



Managed IT Services, PC
Consulting, Sales, & Service
in Central Maryland

Security & PC News, March 2016

Outlook 2016 Deletion/Duplication Bugs

Running Outlook 2016? Are emails disappearing before you can read them on your home system or phone? Or are there multiple copies of emails? This is a bug, caused by the February update. The deletions and duplications vary with how your 'leave mail on server' options are set. The fix is to update manually to the new version, 16.0.6568.2036. (Go to File, Office Accounts, Office Updates, Update now.)

The fix will likely be distributed automatically in the next set of patches, but that's not until March 22nd. (Again, Patch Tuesday for Office is the 4th Tuesday each month. Windows Patch Tuesday is the 2nd Tuesday.)

The screenshot shows the Microsoft Office 365 Product Information page. It includes the Office logo, the text "Subscription Product Microsoft Office 365", and a row of application icons (Word, Excel, PowerPoint, Outlook, OneDrive, OneNote, Access). Below the icons is a "Manage Account" button. The "Office Updates" section states "Updates are automatically downloaded and installed." and shows the "Current Branch" as "Version: 16.0.6568.2025", which is circled in red.

Product Information

Office

Subscription Product
Microsoft Office 365

This product contains

Word Excel PowerPoint Outlook OneDrive OneNote Access

Manage Account

Office Updates
Updates are automatically downloaded and installed.
Current Branch
Version: 16.0.6568.2025

Email and Phones, when the Lights are Out?

If you have a server, it should be on a U.P.S., an uninterruptible power supply. But with a server running, the batteries only last a few minutes. If your local outages last too long, you could get a bigger UPS unit, or an outside generator. (Remember that automatic outside generators take a few seconds to power-up, so you still need an UPS.)

That's overkill? Mostly, yes. But if you're sitting there in the dark trying to check email, how about using the internet on your notebooks and tablets? If they're charged, they're ready for use, and all you need is WiFi, and that went out with the power, right? Well, most likely not: the connection is probably up, and just needs power to the modem, and the router, and they don't need a lot of power.

So consider adding an UPS for your network boxes. Plug these things into the UPS: The modem and the wireless router. That's all. There's no point in plugging in the switch that leads to desktop computers, as they're off, anyway.

Do you have internet phones? (VOIP, or Voice over Internet) If your phones use POE, or power over ethernet, then add the POE switch or injectors to the UPS as well, and your telephones can work in the dark.

A UPS box that will power a computer for 10 minutes and a safe shutdown can power something needing far less power for far longer. If you want to know how big an UPS you will need, add up the wattages on the AC adapters and boxes, and call me; I have UPS-sizing calculators available on all the major brands of uninterruptible power supplies.



Also consider color-coding the power cords that are protected. A roll of red electrical tape works well as a 'UPS' indicator, and a dark Sharpie can add a quick label so you know what's what. Those labels will also make it fairly obvious when an employee has added their space heater to the wrong outlet. Above, I added an outlet strip (without surge protection), because most of these small boxes have transformer blocks that won't fit the UPS outlet space.

What goes in the UPS 'Battery' outlets?

- Modem (internet provider's box)
- Wireless router
- POE switch for phones
- Cordless phone base station
- Telephone box (Frequently Arris)
- Answering machine

What goes in the UPS 'Surge Only' outlets?

- Switch for desktop computers
- Cordless phone chargers (with no telephone cords)

What doesn't go into a UPS, at all?

Laser printers, and any fax or multifunction device that includes laser printing. Faxes that aren't received during a power outage are resent automatically. If you depend on faxes heavily, an internet fax service can receive them for you at any time, and might be cheaper than a separate phone line for the fax machine.

Alternate Approches? Other Outages?

It's not just electricity that fails; Comcast is down more than Baltimore Gas & Electric. What to do? All the cell phone service providers sell mobile hotspots, which give you mobile WiFi in a tiny rechargeable gadget. Most cost around \$45/month, for up to 5 users, and have their own (small!) traffic allowance. At least one starts at \$10/month, and shares your monthly data allowance (Consumer Cellular). Extra benefit: mobile internet for your notebook. There is snake oil in the claims of some hot spot vendors; get a recommendation or look for complaints online before buying, and monthly contracts should no longer be necessary for the better service providers.

New Look for the Newsletter This Month

I've switched from using an online newsletter service company to sending these newsletters directly from my mail server. The look is a little different, but that's about it. Back issues and the free signup page are still here:

<http://www.startupware.com/newsletter>