug – a way to turn the casual audience into hardcore Evercade fans. Some see it as an impulse-buy item, something you find while you're waiting in line at the cash register and decide to pick up for your child or for your own free time.

Coursera.org

If you're looking for a way to motivate your employees, increase abilities in your business, or just learn a new skill yourself, check out the online learning platform Coursera.org. With access to more than 10,300 expert-curated, AI-driven online courses from the leading universities and companies, membership to Coursera.org can lead to rapid transformation for your company or personal ambitions.

Coursera offers a wide range of learning opportunities that include standard online courses to gain new knowledge, guided projects to quickly learn job skills and industry tools, specialization courses to help you master a certain skill, professional certificates to prepare you for an in-demand career, and even complete programs to earn your Bachelor's or Master's degree.

This would be a highly valued perk for any company to offer its employees. Your team members will appreciate the ability to strengthen their skills and knowledge with training in technology, data, and leadership skills. By investing in your employees' success, you're investing in your company's success, and your team will be more likely to invest hard work in their job.

Some of the most popular courses currently being offered are Advanced Machine Learning, Data Structures and Algorithms, IBM Data Science, Google IT Professional Support Certificate, and Programming in Java, HTML, and CSS.

Coursera.org currently has 113 million registered users. 77% of those have reported career benefits, and 75% of those who enrolled in a Coursera class intend to enroll in another.

Alaska's Cyber Security Leaders | What is Cyber Security | Business IT Security | Home IT Security | How to Avoid Phishing Scams | FTC Safeguards Rules | ACS Blog

Alaska Cyber Security

EDUCATE YOUR BUSINESS WITH ALASKA'S CYBER SECURITY LEADERS - LEARN HOW TO PROTECT YOUR DATA NOW!

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7 + 15 = ☐   SUBMIT

Learn Cybersecurity Tips at Alaska's Cybersecurity Leaders website!

What is Cyber Security

Cyber Security technologies and processes designed to protect computer systems and data from cyber attacks.

FIND OUT MORE

Cyber Security Business

Business Cyber Security is designed to protect your business. Your office computers, phones, networks have to be protected.

SECURE YOUR BUSINESS

Cyber Security Home

Home Cyber Security is designed to protect your technological products at home – computers, IoT devices and networks.

SECURE YOUR HOME

Got IT Problems? - Click Here!

Get More Free Tips, Tools, and Services at https:// www.dantechservices.com

Here are the best overall printers in 2023.

HP OfficeJet Pro 9015e

Epson Workforce Pro WF-4830

Canon Pixma TR4720

HP Smart Tank 5101

Up to 2 years of ink included

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3. Insufficient backup and recovery

A reliable data recovery system is essential in the event of an outage or disaster. Most businesses understand this, but how many actually test and verify that their backups are easily accessible, successful and usable.

If your business can't verify quick backups availability, consider simulating a disaster recovery drill. If you find out your backup and recovery services doesn't preserve all data, you can start looking for a suitable replacement. Ensuring you have a solid backup and recovery system in place can eliminate the stress and expense of attempting to recover or redo lost work.

4. Network downtime

A glitch in the system that leaves you offline for a short amount of time is a bigger deal than it may seem. Your phones, computers, services and entire infrastructure only work when your Internet connection is up and running. While the reasons behind network downtime can vary greatly, the results are always the same—lost revenue.

For companies whose entire business model revolves around the online experience, the results can be devastating.

5. Suboptimal systems and hardware

Failing to maintain and update your systems regularly can leave you vulnerable to hackers, system crashes and a myriad of other preventable problems. Just as you perform regular maintenance on your car to keep it running smoothly, the same should be done for your IT infrastructure. Anything out-of-warranty or considered "end of life" should be migrated or updated.

6. Unaddressed underlying causes

Have you or your employees ever had the same IT problems occur over and over? When IT support provides a quick fix to a problem instead of analyzing data and diagnosing an underlying cause, the issues will continue to crop up. That's why finding and addressing the root cause of specific issues is critical. This will prevent the loss of productivity and business that occurs when the issue pops up again. While every small business will run into an IT issue at some point, knowing the most common problems and finding the right IT team to help can make sure your business avoids the damage.