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Inside This Issue...

CryptoWall 3.0—Still Destroying Data....Page 1

Apple Watch—Jewel or Junk?....Page 2

Are Your Employees Stealing Their Pay?.....Page 2

Referral Station—Earn FREE Gifts....Page 3

Are People Spying On You?.....Page 3

Kickin' Back.....Page 4

Are Trolls Destroying Your Business?Page 4

Customer Center Stage..Page 4

A Word From the Owner



"With the Crypto virus still on the loose, I highly recommend a business class IPS router. If your business does not have one, contact our business team to schedule setting one up. There are too many benefits to list!" - Nick Bernfeld

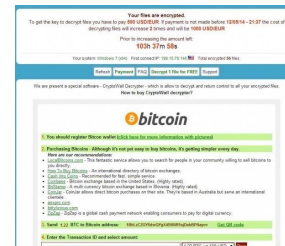
CryptoWall 3.0—Still Destroying Data

The first variants of the CryptoLocker (and now CryptoWall) virus began to surface in September of 2013. Now, almost 2 years later, we are no closer to stopping this threat. Almost everyone that uses a computer knows someone that has been affected by this virus. From home and business users, to government agencies (and even NASA), this is one of the worst viruses known in history.

The Threat—The reason CryptoWall is so damaging is because of how it behaves. The virus is primarily spread via an email attachment (usually a .zip file with a PDF inside). It is sent out in a phishing attempt as a fake resume, tracking number or other important sounding document. The victim opens the attachment and begins the infection process. The virus works quickly to extract itself and make a connection to a random server to begin the encryption process. It starts with generating a random 2048-bit RSA key (an encryption key that is nearly impossible to crack) and starts to lock the files on your PC and any networked/external drive. It locks most common file types like Word, Excel, PDF, QuickBooks and similar files. Once all the files have been locked down, it starts deleting any type of restore points you may have. When that job is complete, it pops up a warning message that "You have been infected" and will show a countdown timer with a price. That is the price to get the "key" to unlock your files. If the timer reaches zero, the price will double and a new timer begins. If that second timer hits zero, your key will be destroyed and your files will stay locked and unrecoverable.

Your Options—You have a few options. The first is to pay the ransom amount. However, many have reported after paying the ransom they do not receive a key or the key does not work. This is a true gamble since even if you do pay, you may not get what you paid for. The next option is to try and recover any data from backups. This can include cloud backups, complete system image backups, and devices that were not attached to the system at the time of infection. Depending on how often you backup and the type of method you use, you may be able to recover your data.

Prevention—The best way to protect yourself from the different variants of Crypto is to never put yourself in contact with it. First, never open attachments or click links that are from unknown senders. Also, never download or open any .zip attachment (even if it is from someone you know). Next, any business should have business grade anti-virus installed on all computers that access the network. Even one unprotected PC can be the gateway into your confidential files. On that same note, all companies should have a business class Intrusion Prevention System (IPS) installed as the first line of defense for your network. An IPS router works as a guard to prevent unwelcome visitors into your network. Finally, always have up to date backups. Remember the saying "don't put all your eggs in one basket?" This is the perfect saying for your data. A true backup follows a 3-2-1 method; 3 copies, 2 formats, 1 offsite. This means you have three copies of your data at all times, on two different media types (like a hard drive or DVDs) and one copy is constantly backed up to a cloud service.



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Apple Watch—Jewel or Junk?

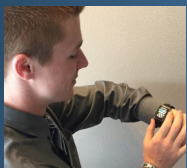
Many people have mixed feelings about any Apple product. They either swear by them or hate them.

Enter the Apple Watch.

The newest gadget from Apple looks to have been taken straight from a James Bond film.

Some users hate the watch saying it is tough to see and open apps because it is so tiny. Also, the speed of the apps are slow compared to if you were to use them directly on your phone. Some just did not like the feel of the watch or the design of it.

Other users love this watch, saying that it actually helps them disconnect from their phone. They would check their phone every few minutes or get those phantom vibrations that would interrupt their tasks. Now, they can easily reply to a text, read a quick email or receive driving directions with it.



"I love it so far!" says Apple Watch owner, Dennis Toole. "It doesn't support 3rd party apps until the next iOS update in the fall but that is the only downfall so far. It is great for exercise apps and has great call quality. Any apps that don't require the internet don't need to be in the iPhone's Bluetooth range."

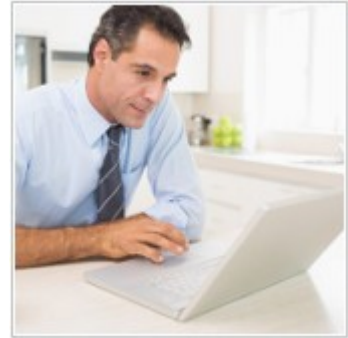
It comes down to whether or not you are even interested in it. Some are excited by it (like myself) while others don't care at all. Only time will tell the future of this watch.

—By Leeanna O'Neill

Are Your Employees Stealing Their Pay?



When many people think of remote working, they imagine a person lounging on the couch in their pajamas with a laptop. Does this vision stir up images of productivity? We doubt it. That's why it's important to instill the proper habits of a work-from-home culture into your remote workers' minds. Here are a few principles every employee should consider when working remotely.



Don't change your routine—Would you go to the office without brushing your teeth or combing your hair? Probably not. Believe it or not, it's not a good idea when you're working remotely either. Sometimes the simple act of preparing for your workday – jumping in the shower, shaving and so on – can put you in the right frame of mind to work. If you are finding it difficult to be productive at home, try sticking to a pre-work routine and see if it makes a difference.

Designate a specific workspace—Attempting to work while sitting in your bed or lounging on the couch can be a recipe for a productivity disaster. So instead, try designating a specific space where you work everyday. It can be as simple as a desk set apart from the rest of your living room or bedroom, but just make sure it's not cluttered with non-work items (like a TV remote or fiction novel), and that it's properly lit and comfortable. If you're working from a coffee shop, airport or other public place, consider using a pair of headphones to help drown out the noise so you can focus. Eliminate as many distractions as possible, and productivity will come.

Stay connected to your team—Thankfully, cloud computing has made it unbelievably easy for your remote workers to stay connected to the office wherever they are. If your business is setup with Google Apps, Microsoft Office 365 or another cloud product, make it a requirement that your employees access it daily and remain available. When your staff is connected to your business this way, it will strengthen their relationship with other employees and the organization as a whole. Generally speaking, more connected employees are more productive ones.

Log off—When you work remotely, the line between work and personal life blurs more than ever. To avoid burnout, it's important you discipline yourself to log off after you've put in a full day's work. Whether you choose to work from 9 to 5 or 4pm to midnight, define work hours and stick to them. This will help you completely disconnect at the end of the day, which will ensure that you're properly rested and prepared for the next day.

Ready to increase your productivity outside the office? Call us for advice on setting up remote access and secure connections to your office documents.

To access more information including free reports, guides, policies and more, visit us online at

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Referral Station

How you can earn FREE gifts with our Referral Plan!

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Do you want to get FREE gifts from us? I bet you do!

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If you have a friend or colleague that is a business owner and is looking for top notch IT support, refer them to us.

To start, visit our website below:
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If they take us up on our offer of a FREE network evaluation, you will receive a \$25 Amazon gift card.

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This tablet has dual built-in cameras, WiFi, SD Card reader and with a 7" screen. It is light and portable enough for anyone to use.

That's it! We are looking to serve more clients like yourself. You have the most dedicated IT team around, why not share us with your friends and family?

Steps for Free Gifts:

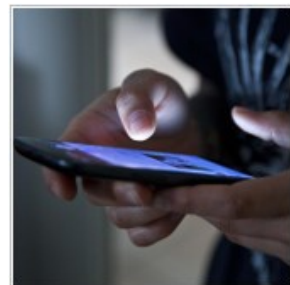
Visit: www.snecslc.com/referral/

Fill out the info and submit.

If your referral schedules a FREE evaluation, you get a FREE \$25 gift!

If your referral joins Office Solutions, you get a FREE Tablet!

Are People Spying On You?



Ever go out in public and get the feeling like someone is looking over your shoulder while you are doing something private? You could be entering your PIN at the ATM, using your debit card at the market or sending a personal text, whatever the case is, you don't need prying eyes sneaking a quick peek.

Whether you're a business owner, managing director, IT manager or senior staff member, everyone can benefit from additional privacy from time to time. And in our increasingly interconnected culture and media-saturated environment, it's becoming harder and harder to retain your much needed private sphere. So for all the iPhone users out there, we have three settings that can give an additional boost to your text message privacy.

Turn off message previews—Have you ever accidentally left your iPhone on your desk while taking a bathroom break? When your phone is left unguarded in a public place, this is a golden opportunity for a passerby to glimpse a confidential message on your phone's display. Here are the steps to take to prevent this from happening. Click on the following:

Settings -> Notifications -> Messages -> Show Previews (turning it off)

With the preview setting off, you'll still be alerted to a new text message. The only difference is that not a single line of said message will be viewable if someone sneaks a peek at your display.

Automatically delete texts—If you lose your phone or it gets stolen, there's always the chance of it falling into the wrong hands. When that happens, you don't want your sensitive or valuable information exposed to a stranger.

To avoid this nightmare scenario, there's an easy solution to ensure your messages are deleted automatically after a designated time period of your choosing. Follow these steps for this additional security. Click on:

Settings -> Messages -> Keep Messages

From here you now have the option to keep your messages for 30 days, a year or forever.

Turn off read receipts—When the word "Read" appears under a text message you've sent, this is a read receipt. It informs you that the receiver of the text has seen your message. This works both ways, and also alerts the person you're messaging with that you've read their text as well. So, why would you want to turn this off? Maybe you don't want to respond immediately to a client or colleague who is corresponding with you via text. If that's the case, you may not want him or her to know that you've seen their message and are waiting to respond. In this scenario, turn off your read receipts and whoever it is you're texting with will never know you saw their message. To turn this off, click on:

Settings -> Messages -> Send Read Receipts (turning it off)

With these additional privacy measures in place, you can rest assured that a confidential text message will never be seen by the wrong person.

To access more information including free reports, guides, policies and more, visit us online at

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Kickin' Back



Riddle Me This?

What belongs to you but others use it more than you do?

(Answer at Bottom of Page)

Joke of the Month



The 21st Century: Deleting history is more important than making it.

Trivia Time!

Answer correctly for a chance to receive a \$25 Gift Card to the Chophouse Grille.



Question:

What is the highest mountain in Africa?

E-mail your answer to sales@snecsllc.com

All correct answers will be entered into a drawing. The winner will be announced in the next issue. Deadline is the 20th of each month.

Last Month's Winner:

Julie Kerrigan from Killingly Eye Care

Are Trolls Destroying Your Business?



Have you been the victim of a "troll", someone who intentionally causes trouble by provoking arguments or leaving bad reviews to upset their target? It happens to people everyday online, whether it is on YouTube, Amazon, Facebook or Yelp, the trolls feed off of their victim's anger. That is why it is important to have a strong online presence filled with real customer reviews and statements, to combat the trolls of the online world.



How often do you use your favorite search engine to check on a company's products, services, and feedback before dealing with them? That's exactly what most people do these days – they research a company and see what others have to say. The same thing applies to your business. If you have a bad online reputation, you're going to feel it hit your bottom line hard. Managing and maintaining your online reputation is therefore as important as having one in the first place. Let's take a look at the reasons your business needs a positive online reputation.

Trust and credibility—Trust and credibility are two important factors and could either make or break your business's online reputation. If you can over-deliver on your customers' expectations, there's a good chance they will spread the word about their experience – and that's great for your business.

Increased sales—Customers are more likely than ever to research brands, products, and services online before they make the decision to purchase. Make sure you have social media accounts ready, and ask your existing customers to follow you. Post regularly about your products, along with other valuable content related to the nature of your business to grab your customers' attention.

Online insights—Today, it's common to see negative feedback on a business's social media pages. If things aren't addressed properly, a negative comment or review could be the start of your business's downfall. By establishing an online presence you will gain a valuable insight into what your clients and competitors are saying about you. If it's something bad, you can step in and rectify the issue before it goes viral.

Show your best side—Potential customers are online right now, researching your company before doing business with you. Some of them don't know you well enough to make immediate decisions, and so will judge your business on the basis of the information that is available to them. Remember, whatever products or services you provide, once the feedback appears online, it sticks. This is a chance to present your company in a good light to attract customers, which converts into revenue.



Customer Center Stage

This month, **Terry Curtin** of Connecting for Children and Families is in our Center Stage. On June 6th, CCF had their 5th Annual "Make Tracks for Kids" event. Many people (including the entire SNECS staff) participated and contributed in raising thousands for their cause. Terry and her team work to make the lives of families in Woonsocket better and promote a safe and welcoming community. Because of them, there are many opportunities for these families to succeed in life. Thank you for all you do!

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Riddle Answer: Your Name