Holzsager Technology Services, LLC
P.O. Box 535
Fair Lawn, NJ 07410-0535
(201) 797-5050
info@tech4now.com

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April 2020

Celebrating over EIGHTEEN 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 Holzsager,
IT Director
Holzsager Technology Services
and
Publisher of
The Tech Insighter

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Snapple Real Fact #10
Mosquitos are attracted to people who have recently eaten bananas.

GO GREEN: To help save a tree, please send us an e-mail to request electronic delivery. Kindly submit your request to **subscribe@tech4now.com**

The Tech Insighter

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

Your #1 Threat Of Being Hacked Is INSIDE Your Own Organization

Small businesses are the biggest targets of hackers and cybercriminals. They are targeted because they are less likely to have strong – or any – security in place. But in so many cases, hackers don't need to use malicious code or cracking skills to get what they want. Instead, they rely on your biggest vulnerability: *your own employees*.

The #1 threat to any business's IT security is its employees.

It all stems from a lack of training. Employees don't know how to spot threats, or they don't know not to click unverified links in their e-mails. Most of the time, these actions are simple mistakes – but mistakes aren't excuses and can result in MAJOR costs to your business.

Here are three things you can do to turn your employees from your biggest IT threat to your biggest IT asset:

Establish Regular Cyber Security Training.

First and foremost, get everyone in your business trained up on IT security. Wesley Simpson, the chief operating officer of (ISC)², an international cyber security certification group, suggests thinking about IT education as "*people patching*." Just as you continually update and patch your software and security, ongoing education serves to update, or patch, your employees. He says, "If you don't get your people patched continually, you're always going to have vulnerabilities." But don't put the training solely on your shoulders. Work closely with a company that specializes in IT security. Doing it yourself can be stress-

(Continued on page 2)

"We Love Referrals" 2020 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 .

Quotations

"Intellectual growth should commence at birth and cease only at death."

Albert Einstein

"Success is not final; failure is not fatal: It is the courage to continue that counts."

Winston Churchill

"Don't let the fear of losing be greater than the excitement of winning."

Robert Kiyosaki

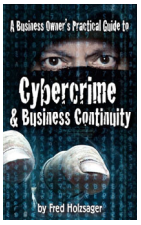
"Success does not consist in never making mistakes, but in never making the same one a second time."

George Bernard Shaw

"The only place where success comes before work is in the dictionary."

Vidal Sassoon

Read Fred's Book!



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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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!

Your #1 Threat To Being Hacked... Employees!

(Continued from page 1)

ful and time-consuming. An experienced IT firm is going to come in with all the education and resources you need to successfully train everyone in your organization on cyberthreats targeting your business today.

Keep Cyber Security Top Of Mind.

While you may have training or educational sessions once a quarter or biannually (regular sessions are recommended), you still need to keep IT security in the minds of your employees on a weekly basis. During weekly meetings, for example, talk about a cyber security topic. Or, if you share news or links with your employees in a weekly, company-wide e-mail, for example, include a cyber security story or tips article. It's all about utilizing systems you already have in place to keep your team informed and this important topic at the forefront.

Emphasize Safe Internet Usage Habits.

This should supplement regular training. Employees should always know the best practices when it comes to using the Internet, e-mail or anything else that brings them in contact with the World Wide Web.

> **"The #1 threat to any business's IT security is its employees."**

Part of it involves keeping the lines of communication open. If an employee sees something out of the ordinary come into their inbox, encourage them to bring it to the team's attention – whether they're telling their direct supervisor, manager or you. The easier the communication between everyone on your team, the easier it is to identify and stop attacks.

The goal is to eliminate guesswork. If an employee isn't sure about an e-mail, they should be trained to ask questions & verify. On top of that, you should have a policy in place that prevents employees from installing unverified software, which includes apps and app extensions (such as browser extensions), without permission. And one more thing – stress safe Internet usage habits not just in the workplace but at home as well. This is especially critical if your staff bring in their own devices. If that's the case, you should absolutely have a "bring your own device" (BYOD) security policy in place. It's just another wall between your business and potential threats.

How do you get all this started? Good question! It all starts with reaching out. If you're ready to lock down your business and you're serious about educating your employees and turning them into your best defense, we can help. The best IT security you've ever had is one phone call away.

The Elephant In The Room: *CoronaVirus COVID-19*

On March 11, the World Health Organization declared the SARS-CoV-2 a pandemic. Then, 2 days later, the President of the U.S. declared it a national health emergency. This situation has brought about a number of measures that may be used to reduce the incidence of the virus and its spread:

- ☑ Actively encourage sick workers to stay at home and self-quarantine.
- ☑ Provide alcohol wipes to clean surfaces that are frequently touched such as copiers, desktops, mice, [smart]phones, and keyboards (NO bleach).
- ☑ Encourage frequent handwashing with soap for 20-30 seconds, especially before eating and after lavatory use .
- ☑ Maintain a regular maintenance and cleaning schedule to reduce occurrence of the virus on frequently touched surfaces such as doorknobs, cabinets, and entry ways.
- ☑ Encourage a limit to business travel — allow it only when necessary.
- ☑ Encourage "Social Distancing" and the avoidance of handshakes and hugs.
- ☑ Have staff work from home wherever possible (e.g., LogMeIn, TeamViewer, or Virtual Private Network (VPN)) or hold collaborative online conferences with Zoom, Teams or GoToMeeting.
- ☑ Develop administrative policies to reduce fear of job loss if self-quarantine or stay at home to work.
- ☑ Review guidance from **CDC** at https://cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html or **OSHA** at https://osha.gov/Publications/OSHA3990.pdf.
- ☑ For those looking for daily tracking of the virus: Coronavirus COVID-19 Global Cases by (CSSE) at Johns Hopkins (https://gisanddata.maps.arcgis.com/apps/opsdashboard/index.html#/bda7594740fd40299423467b48e9ecf6)

Get good rest, fresh air, and stay healthy!

Trivial Matters

As much as you may enjoy theme related trivia, this month turns to the random fact drawer for a far larger varietal sampling.

ⓘ Did you realize the only country whose name starts with a "V" in Europe is Vatican City?

ⓘ Gerald R. Ford is the only person to have served as both vice president and president without being elected to either office by the Electoral College.

ⓘ Yul Brynner was the only one of the original "7" to appear in "The Return of the Seven."

ⓘ Did you know that a comet is not a shooting star, but a frozen ball of gas?

ⓘThe biggest selling music single is "Candle in the Wind" by Elton John. It replaced "White Christmas" sung by Bing Crosby after 50 years.

ⓘ The oldest existing, and continually operating educational institution in the world is the *University of Karueein*, founded in 859 AD in Fez, Morocco. The *University of Bologna*, Italy, was founded in 1088 and is the oldest one in Europe.

ⓘ A snail can sleep for three years.

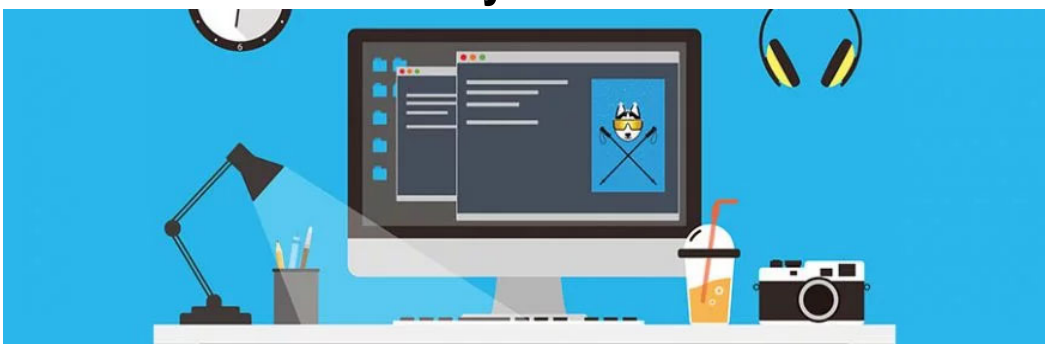
ⓘ The world's tallest building is located in Dubai—it is the Burj Khalifa.

ⓘ Peanut oil can be processed to produce glycerol, which can be used to make nitroglycerine, an explosive liquid used in dynamite.

ⓘ The highest jumping wild "cat" is the caracal. It is able to jump and catch a bird in flight.

ⓘ The QR code (short for Quick Response code) was created in 1994 by former Toyota subsidiary Denso Wave as a means of quickly tracking vehicles and parts.

Quick Tech Productivity Pointers



Beef-Up Wi-Fi to Fortify Your Network—

Wireless has made setting up network connections a snap without the hassle of pulling cables. It has also introduced a new vulnerability inasmuch as anyone can now see the access points to attempt a trespass onto your private network. Here are some simple changes you may make to your wireless connection that may make it more secure.

Secure the Administrative Access

Many new users will setup their own wireless network, but will not recognize the risk of leaving the administrative password with the default setting. This is a major oversight that needs to be corrected immediately. Most internal networks will use a 192.168.1.x or 192.168.0.x network and the default password can often be determined if the SSID is left at the default, as well. If you don't believe me, go online, look it up, and you'll see what I mean. Make sure you create a strong, complex password.

Make the Guest network standalone

The last thing you need to do is give visitors access to your Local Area Network (LAN) where all of your office equipment resides (read:"your business data"). Newer wireless routers come equipped with a simple provision for a guest network that keeps its traffic separated from your office network. It's critical to make it that way. Guests only need access to the Internet, so give them nothing more!

Use the strongest Wi-Fi Authentication

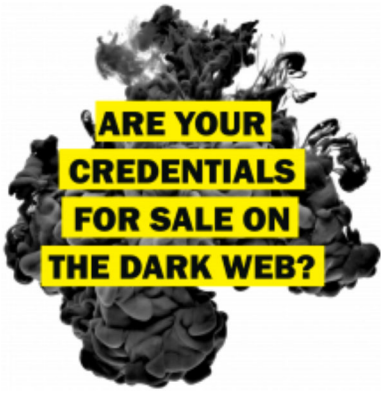
Making your office Wi-Fi password complex will serve you no benefit if it is readily decrypted and cracked. The best option for most to use is WPA2 (Wi-Fi Protected Mode version 2); this should be your choice unless you have stronger capabilities. The WPA is now outdated and the WEP (Wireless Encryption Protocol) is not only too weak, but easily cracked.

Keep your Router physically secure

Most routers can be reset to factory defaults with the simplest tool—a straightened paperclip. Why allow the risk of having someone compromise your office's security and data controls without your knowing and steal your private information? Keep the appliance in a locked space or in a low traffic area that is as inaccessible to outsiders as possible. If you don't have this option, then consider storing it in a locked ventilated secure box to restrict access from any unauthorized personnel.

Think about it. Your [wireless] router is one of the most essential systems in your office, which is why protecting it is so important. If you use a password manager, use it to generate a secure password for the admin account on your router. Just make sure you record it in a secure location. You won't regret it on the day you encounter a stranger floating around the office unattended.

Need to know more? Give us a call: (201) 797-5050.



Find Out
with a Complimentary
Dark Web Scan

Did you know…?

- Cyber-attacks have continued to grow in cost, size, and impact—causing 60% of SMBs to go out of business within 6 months of a cyber incident.
- Over 80% of data breaches leverage stolen passwords as the principal attack vector—often acquired on the *Dark Web*.
- Far too often, companies that have had their credentials compromised and sold on the Dark Web don't know it until they have been informed by law enforcement—but then, it's too late.
- To help keep your critical business assets safe from the compromises that lead to breach and theft, we are offering a complimentary, one-time scan with ***Dark Web ID***™ **Credential Monitoring**.

If you are interested in learning more about the risks involved in ignoring your password security, give us a call at (201) 797-5050 or visit our website at

https://www.tech4now.com/dwid
or www.tech4now.com/bullphish

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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

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- ✓ Virus Protection & Removal and Dark Web Monitoring
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- ✓ 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!

"Just a note to say how painless you made the change from Windows 7 to 10 for my office. I didn't have to learn any new tricks and it's faster by far. Many thanks for your expertise."
—**Anne B. Horst**, *Kando Service Agency, Inc.*

April 2020

The Lighter Side...

For Entertainment Purposes ONLY!

Did I say he was dead?

A 60-year-old man went to a doctor for a check-up. The doctor told him, "You're in terrific shape. There's nothing wrong with you. Why, you might live forever; you have the body of a 35-year-old. By the way, how old was your father when he died?"

The 60-year-old responded, "Did I say he was dead?"

The doctor was surprised and asked, "How old is he and is he very active?"

The 60-year-old responded, "Well, he is 82 years old and he still goes skiing three times a season and surfing three times a week during the summer."

The doctor couldn't believe it! So he said, "Well, how old was your grandfather when he died?"

The 60-year-old responded again, "Did I say he was dead?"

The doctor was astonished. He said, "You mean to tell me you are 60 years old and both your father and your grandfather are alive? Is your grandfather very active?"

The 60-year-old said, "He goes skiing at least once a season and surfing once a week during the summer. Not only that," said the patient, "my grandfather is 106 years old, and next week he is getting married again."

The doctor said, "At 106, why on earth would your grandfather want to get married?"

His patient looked up at the doctor and said, "Did I say he wanted to get married?"

An Illuminating Consequence

A six-year-old boy called his mother from his friend Charlie's house and confessed he had broken a lamp when he threw a football in their living room.

"But, Mom," he said, trying to make light of the situation, "you don't have to worry about buying another one. Charlie's mother said it was priceless and irreplaceable."

She Takes the Stairs

My girlfriend always prefers the stairs, whereas, I always like to take the elevator… I guess we are raised differently.

My memory

An agitated patient was stomping around the psychiatrist's office, running his hands through his hair, almost in tears.
"Doctor, my memory's gone. Gone! I can't remember my wife's name. Can't remember my children's names. Can't remember what kind of car I drive. Can't remember where I work. It was all I could do to find my way here."
"Calm down. How long have you been like this?"
"Like what?"