

IT Radix Resource

We make IT work for you



Out of Sight...

What You Don't See

We have all heard the question: "If a tree falls in a forest and no one is around to hear it, did it really happen?" That thought raises philosophical issues regarding our powers of observation and perception. When each of us are in our "me" centered world, we sometimes think that if we did not see or hear something, then it was not important, or worse that it did not happen. But if we take a broader view and consider things rationally, we realize that is far from the case.

When it comes to Information Technology maintenance, what happens out of sight or behind the scenes that clients do not see is vital. It is likely far more important to the client than what they do see when a technician assists them with a particular issue or problem. These vital activities are done to ensure the safety of the network and the client's data as well as to minimize any potential downtime from any kind of network/software/hardware failure. In short, they fix or address key items before they need fixing.

Proactive maintenance that you do not see can help your IT team to discover in advance what might lead to hardware failures, identify for users when they are misusing software and hardware, notify clients well beforehand on hardware/software end-of-life issues, etc. We cannot overemphasize how important this is to reduce work interruptions, disruptions, or outages. The cost of this downtime is enormous, yet it too is often "unseen." And like the tree in the forest that falls with no one around, it is real. Revenue lost and expenses continuing to flow at the same time are huge costs.

The IT Radix approach to proactive maintenance that ensures its clients are working productively and securely includes a great deal of activities vital to the health of the network that happen out of sight:

Remote monitoring. Like a First Alert System, this service is your eyes and ears on your entire network for internet access, power, up/down, etc.

Server Reboots. This is done after hours to apply patches and regular updates that require rebooting.

System Patching and Updating. PC hardware and software vendors deliver new versions of drivers, bug fixes and other improvements via updates. Scheduling these outside of business hours helps to ensure your productivity.

Firmware and Software Updates. Firmware and software updates bring some alterations to programs which are necessary to enable the corresponding devices to operate proficiently as well as to fix the bugs for better security. Yet another behind-the-scenes task.

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What's New

RED Month Donations

This year's matching donations will benefit the Interfaith Food Pantry. Check out the insert and our website to learn how we can work together to help others in need.

www.it-radix.com/red

We're Just a Phone Call Away

In observance of Thanksgiving, our office will be closed Thursday and Friday (Nov 26 & 27). If you need assistance during this time, please call 973-298-6908 and our on-call staff will be happy to help.

IT Radix Webinars

If you missed any of our recent webinars, you can catch the replay here:

www.it-radix.com/webinarlistings

If you would rather receive our newsletter via email, sign up on our website or send an email to resource@it-radix.com



More free tech tips at:
www.it-radix.com/blog



What You Don't See

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Backups. Multiple backups stored on different media, both onsite and offsite, allows an organization to ensure their data is always recoverable.

Firewall Maintenance. The system that supports the firewall must be properly maintained and is vital to minimize cybersecurity risks.

Vulnerability Scans and Penetration

Tests. Scans identify any network systems that are subject to known vulnerabilities and penetration tests identify weaknesses in specific system configurations and organizational processes and practices that can be exploited to compromise security.

Anti-Virus Upgrades. Updates are released daily and contain the latest files needed to combat new viruses and protect your computer.

"Eyes On" Review of Logs. Finally, there is nothing like a real person working behind the scenes looking deep inside your network to find things only a human eye can see that are detrimental to the productivity of the network.

IT Radix is diligently working behind the scenes to make IT work for you!

Proudly folded & stuffed by Central Park School

Introducing... Zach Kelly

One of our newest employees, Zach Kelly, thinks astronomy is out of sight! He feels fortunate to have attended one of the few high schools in the area with an on-site planetarium.

Zach came to IT Radix with a B.S. in Management Information Systems (MIS) from St. Francis University in western Pennsylvania and 10 years of experience supporting technology. Most recently, Zach worked as an IT Field Technician for Micrologic. In this role, Zach set up and supported customers using his company's proprietary software and assisted them with their daily/monthly reports. He also helped coworkers internally with SQL queries to search within their relational database. Zach prides himself on his strong foundation in database theories and his ability to easily extract information.

As an IT Consultant at IT Radix, Zach monitors and resolves client anti-virus, workstation patching and Uninterruptible Power Supply (UPS) alerts, configures workstations and supports clients with their day-to-day technology needs. Zach is known for his eagle eye at identifying potential problems and making changes before they become an issue for our clients. He enjoys helping people in general and enabling them to get their job done easier.

Zach's favorite quote:

"Smooth seas do not make skillful sailors."
– African Proverb

A native to New Jersey, Zach grew up and still resides in Sparta with his parents and three siblings, two cats and 1-year-old puppy. You could say it's a full house for sure! When not working, Zach enjoys playing board games (*Monopoly* and *Risk* are his favorites) as well as video games (shooter games and role-playing games like *Final Fantasy* and *Grand Theft Auto*). He also enjoys creating (and drinking) craft beers thanks to a college beer making class—his favorite types are sours and wheats. Zach is also interested in foreign sport cars and enjoys attending local "car meets." His favorite car is a Lexus LFA or an Acura NSX. He also really likes Ferraris, but who doesn't?

Zach's personal philosophy: Tackle the hard stuff today so you can enjoy drinking your coffee slowly tomorrow.

The Buzz

Our Clients Speak Out!

"Since working with IT Radix these past five years, they have never ceased to WOW us with their responsiveness and top-notch service. Love you guys! Our favorite team partner by far!"

Linda Guldner, Human Resources & Office Manager — East West Connection

East West Connection is a corporate meeting and event planning company with a track record of excellence spanning over 30 years. They deliver unique and memorable experiences that are as diverse and unique as their clients.

Keep Passwords Out of Sight

The holiday season is a great time to organize your homes and offices and start the new year with a clean slate. What better way to do that than by giving the gift of a password manager—a program that allows users to store, generate and manage their passwords for all sorts of online services.

Storing passwords has always been difficult. We have all resorted to storing them on sticky notes or a notebook; the problem with this is the risk of losing the password as well as cybersecurity risks of someone stealing your information from the Post-It stuck on your computer in your office. Password managers make it easy to store passwords—you can add the website or service the password is for, the username, and even a link to the website that you might use the password in. It also is easily updated if you decide to change your password...gone is the hassle of crossing out old passwords and writing new ones in the margins!

The cybersecurity risk is far less when using a password manager not only because only you can access it, but also because you can generate more secure passwords within the program. It will generate random passwords with uppercase letters, symbols, numbers, and can even make it more than thirty characters long. The best part? You don't have to remember it! The password manager stores that information for you, so you can create a long and secure password without needing to remember it.

As they say, "out of sight, out of mind!" With a password manager, you no longer need to memorize or write down your passwords. This holiday season, give your family and co-workers a safe and secure way of keeping their personal information protected.

Call IT Radix today for more information on implementing a password manager in your organization!

Recycling Benefits

In November we are reminded to be thankful. At IT Radix, we're thankful for our planet and feel it's important for everyone to find ways to give back to it. One way you can contribute is by recycling your electronic waste. Here are a few e-waste recycling benefits:

- Machines can be recycled and used for new parts, eliminating the need for mining for materials such as copper, aluminum, and steel.
- Harmful materials are kept out of the environment (e.g., fluorescent light bulbs contain toxic mercury that can leach into waterways when thrown into a landfill).
- Reduced business costs! Most states now have incentivized e-waste recycling by bumping up the cost of dumping.

IT Radix makes recycling e-waste easy. Drop off your old phone, computer, server, etc., and we will safely recycle it for you. Mother nature will thank you.



**Thanks
for the
referrals!**

Referrals are the best form of compliment! We would like to thank the following for referring us to their friends and colleagues:

Bill from Rank Magic
Joe from FMD Distribution
John from Delta Strategic Marketing
Nelson from Couto DeFranco, P.A.
Tina from Atlantic Air Enterprises

Visit us at www.it-radix.com to learn more about our **Referral Rewards Program!**

SPECIAL OFFER

Have a call with us to outline your **2021 IT Action Plan** during the months of **October, November** and **December** and receive a free Work-From-Home Starter Kit—from cookies to webcam covers. Book your virtual session today!

“Gratitude makes sense of our past, brings peace for today, and creates a vision for tomorrow.”

— Melody Bettie

Give BACK



November is RED Month

Recycle | Energize | Donate

IT Radix provides an opportunity every November for our clients to safely recycle their electronics and give back to the community at the same time!

During the month of November, drop off your electronics at our IT Radix office. For every recycled computer received, IT Radix will donate \$1.00 to the Interfaith Food Pantry. Maybe your business would consider matching?

See insert for more details as well as a complete list of accepted items.

From the desk of Cathy Coloff



“As we sail through life, don’t avoid rough waters, sail on because calm waters won’t make a skillful sailor.” (Unknown)

I have this quote tucked away in a notebook that I regularly use—being the geek that I am, it’s in OneNote (a favorite app), but I digress... As someone who grew up sailing on the waters of North Carolina, it has always struck home for me. As a kid, I particularly enjoyed stormy weather sailing because it was exciting and a little on the edge. My dad would be calm throughout, barking out instructions, adjusting the sails, battening things down and the like. Our sailboat would break over large waves, heel strongly to one side or the other, and everything would be rattling or shaking in the wind or under the strain of the forces being put on the boat. For some, it could be downright scary. My dad and I secretly enjoyed it (Mom, not so much). Fortunately, we were able to ride out the storms, albeit a little more bruised or battered at the end. Afterwards, we (Dad mostly) would make some adjustment or change to our boat, our tactics or approach—learning from the “scary” moments.

Many would simply stay at port and not venture out when there was a threat of bad weather rather than venture out in potentially rough waters. But where is the fun or challenge in that? COVID-19 has brought everyone rough waters, but I’m optimistic that, like sailing, it will make us all better people, at home and in business.

During the upcoming Thanksgiving season, I’m thankful more than ever for the opportunity to learn and improve. Happy Thanksgiving everyone!

Warning! Danger Will Robinson!

Some may remember *Lost in Space*, a TV show from the late 1960s. The Robinson family set off to colonize space, and suddenly were thrown off course, stranded in a perilous environment, light years from their desired destination. Luckily, “Robot” would alert the young Robinson boy to hazards by shouting “Danger Will Robinson!”

No one has a safety robot or even a map or GPS device to facilitate safe travels over the world wide web. With the constant change of the web’s pathways, a map would be out of date as soon as it was published. With no guidance, it is very easy to get lost. And once lost, it is easy for the bad guys to jump out and steal the important “luggage” you carry with you on your PC or tablet/phone. Too bad there is no “Robot” to shout “warning!” But there is something better! It is called Cisco Umbrella—a layer of protection preventing users from getting caught in the malicious web, alerting them to dangerous areas or things. Cisco Umbrella offers flexible, cloud-delivered security on PCs and tablets/phones combining multiple security functions into one solution. It protects against email attacks and risks associated with surfing the web.

If you are concerned about ransomware or that your staff might venture off into malevolent parts of the web, Cisco Umbrella is a remedy for you. Contact IT Radix today and learn more about staying safe online.

