

TECH SAGE TECH TALK

"Insider Tips To Make Your Business Run Faster, Easier, And More Profitably"

My Computer Network Doesn't Need Regular Monitoring And Maintenance, Does It?

This is probably one of the biggest and most costly misconceptions that many business owners have. Usually this is because they've been fortunate enough to never have encountered a major computer-related disaster, but that's similar to someone thinking they don't need to wear a seat belt when driving a car because they've never had an accident.

Computer networks are complex and dynamic systems that need regular updates and maintenance to stay up, running fast and problem-free. In fact, it's surprising how fast a brand-new computer will slow down after a few weeks or months of use without proper updates and maintenance. Here are just a FEW of the critical updates that need to be done on a weekly – if not daily – basis:

- Security patches applied – with NEW viruses and hacker attacks cropping up DAILY, this is a CRITICAL part of maintaining your network
- Antivirus updates and monitoring
- Firewall updates and monitoring
- Backup monitoring and test restores
- Spam-filter installation and updates
- Spyware detection and removal
- Monitoring disk space on workstations and servers
- Monitoring hardware for signs of failure
- Optimizing systems for maximum speed

A computer is just like a car: if you don't change the oil, replace the filter, rotate the tires, flush the transmission and perform other regular maintenance on your car, it will eventually break down and cost you FAR MORE to repair than the cost of the basic maintenance – and cars are far simpler than a computer network!



"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!"
John Hill, President, TechSage Solutions

June 2014

San Antonio, Texas

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7 Ways To Keep Your Tablet Secure



1. **Don't leave it lying around**

Although this is common sense, you've probably violated this rule more than once. Tablets are easy targets for thieves, so don't let it out of your sight when in a public place – and don't leave it in plain view in your car or you might end up with a broken window in addition to a stolen tablet.

2. **Use a passcode**

Although it's not 100% hacker-proof, it will block unauthorized users from accessing your information.

3. **Consider enabling automatic data erasing**

You can configure your iPad to erase your data after 10 failed pass-code attempts. Clearly this is not a good solution for anyone who constantly forgets a password or for those who have kids trying to log in repeatedly. However, if you have a Microsoft Exchange account connected to your mobile device, your IT guy can remotely wipe your mobile device as soon as you report that it has been lost.

4. **Encrypt your hard drive**

On your iPad, simply enabling the password will turn on encryption. All iOS devices also come with a second layer of encryption (called data protection) that protects your e-mails and attachments. This protection can't be broken, even if the passcode is stripped. On Android tablets, you need to enable hard-drive encryption in the security settings.

5. **Enable iCloud Find My Phone or Android Device Manager**

These are valuable tools to use when you misplace your tablet. Both of these services allow you to log in and find your tablet or even wipe it if you have sensitive data on it.

6. **Install software updates**

As with all software, make sure you have the latest security updates and patches installed to protect against hackers and viruses.

7. **Only connect to trusted WiFi networks**

Public WiFis are open territory for hackers and identity thieves. Whenever you connect, make sure it's a legitimate, secure connection.

If your mobile device is lost or stolen, below are some tips:

1. Record web logins and other important user name and passwords in a cloud-based password management system.
2. Back up your emails, downloads or important information
3. Ensure the Find My iPhone app is installed, configured, and active



Shiny New Gadget Of The Month:



Laser Projection Virtual Keyboard

Put the future at your fingertips with our virtual laser keyboard.

This revolutionary little gadget uses state-of-the-art laser to project a virtual keyboard onto any flat surface. It tracks your fingers like magic using advanced optics and connects via Bluetooth to any Apple or Android device – it can even connect to your laptop!

You touch, it types.

Transform any flat surface into an instant workstation and type up a storm any time and virtually anywhere you may want. The Bluetooth technology allows a quick and easy pairing with your tablets, your smartphones and most laptops, and this little device comes with a USB cord for easy charging. It can last up to two hours of continuous typing.

Revolutionize the way you work.

It's the future of technology – get it first at www.Brookstone.com and show it off. It packs plenty of punch for \$120.

“I Quit!”

THE BOSS: *“Don’t think of me as your boss, think of me as a friend who is never wrong!” ... “When I want your opinion, I’ll ask for it.” ... “We don’t pay you to think. We pay you to work.” ... “You want recognition? We recognize you every time you get a paycheck.” ... “Your job is what I say it is.” ... “You’re lucky to even have a job.” ... “I don’t know what it is that you need to improve, but something is definitely wrong and you should work on fixing it.”*

THE EMPLOYEE: *“The only way I would ever work here again is if the world were coming to an end ... because every day working here feels like an eternity.” ... “You can’t pay me enough to ever want to work here again.” ... “You treat us all the same – AWFUL.” ... “I QUIT.”*

I was recently talking to *staffing industry expert* Daniel Abramson about why people leave companies. I met him when he was the president of an international staffing firm with 120 offices. He now has his own firm (www.staffdynamics.biz) and is helping companies in their hiring and retention practices. I wanted his input on the troublesome problem of **WHY qualified, talented and need-ed employees leave companies**, especially when it costs so much money to find, hire and train them. The last three words of his first statement to me were very disconcerting. He first stated the obvious – “there are several reasons why good people quit” – but then added ... **“MOST ARE PRE-VENTABLE.” OUCH!**

Here are his **5 Top Reasons Why Employees Leave Firms:**

- 1) Lack of corporate compatibility and fit
- 2) Lack of appreciation by management
- 3) Lack of support from inside staff
- 4) Limited advancement and personal growth opportunities
- 5) Money and compensation issues

He also mentioned that ... *People don't quit their company, they generally quit their boss ... and Too much emphasis is placed on the technical aspects of the job and not the soft people skills.* I suggest if you are having a problem with a particular employee, you might want to move them to a different department, reporting to a different boss, before firing someone you have invested so much money in; *some people just aren't meant to work with each other.* And while you are doing your reassignments, make sure you give both the manager and employee some help with their soft skills.

It costs a lot of money to replace an employee; some experts say it can cost up to 20% of a worker's salary to replace them, so it's in every business's best interests to keep their top performers. Interestingly, according to the *U.S. Department of Labor*, **46% of employees leave their job because they do not feel appreciated.** I would be starting there. It doesn't cost a dime to tell people ...

You are doing a great job

I really appreciate your contribution

This company is a better place because of you

I don't know what I would do without you

You made it happen – thanks for all your effort

It's free, effective and smart! **Compliments Cost Nothing – Unspoken Praise Is Costly**



Robert Stevenson is a highly sought after, internationally known speaker. He is the author of the best-selling books *How to Soar Like An Eagle in a World Full of Turkeys* and *52 Essential Habits For Success*. Robert is a graduate of the Georgia Institute of Technology (Georgia Tech) and is a former All-American Athlete. He started his first business at 24 and has owned several companies. Robert has international sales experience dealing in over 20 countries, and his client list reads like a Who's Who in Business. He has shared the podium with such renowned names as Generals Colin Powell and Norman Schwarzkopf, Former President

John and I had the pleasure to hear Verne Harnish the author of “Mastering the Rockefeller Habits” speak at our annual Sales and Marketing Boot Camp in Nashville last month.



Security Mobile Apps



Secure Update Scanner

Do you know that installing system updates could result in your Android device being hacked? Recent investigation found six such vulnerabilities (called Pileup flaws) in Android OS. When you upgrade your device, a seemingly harmless app can exploit these vulnerabilities to get access of your voicemails, user credentials, call logs, notifications of other apps, Google Voice messages, etc. This security app scans your device to detect those malicious apps and guides you uninstall them once detected.

The above information came from

<https://play.google.com/store/apps/details?id=com.iu.seccheck>



Malwarebytes Anti-Malware

The world's most popular anti-malware technology has now gone mobile! Malwarebytes Anti-Malware Mobile protects your phone or tablet from malware, infected apps, and unauthorized surveillance.

The above information came from

<https://play.google.com/store/apps/details?id=org.malwarebytes.antimalware>

How Much Has Technology Changed In The Last 9 Years?

Technology changes faster and faster than ever. Consider how much technology has changed since this time in 2005, just a few short years ago...

Can You Believe That These Technologies Didn't Even Exist in 2005?

We lived in a world without smartphones, tablets, e-readers, Facebook, in-home WiFi and Netflix. What did we do with all of that extra free time!

- E-readers such as the Kindle and Nook did not exist yet and now 40% of consumers own at least one.
- Smartphones did not exist. Now 62% of consumers have one.
- Tablets/iPads were nonexistent. Now over 40% of consumers own one.
- Netflix was merely a service to order DVDs in the mail.
- We were still connected to a wall since in-home WiFi had yet to arrive.
- Facebook was a small social networking service on the campus of Harvard.

Dying Technology

In 2005, most consumers owned VCRs and mobile phones. How much longer will it be before we only see these items in a museum?

Are These Technologies Here For The Long Haul?

Even with all of the technological advancements, the possession of many of these electronic devices has hardly changed:

- Cable TV – Even with streaming services such as Netflix, Hulu and many other apps, the percentage of consumers with cable TV has remained exactly the same (68%).
- DVD/Blu-ray Players – Ownership down only 3% over the last 9 years.
- Desktop Computers – Down only 8% (interestingly, the ownership of laptop computers has more than doubled during this period).

Malware on Your Mobile Device?

I just recently read an article on Sophos website. As mobile devices are becoming more and more popular, so has the cyber crime. Per "Sophos Mobile Security Threat Report", mobile subscriptions worldwide is totaling approximately 7 billion by the end of 2013. We are relying on our mobile devices for everyday computing whether it is surfing the internet, purchasing items, or even online banking. With that being said, cybercriminals are now targeting this market through viruses, malware and social engineering. With social engineering, the cybercriminals create fake viruses or non-existent malware on your device and then they turn around and request payment to correct the issue.

How do the cybercriminals attack your phone? Through downloading apps. With the digital world, graphics can easily be lifted off of websites and altered with malicious code to detect your actions. A Sophos engineer explained in a presentation it is best to do your banking through the web URL instead of using a banking app. Ensure you have a https:// link when doing so.

Next month, I will continue this series.



Have You Installed Microsoft Office On Your iPad

After years of rumors, Microsoft finally unveiled Office for iPad in late March. This is a huge addition to the iPad, as demonstrated by the more than 12 million downloads of the product in the first week it was released.

The iPad Just Got More Business-Friendly

One of the biggest business complaints about the iPad has been that it's great as a personal device and for catching up on e-mail, but you really couldn't do real work on it. You can now use the core 3 of Word, Excel and Powerpoint on your iPad fairly seamlessly. Microsoft has integrated Office for iPad into their Office 365 suite of products with an annual fee of only \$100, which includes online file storage (or you can simply view files in Office for iPad, but not work on them, for free).

A Familiar Interface And Functionality

Just about everything you're used to within the Office Suite is here on the iPad, optimized for touch screens. These three apps are feature-rich, powerful business tools. And while a menu item or two might be out of place, you'll soon quickly adapt to the user interface. If you've used an iPad and you've used Office on your desktop, you'll be just fine. Advanced features such as change tracking, find and replace are all there, and while there still may be a few things you need to do on your desktop, we're hard-



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The Lighter Side:

Did June Know This?



1. Did you know it is **Candy Month**? Go ahead and satisfy your sweet tooth – you're supposed to!
2. Also, the polar opposite: it is also **Fresh Fruits and Vegetables Month**.
3. Aside from that, **June is National Turkey Lovers' Month**. Americans consume *more than 353 million pounds* of turkey during National Turkey Lovers' Month.
4. Marilyn Monroe (*Norma Jeane Baker Mortenson*) was born June 1st, 1926.
5. On June 19th, 1997, *Cats* became the longest-running show in the history of Broadway.
6. **The American War of Independence** began in June of 1775 with the battle of Bunker Hill outside of Boston.
7. The very **first baseball game** was played on June 19th, 1845, across the Hudson River in Hoboken, New Jersey.
8. June 1st also marks the start of **Atlantic Hurricane Season** – be careful!
9. And, of course, we can't forget the **holidays** in June – Flag Day is the 14th, Father's Day is the 19th, and the first day of summer also falls in June!

Who Else Wants to Win a \$25 Gift Card?



Which of the following stones are not considered a June Birthstone?

- a) Moonstone
- b) Alexandrite
- c) Sardonyx
- d) Pearl

Email Us Now With Your Answer!

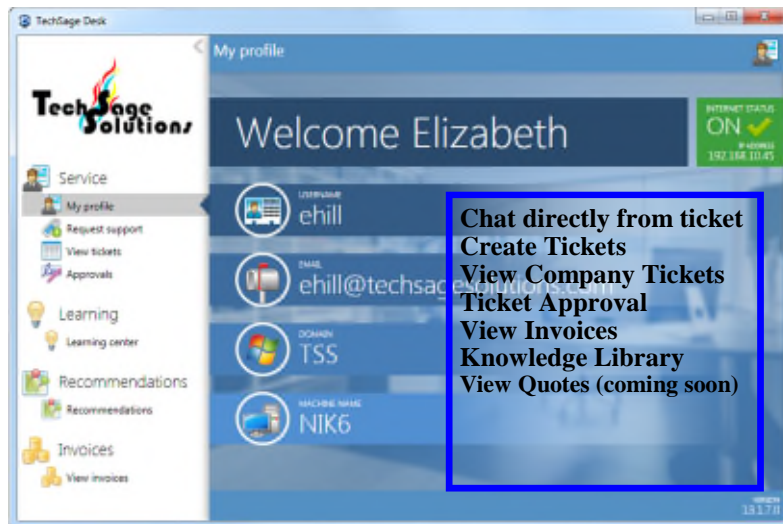
ehill@techsagesolutions.com

With Subject: June Trivia Answer

At the end of June, will draw from the correct answers for the Amazon Gift Card



TechSage Desk Client Console



Offering for our managed desktop clients

How Are We Doing?

TechSage Solutions strives to provide you with outstanding service. I always want to know how we did in resolving your technical issue.

When a ticket is changed to "Closed" an email will be sent to the person requesting the service. In the body of the message, there is a paragraph "Please contact us to improve our service, please complete the following survey: [Service Ticket Completed Survey](#). Click on this link and it will take you to the survey. This feedback will help us improve service. It will take you approximately 3 minutes.

I appreciate your help.

Beth



*"Leverage Technology to
Propel Our Clients Toward Com-
petitive Success."*

3463 Magic Drive Suite T-2
San Antonio, TX 78229
Phone: 210-582-5814
Fax: 210-582-5881

Web:

www.techsagesolutions.com

Blog:

www.techsagesolutions.com/blog

Email:

contact@techsagesolutions.com

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- Cloud Solutions
- VoIP (Voice Over IP Phone)
- Broadband & Wireless Solutions
- Anti-Virus Solutions
- Email Spam Filtering, Archiving, and Encryption
- Hardware & Software Sales
- Business Dropbox