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This Newsletter is Published by



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The Tech Insider

Cybercriminals Are Targeting Vacationers

As the summer continues, more and more folks take their well-deserved vacation. Some may take “stay-cations,” while others are travelling to remote venues.

It is particularly those that travel, who are now being targeted by cybercriminals. Travelers tend to use wireless hotspots when they connect their computers and smartphones with Wi-Fi or wireless networking. But, being in a relaxed vacation mood, they are often less vigil about their whereabouts and network security than they may normally be. Many are falling prey to hackers as

they establish fraudulent networks to entice the weary traveler.

Initially, airports’ management services were either unaware or kept a hands-off attitude toward this issue. Nowadays, however, they have become more alert and responsible toward the safety of those that pass through their halls. When AirTight Networks, a Silicon Valley-based wireless security firm examined New York’s JFK airport, it found baggage-handling systems on insecure networks. At other airports, they even found ticketing systems with

similar exposure.

It turned out that airports not only had their own shortcomings with regard to wireless security, but they also unknowingly hosted many fake Wi-Fi hotspots set up by hackers phishing for

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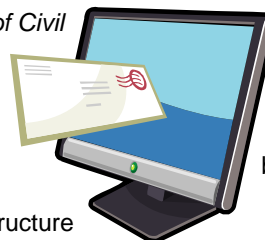
Airport management is now taking a more responsible role in the steps to counter against wireless theft and online fraud via Wi-Fi Hotspots.

E-mail Archiving

It always makes sense to backup data and other important information. Now, the government has instituted regulations which no longer leave it as an option. Companies that are under the auspices of HIPAA, SEC, SOX or other legislation need to be aware of the fact that e-mail is now considered a “work product” and must be retained and protected from misuse or theft. Even if you are not subject to these regulations, it may be worthwhile for you to consider maintaining an archive of your e-mail.

E-mail archiving is now mandatory

FRCP—*The Federal Rules of Civil Procedure* are a set of recently revised rules for managing civil suits in all US District Courts and in thirty-five State courts that require you to archive your e-mail (with no exceptions for company size, organizational structure



or non-profit status). The rules are specific, non-negotiable, and apply to all e-mail generated and received by the business, its customers and vendors. If you sue or get sued in civil court, you may win or lose your case based upon your compliance with the procedures regarding e-mail archiving. The FRCP was put into effect as of Dec. 1, 2006.

HIPAA—Designed to protect the privacy and maintain security for patient health information (PHI), these rules are no longer limited to only clinics and healthcare providers. Any organization that maintains PHI must comply.

SOX—The Sarbanes-Oxley Act of 2002 states that all public companies and their accounting firms must securely retain all business records, including

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Quotations

"A slip of the foot you may soon recover, but a slip of the tongue you may never get over."

Benjamin Franklin

"You can observe a lot just by watching."

Yogi Berra

"If knowledge can create problems, it is not through ignorance that we can solve them."

Isaac Asimov

"Perpetual devotion to what a man calls his business, is only to be sustained by perpetual neglect of many other things."

Robert Louis Stevenson

"We make all of your computer problems go away without the cost of a full-time I.T. staff"

Ask us about our fixed price services HTS Insight Hassle-Free Agreements—Computer Support at a flat monthly fee you can budget for just like rent!



With RADAR and Holzager Total Control for your e-mail SPAM filter, companies are now able to reduce their unsolicited commercial e-mails AND insure a level of compliance with their DISASTER RECOVERY PLANS as well as the Federal Rules of Civil Procedure (FRCP). For a thirty day rolling archive, we also have RADAR Lite (not FRCP compliant).

Cybercriminals Target Vacationers...

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suckers—unfortunately, there were plenty of suckers to be had.

Eighty percent (80%) of the private Wi-Fi networks at airports surveyed by Airtight were secured by *Wired Equivalency Privacy* (WEP) protocol (which was cracked in 2001). Of those, 77% were ad hoc networks (connecting from computer to computer (not a router)).

Considering these threats, Symantec has created a list of five simple tips for thwarting most attacks.

1. Pay attention to your surroundings. Don't look at important documents when sitting in a waiting area for a train or plane—wait until you are alone and in private.

2. Beware of "Evil Twins."

Some Wi-Fi networks look legitimate, but are actually dummy networks created by criminals. Even if they contain the name of your airport, airline or hotel, they will directly link your computer to the hacker's. If you always use the official access keys provided by the establishment, then you should be safe.

3. Always assume Wi-Fi connections are being eavesdropped. Never enter sensitive data—social security numbers, bank account information, etc.—when browsing the Web via a Wi-Fi network.

4. Set all Bluetooth devices to "hidden," not to "discoverable."

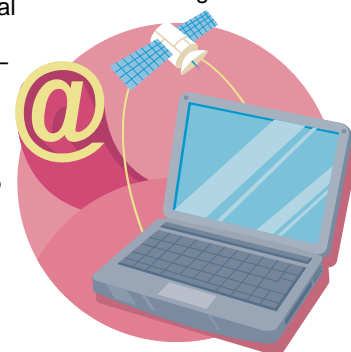
Better yet, if you don't use Bluetooth, just shut off the

function altogether.

5. Keep your security software current and active.

Mobile PCs are just as vulnerable to viruses, worms and Trojan horses as are desktops, so make sure you have the latest protection installed.

Generally speaking, if you feel uncomfortable using a computer to work on a document or effect a transaction, trust your intuition. It may be the best move you make in a long time.



Archiving E-mail

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electronic records and messages for no less than five years. Failure to comply may result in fines and/or imprisonment.

So, How Can I Become Compliant?

One of the tools that you can use to establish compliance with these regulations is with one of the tools that we offer called *Reliable Archiving, Discovery and Recovery* or RADAR. If you use a private domain for your e-mail (e.g., name@yourdomain.com, not name@gmail.com), we can help you.

Active Archiving

All inbound and outbound email and attachments are indexed, encrypted and stored in real time for rapid access at an off-site repository for up to seven years.

eDiscovery

eDiscovery refers to the process of finding email in the Active Archive. RADAR provides a unique set of *eDiscovery tools* that empower users to perform multiple levels of live search for any email or attachment within the archive.

Furthermore, RADAR's DeepLink™ discovery engine enables users to locate relevant and related emails and attachments quickly and easily from their mailbox archive. Specially authorized users are permitted to search across the "enterprise."

Email Recovery

An integrated webmail client enables users to access the RADAR archive 24x7 from any location to ensure continued access to email during power failures or in-house server outages.

Using RADAR's online user interface, users can instantly recover any email or attachment from the archive into their desktop Inbox without assistance from IT.

RADAR's unique "click and pick" data-packaging tools allow the recovery of email and attachments to be fully customizable by the user. In the event of a catastrophic failure, a full mailbox restore is available to users for complete disaster recovery.

If you want to learn more about this item or another facet of technology, just write to us to recommend a feature article. We can be reached at support@tech4now.com.

Thoughts to Ponder...

- ☛ A fine is a tax for doing wrong. A tax is a fine for doing well.
- ☛ How long a minute is depends on what side of the bathroom door you are on.
- ☛ If you can't beat your computer at chess, try kick-boxing.
- ☛ The punishment for bigamy is two sets of in-laws.
- ☛ The 50-50-90 Rule: Anytime you have a 50/50 chance of getting something right, there's a 90% probability that you'll get it wrong.
- ☛ It was recently discovered that research causes cancer in laboratory rats.
- ☛ Why do doctors call what they do a "practice"?
- ☛ A bus station is where a bus stops. A train station is where a train stops. On my desk I have a workstation.
- ☛ How come abbreviated is such a long word?
- ☛ If quitters never win, and winners never quit, who came up with, "Quit while you're ahead"?
- ☛ Why don't we see the headline, "Psychic Wins Lottery"?
- ☛ Light travels faster than sound. I guess that's why some people appear bright until you hear them speak.



SpongeBob SquarePants® Viacom International

How much deeper would oceans be if sponges didn't live there?

Client of the Month—Karen P. Sackstein, CPA

This month, we are featuring the accounting firm of Karen P. Sackstein, CPA—a.k.a., "The Condo Queens." Karen Sackstein is the owner of a niche accounting practice. The firm provides accounting, tax and consulting services for Common Interest Realty Association clients.



Karen P. Sackstein, CPA a.k.a., "The Condo Queen"

Karen P. Sackstein, CPA has been a client of ours since September 2003 when Ms. Sackstein decided it was in her best interest to use a professional to service her firm's technology needs.

When asked what, since working with Holzsager Technology Services, has been the single biggest benefit that she has experienced in her business, Karen answered,

"Peace of Mind. If technical problems arise, I know I can call you. You are knowledgeable, responsive, and can solve issues promptly."

Karen has seen a positive impact from our services: "My resources are best spent on developing new business and meeting with clients, as opposed to solving e-mail, network access or computer hardware problems. I know that I can delegate those things to you and that they're going to be taken care of. That allows me to spend my time doing the things that I want to do, the things that are best for my business."

If you live in a condo and feel that your association could benefit from their services, feel free to e-mail to karensackstein@thecondoqueens.com.

Next month, we will introduce you to another of our *Clients of the Month*. If your company would like to be considered as a candidate for *Client of the Month*, drop me a line at fred@tech4now.com.

If your company would like to be featured as the *Client of the Month*, please call us to express your interest. You will get positive press for your use of technology and may even gain a client from the exposure.

Quick Tech Pointers

Tech Support Technicians have many tools in their arsenal to address general issues, but did you know that there are a number of techniques you may try before you call or concerns to consider?

Here are a few.

Turn it off, turn it back on. Nine out of ten times, rebooting your computer and any equipment attached to it will solve the problem.

We're not psychic. However, advising us of what you did right before the system crashed is going to save time. I'll figure it out anyway, so confess early—neither of us needs the headache.

Use strong passwords. This will help you protect what needs to stay private. To create a strong password, try combining elements that you can remember easily such as a spouse's initials combined with a meaningful date, but avoid your birthdate (it's too easily guessed). Use that to

create a "base", then add another code for the use (e.g., "D00620buy" for Buy.com).

Public Wi-Fi is public. When you go onto a public Wi-Fi ("Hot Spot"), keep in mind that your computer is in a highly susceptible spot. If you do not have a compelling reason to do e-mail or online banking, don't do it! While you're on a public network, even one that's encrypted, a nearby hacker may capture your passwords.

There's no free software or services. If you think there's no catch to downloading free music, movies and games from file-sharing sites—beware, you may be opening "holes" for others to exploit. Play it safe, use established services like iTunes, Rhapsody and Netflix.

Make sure you have current antivirus and anti-spyware. Run a scan at least once a day and a full -system scan once a week.



As tempting as it may be, "Percussive Maintenance" should not be considered when trying to resolve issues with your computer. It will only give you a fleeting taste of satisfaction.

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Feedback & Suggestions...

Is there a topic or feature you would like to include in a future issue? Opinions and feedback are welcome and encouraged. Send me an e-mail or call our direct line.

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If you are new to us and have over five workstations, please visit our website at www.tech4now.com/offer for a special opportunity and a free gift.

Services We Offer:

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“We make all of your computer problems go away without the cost of a full-time I.T. staff”

Ask us about our fixed price service agreements—Computer support at a flat monthly fee you can budget for just like rent!

“If you depend upon software, which we do for our business, it’s a no brainer. You do it [enroll in Hassle-Free IT]. It’s an investment and it brings back many returns as far as reliability and dependability.”—
Steve Braverman, President, Industrial Firedoor & Hardware Supply



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The Lighter Side...

To Your Health!

A doctor was addressing a large lay audience in New York City. He recited “The material we put into our stomachs is enough to have killed most of us sitting here years ago. Red meat is awful. Soft drinks corrode your stomach lining. Chinese food is loaded with MSG. High fat diets can be disastrous, and none of us realizes the long-term harm caused by the germs in our drinking water.”

“But, there is one thing that is most dangerous of all, and we all have eaten or will eat... Would anyone care to guess what food causes the most grief and suffering for years after eating it?”

After several seconds of quiet, a small 75-year old man in the front row, raised his hand and said, “Wedding Cake?”

It’s a miracle...

Doctor Bloom who was known for miraculous cures for arthritis had a waiting room full of people when a little old lady, completely bent over in half, shuffled in slowly, leaning on her cane. When her turn came, she went into the doctor’s office, and, amazingly, emerged within half an hour walking completely erect with her head held high..

A woman in the waiting room who had seen all this walked up to the little old lady and said, “It’s a miracle! You walked in bent in half and now you’re walking erect. What did that doctor do?” She answered, “Miracle, shmiracle . . . he gave me a longer cane.”

Think about it....

“The early bird gets the worm; the second mouse gets the cheese”
—Steven Wright