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"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 Holzsager,
IT Director
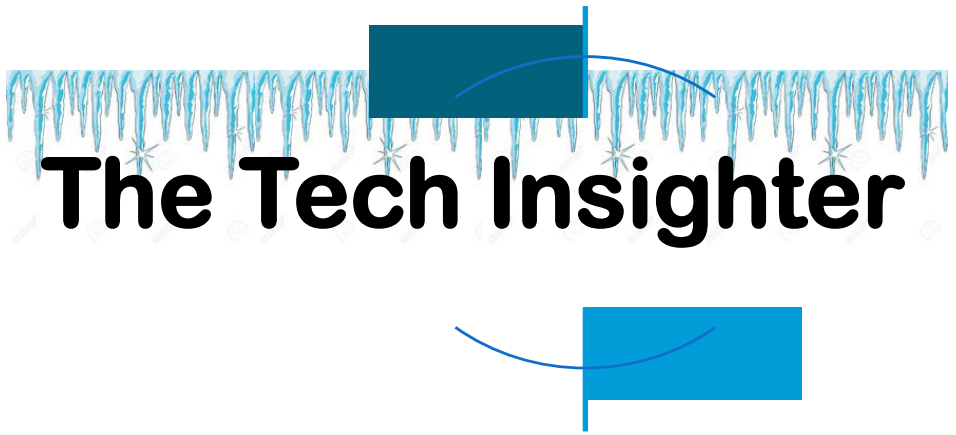**Holzsager Technology Services**
and
Publisher of
The Tech Insighter

Inside This Issue

Snapple Real Fact # 58
A sneeze travels out of your mouth at over 100 miles per hour.

The Tech Insighter

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

How to Protect Your Company's Mobile Devices

More and more businesses are embracing mobile technology. But as the number of mobile devices used in daily operations grows, so do the incidents of cybercrimes targeting smartphones and tablets. Protect your company's mobile devices by following these simple steps.

Ensure Mobile OS is Up-to-Date
The updates on Apple and Android operating systems (OSs) improve overall user experience, but their most important function is to fix security vulnerabilities. Reduce your business's exposure to threats by installing updates for all devices as soon as they become available. Don't wait for a few weeks or months to update, as this give hackers ample time to exploit vulnerabilities on devices that run on an outdated OS.
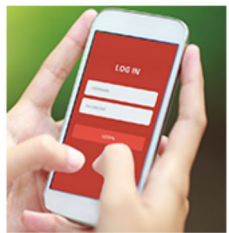
Install Business Applications Only
This is important because lenient policies on what can and can't be downloaded on company mobile devices can lead to staff installing non-business-related apps from third

-party stores. Many of these are notorious for malicious advertising codes and other threats.

Be Careful When Connecting to Public Wi-Fi Networks
Emergency situations may compel you to use password-free Wi-Fi networks in hotels, airports, cafes, and other public places. Connecting to an open network can expose your confidential information and sensitive company data to hackers connected to the same network.

Companies can avoid this by providing a practical internet data plan, preferably one that includes roaming services, for remote workers. And if you really have to connect to an open Wi-Fi, don't use the connection for transferring sensitive data.

Enable Phone Tracking Tools
Sometimes it happens — losing a company-issued mobile device. Devices can be misplaced or stolen, and enabling Find My iPhone for iOS devices, GPS Phone Tracker for Android, or any device-tracking app helps users

"We Love Referrals" 2019 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 Holzsager 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, contact us by phone at 201-797-5050 or email us at info@tech4now.com .

A Business Owner's Practical Guide to

Cybercrime & Business Continuity

by Fred Holzsager
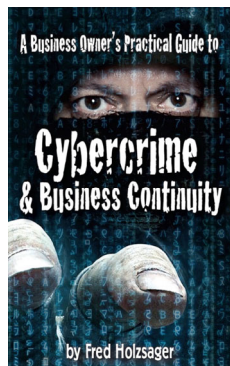
If you would like to have us speak to your organization and give away some free copies to attendees, give us a call. For more details on the contents and how to get your own copy, please visit our special web page at **www.tech4now.com/cybercrime**

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How to Protect Your Company Mobile Devices

locate lost phones. Some also have the option to delete data in stolen devices. Downloading and setting up such an app only takes a few minutes, and it will give you peace of mind knowing that even if your phone is lost or stolen, its contents will not be compromised.

Screen SMS (Text Messages) Carefully

Short Message Service (SMS) or text phishing can be used to trick you into clicking malicious links. Hackers send messages purporting to be from someone you know, asking you to urgently send confidential data. Should you encounter such a text, you can either delete it or alert your

IT department. You can also block unknown senders without even opening their message.

Mobile devices are becoming more critical to operations. And with more devices open to attack, businesses must bolster their cybersecurity efforts. Hackers will exploit every possible vulnerability, and that includes those in unsecured smartphones and tablets.

Get in touch with us at (201) 797-5050 or www.tech4now.com if you have concerns about securing your company's mobile devices or need comprehensive security solutions for your business. We are here to help!

Think Your Password is Secure? Think Again!

For years, we've been told that strong passwords include three things: upper and lower-case letters, numbers, and symbols. And why wouldn't we when the National Institute of Standards and Technology (NIST) told us they were the minimum for robust passwords? But it now says those guidelines were misguided and has changed its stance on the matter. Find out why and how it impacts you.

The Problem

The issue isn't necessarily that the NIST advised people to create passwords that are easy to crack, but it steered people into creating passwords that are easy to predict—using capitalization, special characters, and numbers such as "*P@ssW0rd1*." This may seem secure, but in reality, these strings of characters and numbers could easily be compromised by hackers using common algorithms.

To make matters worse, NIST also recommended that people change their passwords regularly, but did not define what it actually means to "change" them. Since people thought their passwords were already secure with special characters, most only added one number or symbol. NIST essentially encouraged everyone to use passwords that are hard for humans to remember but easy for computers to guess.

The Solution

Security consultant Frank Abagnale and Chief Hacking Officer for KnowBe4 Kevin Mitnick both see a future without passwords. Both security experts advise enterprises to utilize multifactor authentication (MFA) in login policies. This requires users to present two valid credentials

to gain access to their data. For instance, a code texted to an employee's smartphone can serve as an added security measure to thwart hackers.

Moreover, Mitnick recommended implementing long passphrases of 25 characters or more, such as "correcthorsebatterystaple" or "iknewweretroublewhenwalkedin5623". These are much more difficult to guess and less prone to hacking. As for the frequency of changing passphrases, it will depend on a company's risk tolerance.

Simply put, passwords should be longer and include nonsensical phrases and English words that make it almost impossible for an automated system to make sense of.

You should also consider enforcing the following security solutions within your company:

- *Single sign-on*: allows users to securely access multiple accounts with one set of credentials. This increases productivity while keeping data secure.
- *Account monitoring tools*: recognizes suspicious activity and locks out hackers.
- *Password Keepers*: enable users to maintain and use complex passwords by needing to remember *only one* complex password. Active passwords are delivered to the user in a secure method via browser or installed application which connects securely to the host's password repository.

When it comes to security, ignorance is the biggest threat. If you'd like to learn about what else you can do, contact us today at (201) 797-5050 or www.tech4now.com.

Trivial Matters

We are starting off the New Year with random fun facts! Here goes:

- ☺ In Switzerland, because they get lonely, it is illegal to own just one guinea pig.
- ☺ Pteronophobia is the fear of being tickled by feathers.
- ☺ Bananas are curved because they grow towards the sun.
- ☺ The average male gets bored of a shopping trip after 26 minutes.
- ☺ Approximately 10—20% of power outages in the US are caused by squirrels.
- ☺ Sea otters hold hands while they sleep so they won't drift away from each other.
- ☺ There is a total of 1665 steps in the Eiffel Tower.
- ☺ Cherophobia is an irrational fear of fun or happiness.
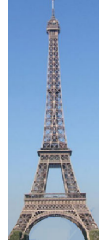
- ☺ The average person walks the equivalent of 5 times around the world in their lifetime.
- ☺ Nutella was invented during WWII when chocolate was mixed with hazelnuts to extend rations.
- ☺ Tears contain a natural pain killer which reduces pain and improves your mood.
- ☺ Squirrels forget where they hide about half their nuts.
- ☺ Paraskevidekatriaphobia is fear of Friday the 13th.
- ☺ During your lifetime, you will spend about 38 days brushing your teeth.
- ☺ Madonna suffers from brontophobia which is the fear of thunder.
- ☺ In a study of 200,000 ostriches over a period of 80 years, no one reported a single case where an ostrich buried its head in the sand.

We hope this starts your New Year off right!

Quick Tech Productivity Pointers

Microsoft Windows 7 and End-of-Life Support
Most software developers have discovered that maintaining support for applications over three years after release or more than 3 generations becomes more of a hindrance than a benefit.

Every Windows product has had a lifecycle. The lifecycle begins when a product is released and ends when it's no longer supported. Knowing key dates in this lifecycle helps you make informed decisions about when to upgrade or make other changes to your software. For some, the legislations that regulate their business may mandate the change (*e.g.*, HIPAA or Sarbanes Oxley) for unsupported systems.

Many of you are familiar with the retirement of Windows XP because it was popular and endured for about a decade. It had its End of Life Support end on April 8, 2014. Many businesses had not appropriately planned for it when the first major virus threat was released and XP was no longer protected. This is human nature, to wait until the last minute to respond. When Windows Vista mainstream support ended on April 10, 2012, few responded. Then, when the extended support ended on April 11, 2017, the updates were no longer provided and the general consensus was to move away from that operating system.

Now, **Windows 7 SP1** has already passed its end of mainstream support on January 13, 2015 and will be coming to its end of extended support on January 14, 2020. Even though windows 8.1 is supported into 2023, most businesses will opt to

migrate their businesses over to **Windows 10**. Not all hardware that supported Windows 7 will necessarily support Windows 10. It has also been our experience that an upgrade of an older system to Windows 10 does not always perform as desired. Any upgrade, if possible, should be made as a clean install for the best results.

So, now that you are thinking about Windows 10 and the new timeline that is approaching one year from now, it may be a good time to start to budget and plan for this change. Most of the applications that your office is using now should be able to run on Windows 10. It is always wise to prove the system before your migration first. Think of it as not testing a stain remover on a couch before using it on the whole piece and discovering that the remover changes the color of the fabric, thus introducing a new color balance to your living room.

Speaking of application compatibility, perhaps you have an application that is either obsolete or will not work with Windows 10. *Is now a good time to consider an upgrade to the newer platform of the software?* A current trend with software and support is the subscription model. It may be possible that the new software is only available in a subscription and not the perpetual license, thus, every year you will be subjected to a fee to renew it; however, on the bright side, it also assures that you are on the latest version with the appropriate security measures in place to protect your investment. By the way, Win10 may be the last "*free*" Windows. Give us a call at (201) 797-5050 if you need our assistance.

Celebrating over SEVENTEEN YEARS of Service and Satisfied Customers!

IT Solutions for YOUR Business!

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

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January 2019


The Lighter Side...   *For Entertainment Purposes ONLY!*

Why Did the Chicken Cross the Road?

KINDERGARTEN TEACHER: To get to the other side.

CAPTAIN JAMES T. KIRK: To boldly go where no chicken has gone before.

CONSULTANTING FIRM: Deregulation of the chicken's side of the road was threatening its dominant market position. The chicken was faced with significant challenges to create and develop the competencies required for the newly competitive market. Andersen Consulting, in a partnering relationship with the client, helped the chicken by rethinking its physical distribution strategy and implementation processes. Using the Poultry Integration Model (PIM), Andersen helped the chicken use its skills, methodologies, knowledge, capital and experiences to align the chicken's people, processes and technology in support of its overall strategy within a Program Management framework.
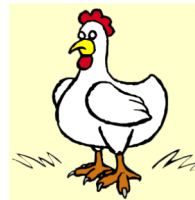
BILL GATES: I have just released the new Chicken Office 2019, which will not only cross roads, but will lay eggs, file your important documents, and balance your checkbook.

COLONEL SANDERS: I missed one?

Family Definitions

Children: small people who are not permitted to act as their parents did when they were the same age.
Precocious: seeing through adults at an annoyingly early age .
Problem Child: a spoiled brat, always found in someone else's family.
Sweater: a garment worn by a child when the mother feels chilly.
Teenagers: people who express a burning desire to be different, by dressing alike.
Life: a span of time of which the first half is ruined by our parents, and the second half by our children.

Our Favorite Bunny

Bugs Bunny was shopping at the supermarket and a sales assistant said to him: "If you can tell me what 19,866 times 10,543 is, we'll give you free carrots for life."
Immediately, Bugs responded: "209,447,238".
The sales assistant was astonished and asked: "How on earth did you do that?"
Bugs replied: "If there's one thing rabbits are good at, it's multiplying."

Windy Tale?

Three retirees, each with a hearing loss, were playing golf one fine March day. One remarked to the other, "Windy, isn't it?" "No," the second man replied, "it's Thursday." The third man chimed in, "So am I. Let's have a beer."