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August 2017

**Celebrating over  
 FIFTEEN YEARS  
 of Service and  
 Satisfied  
 Customers!**



**“As a business owner, 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!”**

**Fred Holzager,  
 IT Director**

**Holzager Technology Services  
 and  
 Publisher of  
 The Tech Insider**

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**Snapple Real Fact # 22**  
 Alaska has the highest percentage of people who walk to work.

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# The Tech Insider



“Insightful Tips To Make Your Business Run Faster, Easier and Be More Profitable”

## A Defensive Approach to Ransomware

Ransomware, a form of malware, ruthlessly holds a computer’s data for ransom via encryption. If the user doesn’t pay the cybercriminal a certain amount of money within a certain amount of time, their data will be lost forever.

The recent “WannaCry” ransomware attack was a worldwide cyberattack which targeted computers running the Microsoft Windows operating system by encrypting data and demanding ransom payments in the Bitcoin cryptocurrency. If the user does not pay \$300 ransom within three days, the amount is doubled. If payment is not made within a week, the files are deleted.



Security researchers caught on to the threat quickly and have made attempts to curb its infection rate. Unfortunately, this malware not only spreads itself rapidly, it also evolves quickly to avoid any attempts at mitigation. According to Europol, the European Union’s law enforcement agency, in just the short time since WannaCry was first discovered, the

outbreak has increased to more than 200,000 users in 150 countries.

This ransomware threat is still very active on the internet, and you should take immediate care in order to not become one of its victims. Be sure you are using and updating security software in order to stay protected from the latest discovered versions of this ransomware. Patches have already been released by Microsoft, including patches for previously unsupported operating systems (XP, 2K3, Windows 8).

Additionally, once you are sure your computer is clear of infection, perform a backup of your hard drive. After you have completed the backup, be sure you have unplugged your hard drive from the machine for safe storage.

For more long-term prevention of ransomware attacks, follow these ransomware tips for businesses and consumers:

- 1. New ransomware variants appear on a regular basis.** Always keep your security software up to date to protect yourself.

*(Continued on page 2)*



### “We Love Referrals” 2017 Offer

**Keeping with the spirit of helping others, if you refer a business to us and they become our customer, we will donate \$100 to your favorite charity.**

**At Holzager Technology Services, we believe that referrals are the greatest form of flattery. By recommending your partners, associates, or professional contacts, you can help them enjoy worry-free IT and support a worthy cause of your choice!**

**For more information, please see our website at [www.tech4now.com/we-love-referrals](http://www.tech4now.com/we-love-referrals), contact us by phone at 201-797-5050 or email us at [info@tech4now.com](mailto:info@tech4now.com).**



## Quotations

"Become the kind of leader people would follow voluntarily; even if you have no title or position."

**Brian Tracy**

"Happiness is not something that you get in life. Happiness is something you bring to life!"

**Dr. Wayne Dyer**

"Treat everyone with respect and kindness. Period. No exceptions."

**Kiana Tom**

"Do not let what you cannot do interfere with what you can do."

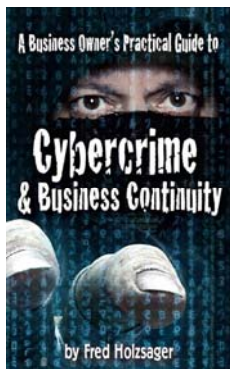
**John Wooden**

"Wisdom is the reward you get for a lifetime of listening when you'd have preferred to talk."

**Doug Larson**

"Three things in human life are important. The first is to be kind. The second is to be kind. The third is to be kind."

**Henry James**



My New Book was just featured in the UAlbany Magazine under Alumni Authors & Editors! For more details on the contents and how to get your copy, please visit our special web page at [www.tech4now.com/cybercrime](http://www.tech4now.com/cybercrime)

**"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!**

# A Defensive Approach to Ransomware

*(Continued from page 1)*

2. **Keep your operating system and other software updated.** Software updates will frequently include patches for newly discovered security vulnerabilities that could be exploited by ransomware attackers.
3. **Email is one of the main infection methods.** Be wary of unexpected emails, especially if they contain links and/or attachments.
4. **Be especially wary of any Microsoft Office email attachment that advises you to enable macros to view its content.** Unless you are absolutely sure that this is a genuine email from a trusted source, do not enable macros and, instead, immediately delete the email.
5. **Backing up important data is the single most effective way of combating a ransomware infection.** Attackers have leverage over their victims by encrypting valuable files and leaving them inaccessible. If the victim has backup copies, they can restore their files once the infection has been cleaned up. However, organizations should ensure that backups are



appropriately protected or stored offline so that attackers can't delete them.

6. **Using cloud services could help mitigate a ransomware infection,** since many retain previous versions of files, allowing you to "roll back" to the unencrypted form.

Ransomware is an online form of the bullying. Here, the bully gets on your computer and takes your personal files: documents,

photos, financial information, all the things you care about. Those files are still on your computer, dangling in front of you, but they are encrypted now, useless to you. In order to get them unencrypted, you'll need to pay.

Growing 4500% since 2014, this is the fastest growing crime on the internet and shows no signs of stopping.

These ransomware bullies are preying on us. But, by following our suggestions listed above, you can protect yourself from them. If you have any questions regarding ransomware, or find yourself a victim, contact us right away at (201)797-5050 or [support@tech4now.com](mailto:support@tech4now.com). We're here to help!

## Why You Need an Uninterruptible Power Supply

Power outages caused by utility failure, accidents, and natural disasters such as storms, flooding, or earthquakes are inevitable. There's very little you can do to prevent any of these from happening, but you can avoid the consequences to your business by using an **Uninterruptible Power Supply (a.k.a., "UPS")**.

### What is an Uninterruptible Power Supply?

An uninterruptible power supply is an essential piece of hardware that protects both your computer and your data. It provides a backup power source in case of main power failures caused by electrical current problems such as blackouts, brownouts, and power spikes.

Smaller UPS units can protect individual computers while larger models can power multiple devices or an entire office. Small businesses can opt for individual UPS units, which should be enough to back up critical computers and other devices that are key to business continuity.

### Benefits of Having a UPS

It's a known fact that power outages can damage or completely destroy electronic

equipment, especially computers. Unexpected computer shutdowns can cause great damage to your computer hardware and make you lose unsaved data. A UPS ensures you won't experience such a scenario. Here are other ways that a UPS benefits your systems:

#### Uninterrupted power flow during power surges

When you have UPS, the voltage that passes from the main electrical lines to your devices is consistently stabilized. This protects your computers from power surges, which happen when the voltage in other equipment suddenly rises.

#### Refined and filtered power supply

It normalizes power levels so that your computers are protected against dips and spikes caused by lightning or an abnormal power supply that usually comes from restored power after a blackout.

#### Instant power during brownouts

An uninterruptible power supply guarantees your operations' continuity. In the event of short-term interruptions, it gives you enough time to switch to a larger, more stable power



*(Continued on Page 3)*

## Trivial Matters

For many Americans, summer means vacation time. Whether you prefer to lay on a beach or travel abroad, we're going to enlighten you with some interesting travel trivia!

- \* The word Pennsylvania is misspelled "Pensylvania" on the Liberty Bell, which is on display in Philadelphia.
- \* The city of Chicago is where the first ever Ferris wheel was invented in the 1893 World's Fair.
- \* Montana has three times as many cows than it does people.
- \* The Finger Lakes area in New York is the largest wine producing region in the United States, besides California.
- \* Atlantic City, New Jersey is home to the longest boardwalk in the world.

- \* The population of Myrtle Beach, South Carolina jumps from 30,000 to over 350,000 in the summer months.
- \* If you want to spend a night in all of Las Vegas' hotels, it would take you almost three hundred years to do it.
- \* The U.S. has over 19,000 landing facilities and 378 airports.
- \* Pilots and copilots are required to eat different meals in case one of the meals causes food poisoning. (Remember the movie "Airplane"?)
- \* Every 60 seconds, 56 pieces of luggage are lost across the globe.

Wherever you may go this summer, we wish you safe and happy travels!



## Why You Need an Uninterruptible Power Supply

(Continued from page 2)

supply such as a generator.

But unlike a generator, it provides instant power to your equipment at the exact moment the power goes out. A UPS can even perform a graceful unattended shutdown of your system.

### Does Your Business Need a UPS?

If you're purchasing new computers for your small business, a UPS is an invaluable add-on. Businesses that require constant power to



function such as hospitals, banks, academic institutions, manufacturing companies, and any business for which storing and processing data are critical tasks can benefit from uninterrupted power.

We have experts who can help determine which UPS is best for your business, provide you with information on properly operating a UPS, replacing its battery and other safety tips. Contact us today at (201) 797-5050 or through support@tech4now.com.

## Quick Tech Productivity Pointers

### Adding Fonts to Mac and Windows

The Mac operating system includes a utility called Font Book that you can use to add, remove and organize the fonts on your computer. You can find the program in your Mac's Applications folder.

After you download a new typeface from an online font shop, double-click the file you received. Font Book should open automatically and display a sample alphabet or character set in the new font. Click the Install Font button at the bottom of the box to add the font to your Mac's type library.

Font Book checks the fonts it installs to make sure there are no incompatibilities with the new files. The program should also alert you if it finds duplicate fonts on the computer. If you want Font Book to remove a font you no longer use, click All Fonts on the left side of the window and



select the name of the typeface in the Fonts list. Go to the File menu and choose the Remove option; fonts used by the macOS menus, dialogue boxes and other system functions cannot be removed.

**Windows** users can install a new font by right-clicking the downloaded file and selecting Install from the menu, or by double-clicking the font file and selecting the Install button. Fonts can be managed in the Windows Font control panel. To get there from the desktop, go to the Start menu, type "fonts" in the search box and select "Fonts — Control Panel" from the results

lists. When the control panel is open, you can add fonts by dragging them into the window. Selecting a font in the window and clicking the Delete button removes it. For more help with fonts, contact us today at (201) 797-5050 or www.tech4now.com.



## Are You Protected From A Data Breach?



Think cybercriminals only target the big companies?

More than 75% of data breaches target small and medium sized businesses.

We can help you with the following:

- 1. TRAIN YOUR EMPLOYEES**  
Train your employees to help protect your sensitive data.
- 2. PROTECT YOUR NETWORK**  
Protect your network with VPN's, firewalls, vulnerability scans, penetration testing, etc.
- 3. SECURE YOUR DEVICES**  
Identify, track, and secure (encrypt) your employee's devices—smartphones, USB drives, tablets and laptops.
- 4. SECURE PHYSICAL SPACE**  
Track and log visitors, limit access with locked doors.
- 5. CREATE CLEAR POLICIES**  
Create clear and concise written policies on the use and disposal of sensitive data.
- 6. WHERE'S YOUR DATA?**  
Locate, understand, and limit where all of your sensitive data resides.
- 7. PROPER DISPOSAL PROCEDURES**  
Ensure that you have the proper procedures and documents in place to dispose of any devices, equipment, and paper records.



LET US HELP YOU PROTECT YOUR BUSINESS AND DATA.

CONDUCT A SECURITY RISK ASSESSMENT TO UNDERSTAND YOUR RISKS.

Contact us at (201) 797-5050 or www.tech4now.com/pii-protect.

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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. Please send us an e-mail or call our direct line.

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## 5 Reasons To Choose A Hosted VoIP Phone System

1. COST SAVINGS
2. ANSWER CALLS ANYWHERE
3. ON-DEMAND SCALABILITY
4. WORLD-CLASS FEATURES
5. ENHANCED PRODUCTIVITY

As a small business, you need every advantage to be as efficient and productive as possible. **Holzager Technology Services** is proud to provide our clients with a cost-effective, feature-rich, world-class phone system that is easy to use and sure to enhance your business productivity.

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### FREE REPORT

"The Ultimate Guide to Choosing the RIGHT VoIP Phone System"



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## Services We Offer:

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- ✓ Disaster Recovery and Planning
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- ✓ E-mail & Internet Solutions
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- ✓ Spam Filtering and E-mail Archiving Solutions
- ✓ Storage Solutions and File Sharing
- ✓ System Audits and Network Documentation
- ✓ Voice over IP phone systems

**"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!*

*"Your breadth of experience and speed to resolution helps us keep our business strong and current. The way we see you is not as an IT computer guy, but as a proven Trusted Business Advisor." —Nabil Ishac, Architect & Owner, Ishac Design Architects, PC*

August 2017

## The Lighter Side...

*For Entertainment Purposes ONLY!*

### Engineer jokes that you don't have to be an engineer to enjoy!

- ◆ Normal people believe that if it ain't broke, don't fix it. Engineers believe that if it ain't broke, it doesn't have enough features yet.
- ◆ Three engineering students were gathered together discussing who must have designed the human body. One said, "It was a mechanical engineer. Just look at all the joints." Another said, "No, it was an electrical engineer. The nervous system has many thousands of electrical connections." The last one said, "No, actually it had to have been a civil engineer. Who else would run a toxic waste pipeline through a recreational area?"
- ◆ An engineer was crossing a road one day, when a frog called out to him and said, "If you kiss me, I'll turn into a beautiful princess." He bent over, picked up the frog and put it in his pocket. The frog then cried out, "If you kiss me and turn me back into a princess, I'll stay with you for one week and do ANYTHING you want." Again, the engineer took the frog out, smiled at it and put it back into his pocket. Finally, the frog asked, "What is the matter? I've told you I'm a beautiful princess and that I'll stay with you for one week and do anything you want. Why won't you



kiss me?" The engineer said, "Look, I'm an engineer. I don't have time for a girlfriend, but a talking frog, now that's cool."

- ◆ A wife asks her husband, a software engineer: "Could you please go shopping for me and buy one carton of milk, and if they have eggs, get 6!" A short time later the husband comes back with 6 cartons of milk. The wife asks him, "Why the hell did you buy 6 cartons of milk?" He replied, "They had eggs."

### Running Late

A man asks a farmer near a field, "Sorry sir, would you mind if I crossed your field instead of going around it? You see, I have to catch the 4:23 train." The farmer replied, "Sure, go right ahead. And if my bull sees you, you'll even catch the 4:11 one."

### So, you wanna be a winner?

Harry prays to God: Dear Lord, please make me win the lottery. The next day Harry begs the Lord again: Please make it so I win the lottery, Lord! The next day, Harry again prays: Please, please, dear Lord, make me win the lottery! Suddenly he hears a voice from above: Harry, you need to buy a lottery ticket.

### Working Out

I can't believe I forgot to go to the gym today. That's makes it already seven years in a row now.

### Not a Match

Why did the physics teacher break up with the biology teacher? There was no chemistry.