

Encore Business Solutions Technology Bulletin

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Windows Vista Service Pack 1

Microsoft is reminding users that support for Windows Vista Service Pack 1 (SP1) is ending July 12, 2011. Users wishing to continue to receive security updates after this date are encouraged to upgrade to Windows Vista SP2 or to Windows 7. Users can install Vista SP2 using Windows Update, or by manually downloading the [32-bit edition](#) or [64-bit edition](#) of the service pack.

Encore's CRM Certifications

Congratulations to Ken Barr and Russ Maskus on completing the Applications and Development exams for Microsoft Dynamics CRM. We have been leveraging this technology at Encore since its earliest days in 2003. We are excited to help our customers take advantage of better contact management using these tools. [Contact us](#) today for more information.

Microsoft Office 365

[Office 365](#) becomes available June 28th. This offering from Microsoft replaces the current Business Productivity Online Suite (BPOS). More than 100,000 real customers have been using Microsoft's latest versions of Exchange 2010, SharePoint 2010, Lync Server 2010 and Office 2010 during the beta. [Find out](#) how you can leverage all of these tools for as little as \$6 a month per user.

Dear Natalie,

Part of our job in IT is to plan for the inevitable. Typically, this means doing data backups, maintenance or thinking about business resumption planning. Occasionally, we need to step away from that and try to forecast the future: to see the bigger picture in the overall strategy of the organization. What tools exist today that we may use differently or upcoming innovations that will change and improve our processes? Our goal needs to be "provide the technology to the company the day before they need it."

Merging Technologies

During Convergence 2011, Kirill Tatarinov, Corporate Vice President of Microsoft Business Solutions, demonstrated the use of Microsoft's Kinect interactive gaming system as an interface to Dynamics AX. The demo was a simulation of a shop floor, highlighting the abilities of [Dynamics AX 2012's](#) touchless interface. This has several uses when dealing with hazardous or other materials where using a keyboard or a touchscreen would be impractical.

It also has the side benefit of making the enterprise more fun. One component to happy employees is figuring out how to incentivize them to be productive. Forward-thinking organizations may look upon this change to the shop floor as a welcome opportunity. Imagine a key performance indicator (KPI) leader board pop-up that highlighted the employees who were the best at making a manufacturing line lean; this is one among a myriad of possibilities.

Post-PC

The beginning of this decade spawned the post-PC era. With the invention of the iPad and now its competition, we are seeing massively powerful portable products. They are not yet quite a match to what you can do with a PC, but the gap is quickly narrowing. The Blackberry Playbook has enterprise appeal and the Android tablets are releasing product updates at breakneck speeds. The hardware is also updating at light-speed. Check out [this](#) video of Project Kal-EI introducing a quad core processor that is more efficient than its current two core models. These chips will be available at the end of this year. Other exciting news is the invention of a [flexible phone](#). While it is still a prototype, this opens the door for other things like smart paper or even a smart wall.

Cloud On The Horizon

For those of you that attended this year's Convergence, you know the importance that Cloud services are gaining. When looking at Cloud services, you need to remember [some key points](#): where is the data stored and who owns it? Can you easily recover from a disaster? Microsoft has taken great care in dealing with all of these points and more. Read their security [white paper](#) and see how.

Encore's Accolades from Computer Dealer News (CDN)

CDN recently ranked Encore in its Top 100 Solution Provider List of 2010. Read the complete article [here](#).

Learn More

To learn more about the topics covered in this bulletin or to discuss IT concerns you may have contact:

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To learn more about the IT Solutions Encore offers, click [here](#).

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Imagine the future, where the Internet is like electricity: everywhere and nowhere. Sony and other vendors like Samsung have been experimenting with flexible LED displays since 2007. Instead of using wallpaper in your living room, you could have this be your computer display, and they are literally paper thin. Life without PCs is within our reach. If this topic intrigues you, I suggest watching [this](#) vibrant YouTube video by Dr. Michio Kaku, a US physicist, futurist and charismatic speaker.

World IPv6 Day

June 8, 2011 was World IPv6 Day. Implementation of the current version of the Internet Protocol (IP) that we use (v4) was in 1981. It has an address limit of approximately 4.3 billion. Since not all of these are available for public use, an IP shortage is occurring. It is expected that the world will run out of addresses sometime in January 2012.

The plan is to use a new protocol revision, IPv6. IPv6 has been a part of Windows for over 10 years now. Instead of 32-bit addresses, it uses 128-bit, which means much more potential. June 8th was a test drive to see what happens before the fun really begins in 2012 and IPv6 becomes the de facto standard. Most networks have this built into Windows and it should not be too big a burden for most of us. It is the back end of the Internet where the trouble can really be, as some legacy equipment does not have IPv6 built in. Most ISPs have not begun the transition to IPv6 either. Test your network by going to [this](#) site.

There were minimal disruptions to the Internet on IPv6 Day. Problems included occasional request errors (i.e. Google search did not work and needed a retry), Yahoo News was not updating with new news stories, and the [discovery](#) of some security flaws in the new protocol. It is clear there is a lot of work to do before the year is over. However, like Y2K before it, if everyone works on prevention, this will not be a problem. [Ask us](#) how we can help you with your IPv6 strategy. We can help with everything from readiness to security.

