Technology Update

by B4 Networks

"Insider Tips To Make Your Business Run Faster, Easier, And More Profitably"

In this issue

"As a business owner, I know you don't have time to waste on technical and operational issues.   That's where we *shine!* Call us and put an end to your IT problems finally and forever!"

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DropBox – Is It Secure For Your Business?

A question that we often get around here is whether or not file-sharing services such as DropBox, YouSendIt and Google Docs are secure enough for business. If you use any of these services for your business, here's the scoop…

Treat DropBox As A Public, Shared Environment.

DropBox (and the others mentioned above) is designed to easily share very large files – ones that are not optimal for e-mail because they're so huge. Examples include videos, audio files, large PDFs and graphics files. These services are typically free (or very inexpensive), and you shouldn't have the expectation of great security for this price.

But an increasing use of these tools, even for legitimate reasons such as collaboration, is putting a lot of private information at risk. According to a recent study, 60% of organizations have employees that frequently put confidential files on services like DropBox without permission. In fact, companies such as IBM have banned the use of these services completely.

When Does Or Doesn't It Make Sense?

When you have a file that doesn't need to be secure, that just needs to easily and quickly get from point A to point B, then DropBox can be a viable solution. On the other hand, you probably should not send or store any sensitive files, such as contracts or financial statements, on DropBox. These services are also not safe for any files subject to government compliance regulations. These file-sharing solutions are NOT compliant.

What To Use Instead

If you need to transfer files outside of your network and need to do so securely, some options to consider are:

- Creating a secure FTP site

- Use 2-factor authentication rules

- Be sure to have audit logs involved to monitor the security of your data

Or… Introducing, B4 Networks File Sync Service

Fs **File Sync**

We recognized that this type of tool is indispensable to some organizations including our own.   So we've invested in a solution designed specifically for business use, that is both secure, and provided by a local company you know and trust.

If you'd like more information on our SyncTool.   Please visit our website at:

http://www.b4networks.ca/SyncTool

3 "Techie" Reasons You Can Be Thankful This Season

1. Cyber Thieves Keep A-Knockin' But They Can't Come In. A study presented at the International Conference on Dependable Systems and Networks showed that small-business networks are attacked every 39 seconds by some type of hacker or malicious software. Thankfully, having the proper firewall and office network security tools can prevent even the most determined cyber hacker from getting his hands on your network.

2. Downtime Should Be A Thing Of The Past. Thanks to monitoring and maintenance tools that are openly available, any reputable computer company can now actually notice when things go awry and prevent your computers from having issues. Hot fixes, patches and security updates are generally items that, when maintained on a regular basis, keep a network healthy and up and running. If, for some reason, your network still has some kind of downtime, cloud-based remote management tools allow your IT professional to access your system from anywhere, getting you up and running more quickly than ever before.

3. If Disaster Strikes, You Can Be Back Up & Running In Minutes Instead Of Days. In addition to lost data, many businesses' operations would be completely down for days or weeks if a major disaster like fire, flood or theft ever occurred. Here's where Backup & Disaster Recovery solutions (BDR) can help you feel very thankful indeed. Most of today's BDR solutions include a "virtualization" component, which means an exact "picture" of your server and computers is taken throughout the day and stored elsewhere. If you ever need to get back up and running, your IT company simply restores that image…and you're back in business.

Want To Feel Thankful Instead Of Frustrated With Your Computers? Call us before November 30 for a FREE Problem Prevention Network Audit (a $275 value) that will help eliminate problems on your network and give you peace of mind.

CALL 905-346-4966 NOW!

Tek Tip of the Month

Five Shortcuts using the Windows Key

There are many shortcuts involving the Microsoft Windows key. Some of these do not work in Windows XP but normally will work in most other Microsoft Operating Systems (OS's). Here is a short list of short-cuts involving the Win Key

+ p - presentation display mode
Here you can quickly switch between display modes.

+ ± (the plus or Minus sign)
Zoom (in or out, try it!)

+ D
Instantly takes you to your desktop minimizing all open windows. May just be more valuable than you think!
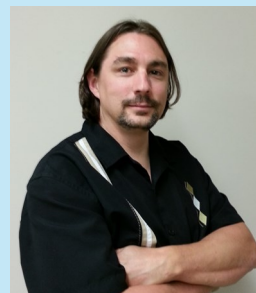
+ F1 – Help
If you're stuck and need some help.

+ L – Windows Lock
Instead of logging out you can just simply "Lock" your Desktop. This will bring you to the Logon screen. You can also switch users without actually going through a log off.

William Morris
Support Technician

The Lighter Side

Random Aviation Facts

- A Boeing 737 weighing 150,000 pounds (68,000 kilograms) must deflect about 88,000 pounds (40,000 kg) of air — over a million cubic feet (31,500 cubic meters) down by 55 feet (16.75 meters) each second while in flight.

- A commercial aircraft door will not open in flight because it is actually bigger than the window frame itself, and the door opens inward toward the cabin. To open, it must be opened inward, rotated and then slipped sideways out of the frame. Even if the door could somehow be opened, it would be like lifting a 2,200-pound (1,000-kilogram) weight.

- Most planes flying internationally have their home country's flag painted on or around their tails. Generally, the flag is facing the proper way round on the left (port) side of the aircraft and backward on the right (starboard) side. Why? Because that's how it would look if a real flag were hoisted on a pole above the airplane during the flight.

- Airline doors and windows are often inset a few millimeters from the fuselage so that they'll expand to be flush with the fuselage during flight.

- The windows in an airport control tower must be tilted out at exactly 15 degrees from the vertical to minimize reflections from both inside and outside the control tower.

Need Help Right Away?   Call our team 24/7 at 905.346.4966.

Are You Performing Reverse Backups?

Here's an important question for anyone using cloud applications to host important files and data: Are you routinely downloading and backing up a copy of your files to your own servers? If not, you're taking a BIG risk of losing all that data. By now you should know to backup the data on your PCs and server offsite to the cloud; but what you might not have considered is the practice of downloading your data from critical cloud applications as a security measure against that cloud provider closing their doors, losing your data or simply cutting you off.

True Story: A business colleague hired a new web designer to update her web site. After 6 months of delays and poor service, she notified the designer that she would no longer need their services. This firm's developer then decided to delete all the web sites she had to get revenge. Apparently, the web hosting company had a "glitch" (as they called it) in their password and security system that allowed this company to gain access to her account after she deactivated their login. Fortunately, her OLD web designer had a copy of her web site, even though it was out of date. This little fiasco caused her web site to be down for a week and cost her thousands in getting the sites back up.

Point is, the more data you host in cloud applications, the more cautious you need to be in keeping a current record of those files in-house; and with more and more software companies ONLY offering a hosted or cloud version of their software, you often won't have a choice but to move your systems and data to the cloud. As a second precaution, you should review your cloud provider's policy on closing your account. In some cases, they have all the power and will shut off your access and even delete your data without warning, never to be recovered. That's why it's absolutely critical that you perform "reverse backups" of your data to your server frequently.

If you use cloud services, and would like help in determining the best way to perform a "Reverse Backup", please give our office a call, we would be more than happy to help you through the in's and outs'.   905-349-4966

Client Of The Month

Founded in 1977, Pine Valley Graphics has enjoyed almost 37 years in the graphic design and print industry. We are proud to introduce an innovative printing company to the Niagara area. Our dedicated team attends to our clients with respect, commitment and pride.

Our creative specialists develop your ideas into unique branding and effective marketing messages that speak to your customers. PVG gives our clients direction with our knowledge and experience. We handle the production of marketing materials so your campaigns, contests and sales materials are ready to make an impact and you can get back to the business of running your business.

At Pine Valley Graphics, we are proud to continue to lead through our commitment and respect to the customers we serve.

PVG offers a wide array of print products and services, including custom printing, print production, photography and distribution.

Please contact us at 905-799-2225

TRIVIA CHALLENGE

The Grand Prize Winner of last month's Trivia Challenge Quiz is **Brenda Kerkhoven** from the **Ventura Resorts**

This months winner will receive a $50 Gift Card to **Boston Pizza**

This month's trivia question is:

Barbara Millicent Roberts is the real, full name for?

a. Barbara Walters
b. Barbara Mandrell
c. Barbie (the doll)
d. Barbara Bush

To enter, visit the website below or email me: bryan@b4networks.ca and answer the question below.

www.b4networks.ca/trivia

Submit your entry by the 25th of the month, and if your answers are correct, your name will be added to the draw for a $50 Gift Card.

*See website for full trivia rules

Lachapelle Family Update

Even though it rained on Halloween, both boys still went out anyways. This year was extra fun as Nate's school put on a Halloween parade and we got to see all his classmates all dressed up.

Aiden has taken his first steps all by himself in October. Nate is hard at work, building his spaceship (pretend of course), and is really enjoying school (for now anyway!)

Shiny New Gadget Of The Month:
Leap Motion Controller

Just when you thought technology couldn't make things any easier, they've gone and done it again! With a wave of a hand or lift of a finger, you're about to use your computer in a whole new way. The Leap Motion Controller senses the way you naturally move your hands. So you can point, wave, reach and grab. Even pick something up and put it down. Just like in real life. It's an amazing device for the things you do every day and for the things you never thought you could do.

Browse the web, read articles, flip through photos and play music just by lifting a finger.

Draw, paint and design with your fingertip. You can even use a real pencil or paintbrush.

Sculpt, mold, stretch and bend 3D objects. Take things apart and put them back together.

Pick, pluck, strum and drum. Play air guitar, air harp or air anything.

Slice fruit and shoot bad guys with your finger.

You literally hold all the power in your fingertips. This sensitive device provides superb accuracy up to 1/100th of a millimeter. Get yours today for just $79.99.

http://www.leapmotion.com/product

Services We Offer

- General Computer / Network Repair and Troubleshooting
- Network Design & Implementation
- Backup and Business Continuity Solutions
- Anti Spam & Email Solutions
- Virus and Spyware Protection
- Network Security / Firewall Solutions
- Commercial Wireless Networking
- Fixed Cost Monthly Managed Services
- Remote Monitoring and Diagnostics, Troubleshooting and Repair
- Project Management
- Technology Consulting
- Hosted Exchange Service
- Cloud Services

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We Make Technology Work!

B4 Networks Preferred IT Lite

Preferred IT Lite provides an easy way for your business to have all the proactive and preventative security measures that we highly recommend in one low predictable monthly Investment.   Most of these you're already paying for separately, now you have the ability to group them all together for added security.

See below for everything that's included.

Windows Patch Management

Having up to date and fully patched operating systems is your first line of defense against Viruses and Malware. Even a system with the best Antivirus will get infected if the Operating system is not fully patched. Unfortunately managing updates to Microsoft Products can be a tedious job, so much so that most companies do not properly keep their systems fully up to date leaving them wide open for viruses, malware, spyware, and a host of other infections and problems.

By using our advanced management system, not only install these updates, we also test them in your environment to ensure they don't "break" something in the process.

3rd Party Patch Management

Unpatched applications like Oracle, Java, iTunes, Quicktime and Adobe Reader also leave your computers vulnerable to malware.   So we take the same approach we use to patch Microsoft products to keep these 3rd party common applications fully patched as well.

www.b4networks.ca

Need Help Right Away?   Call our team 24/7 at 905.346.4966.

Enterprise Class Antivirus

Our Preferred IT Service includes a fully managed and monitored version ESET Nod 32 Endpoint Antivirus. ESET delivers proactive malware defense that balances fast scanning with accurate detection in an unobtrusive system footprint so that your business systems have the strong protection they require without needless interruptions to your staff. Being a fully managed solution, our staff not only keeps the ESET up to date, and properly configured, but we also monitor to detect any virus infections throughout your whole organization even if those systems are offsite.

Second Opinion Antivirus

As a fail over, we also implement Hitman Pro's renowned software to give us a second opinion. By running daily scans using a second Antivirus engine, we are certain to catch nearly anything that might slip through the cracks . If something does make it through, we can remotely isolate and remove the infection.

Hosted Spam Filter

Our Mail Protection System:

- Reduces spam and improves productivity of servers and employees.
- Has a clean interface for administrators and for end users.
- Is comprehensive and highly accurate anti spam protection.
- Seamlessly integrates with a wide variety of mail systems.
- Blocks new or emerging "zero hour" virus threats.
- Has both inbound and outbound anti spam protection.

Email Continuity

If your local or hosted email server experiences an outage, as would occur when there is a power failure or internet outage, we will automatically queue all incoming mail for up to seven days until the server comes back on line, at which point all queued mail will be delivered. No more bounced emails going back to your clients and vendors.

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Network Security

Using what can only be described as a Front Line antivirus, we block malware, botnets, phishing, and other high risk sites before the website is ever allowed to load. Traditional Antivirus tools load the website, and then scan for viruses. By using DNS based filtering, we stop your systems from even visiting known malware sites before the computer is even able to load it. This filtering is done through an application on the computer so if someone is using your company supplied laptop, they and you are still protected whether they are on your network or offsite, such as being at home on their own Internet.

Web Filtering

Acceptable use or compliance policies enforced by using 60 customizable content categories, and bypass options. By using web filtering, you can block all social media sites, or job search sites, as well as a number of other potentially unwanted categories. Control of this can be done company wide, or you can manage individual users access.
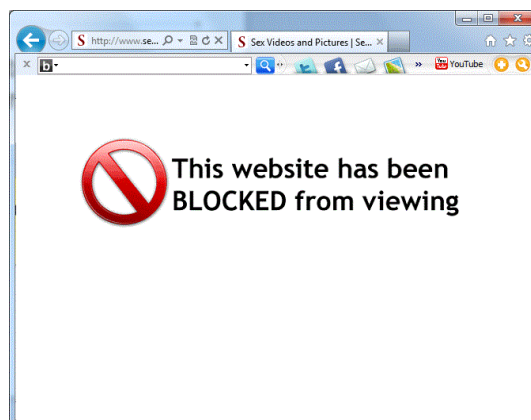
Web Policies

By using location aware policy enforcement, you can block social media sites at the office, but allow them outside the network. For example on an employee's company supplied laptop , you may want to allow them access to social media when at home, but not in the office. Policy enforcement is centralized so you can manage everything, or we can manage it for you.

Web Usage Reports

With in depth reports, you can see who's going to what websites, so you can make proper business decisions on what sites to block or allow.

www.b4networks.ca

System Monitoring & Alerting

By performing 24/7 monitoring of all your systems and servers, we are able to warn you of critical issues before they become larger issues.

Network Health Reports

Get detailed reports on the health of your network. A network score on how secure and up to date your systems are, as well as a run down on what issues are being detected.   You can have daily, weekly or monthly reports.
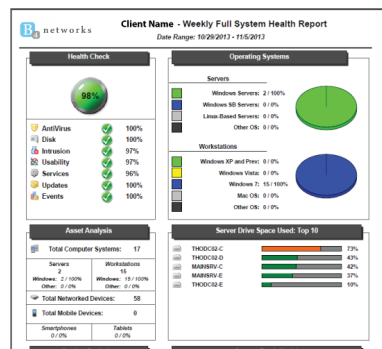
Priority Support

By enrolling in our Preferred IT service, you will secure guaranteed priority support over our other clients with no service agreement.   You will also receive a service level guarantee not offered to clients with no monthly maintenance plan.

Discounted a la carte service

On top of priority support, Preferred IT clients are also provided with discounts on hourly services, as well as other services we offer.

Limited Time Offer

We are so confident this service is right for all small businesses, that if you are one of the first 10 companies to call and enroll into this service, we will give you the first 2 months absolutely free.   If you don't like it, you can cancel, and you'll owe us nothing.   Call our office, and mention this flyer.

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