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**CCS Technologies**

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**CCS Technologies Store Hours**

*Grand Haven Store* *Coopersville Store*  
M-F 9:00 am to 6:00 pm M-F 8:00 am to 5:30 pm  
Sat 10:00 am to 3:00 pm Sat 9:30 am to 12:00 pm

Back issues: [www.ccstech.net/news.htm](http://www.ccstech.net/news.htm)

## Open Source Software by Joe Vanderstelt

► Cheese cake, I love cheese cake. My grandmother makes the best cheese cake I have ever had. This recipe she got from her mother, who got it from hers. With each generation slightly modifying the recipe. This recipe is better than anything I can buy from a store. The thing that really amazes me is that if I asked her, she would just give the recipe to me. I thought about that for a few minutes. I could get a recipe for free that was better than anything I could buy.

After putting more thought into my grandmother's recipe (or maybe I was thinking how good it would taste) I came to a conclusion that it is just a simple set of instructions on how to make cheese cake. That made me think about the software I am using to write this article. It is Open Office running on the Ubuntu Linux operating system. See, for all software there is a "recipe" called source code and for some software the source code is freely available just like asking my grandmother for the cheese cake recipe. This type of software is referred to as Open Source software.



"I want to change to world, if they would only give me the source code" was a line I saw on a T-shirt that Mark Spencer, the developer of an Open Source PBX called Asterisk, was wearing at a conference. This saying exemplifies the Open Source ideals. Just like with everything new Open Source software will be different than most of the current software models out there now. One of those differences can be summed up by this quote "given enough eyeballs, all bugs are shallow" from Linus Torvalds, the developer of the Linux operating system. What this means is that if anyone can see the source code (and many people do), then fixing bugs tends to be easier and occur faster. Just like the recipe, anyone can change the software and submit an update so that everyone benefits.

This may seem a little strange, but I can almost guarantee that you already use Open Source software or services based on Open Source software, in your daily lives. The Firefox web browser is Open Source software. If you use Google, Facebook, Twitter, Amazon, Ebay, or almost any other website you are using a service that is based on Open Source software. If you use Wikipedia then not only are you using a service that is based on Open Source software, you are using a service that is based on the Open Source idea and anyone can make changes. Wikipedia is based on the Open Source ideals and has become what many consider the greatest collection of human knowledge in history.

Proprietary software companies like Intuit (QuickBooks), Microsoft, Adobe and many others, they will control what changes are made to their software. These vendors set up channels for you to buy the software, training and support. Even though you are able to develop some add-on features to their product, you are not able to change the source code. Many of you utilize these products everyday and going to Open Source software will cause you to learn something new. How steep this learning curve is will depend on you.

So the question is, if the software is free where does a company like *CCS Technologies* come in? The answer is simple, knowledge and experience. We have experience to help you determine if or when Open Source software would be a good fit. Whether it be a web browser (Firefox), File Server (OpenFile), a VoicePhone System / PBX (Freeswitch / Asterisk), a CRM package (SugarCRM), or many other applications. And we have the knowledge to implement them optimally for your needs.



Acer® 23" Touch-Screen, 1920x1080  
Intel® Core 2 Quad CPU Q8200S  
2.33GHz, 4MB L2 Cache, 1333MHz FSB  
4GB DDR3 1333 SDRAM  
1TB SATA hard drive 7200RPM  
Super-Multi DVD/RW drive  
multi-in-one card reader  
Intel® Graphics X4500HD  
gigabit LAN, 802.11b/g/draft-N wireless  
5W stereo-speaker system  
1MP webcam, 1280x800 image capture  
Wireless keyboard and mouse  
Windows® 7 Home Premium  
1 year warranty



**NOTICE: Public Service Announcement**

Have you checked your backups today?  
Have you verified you can restore files?  
These are vital to your business. If you cannot be sure your data is safe and will be there if an emergency arises, call CCS Technologies for immediate assistance. 616-997-TECH(8324). Thank you.

## Use Convenient CCS Back Door during G.H. Washington Ave Repairs



► Even though there are construction road blocks in front of our store at our Grand Haven 206 Washington Avenue location, you still have easy access to the parking lot and the back door to **CCS Technologies**. Just use Franklin Street (one way going west from US 31), use the parking lot between 2nd and 3rd Streets and watch for our **CCS Technologies** "Computer Sales & Service" sandwich sign in the alley/parking lot by our back door. We also have one parking spot directly next to our back door and if it is open, feel free to use that spot! We look forward to seeing you in our Grand Haven location.

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