

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



Volume 9, Issue 5

May 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***

Inside This Issue

Are Your Printers Safe?	2
Inspiring Quotations	2
Helpful Cortana Commands	3
May Trivia—Mother’s Day	3
Learn About PII Protect	3
The Lighter Side	4
5 Reasons to Choose VoIP	4

Snapple Real Fact # 194

You don't have to be a lawyer to be a Supreme Court Justice.

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 Insider



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

How Can You Go From Reactive to Preventive IT?

There has been a movement among technology providers to promise “proactive” cyber security consulting. Small and medium sized businesses love the idea of preventing cyber-attacks and data breaches before they happen, and service providers would much rather brainstorm safeguards than troubleshoot time-sensitive downtime events. But it’s not always clear what proactive cyber-security means, so let’s take a minute to go over it.



Understand the Threats You’re Facing

Before any small or medium sized business can work toward preventing cyber-attacks, everyone involved needs to know exactly what they’re fighting against. Whether you’re working with in-house IT staff or an outsourced provider, you should review what types of attacks that are most common in your industry. Ideally, your team should do this a few times a year.

Reevaluate What it is You’re Protecting

Now that you have a list of the biggest threats to your organization, you need to take stock of

how each one threatens the various cogs of your network. Map out every device that connects to the internet, what services are currently protecting those devices, and what type of data they have access to (mission-critical, low-importance, etc.).

Create a Baseline of Protection

By reviewing current trends in the cyber-security field, alongside an audit of your current technology framework, you can begin to get a clearer picture of how you want to prioritize your preventative measures versus your reactive measures.

Before you can start improving your cyber-security approach, you need to know where the baseline is. Create a handful of real-life scenarios and simulate them on your network. Network penetration testing from trustworthy IT professionals will help pinpoint strengths and weaknesses in your current framework.

Finalize a Plan

All these pieces will complete the puzzle of what your new strategies need to be. With an

(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, contact us by phone at 201-797-5050 or email us at info@tech4now.com.



Quotations

"Some people say funny things, but I say things funny."

Don Rickles

"If your actions inspire others to dream more, learn more, do more and become more, you are a leader."

John Quincy Adams

"The way you help heal the world is you start with your own family."

Mother Teresa

"Feeling gratitude, and not expressing it, is like wrapping a present and not giving it."

William Arthur Ward

"Be better or Be bitter? The only difference is 'I'."

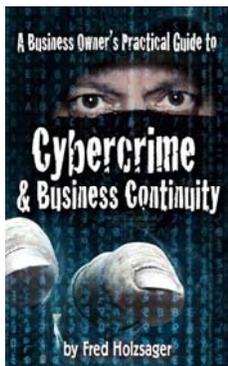
Anonymous

"I never lose. I either win or learn."

Nelson Mandela

"The measure of intelligence is the ability to change."

Albert Einstein



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

"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!

How Can You Go From Reactive to Preventive IT?

(Continued from page 1)

experienced technology consultant onboard for the entire process, you can construct the results of your simulation into a multi-pronged approach to becoming more proactive:

- Security awareness seminars that coach everyone — from receptionists to CEOs — about password management and mobile device usage.
- "Front-line" defenses like intrusion prevention systems and hardware firewalls that scrutinize everything trying to sneak its way in through the front door of your network.
- Routine checkups for software



updates, licenses, and patches to minimize the chance of leaving a backdoor to your network open.

- Web-filtering services that blacklist dangerous and inappropriate sites for anyone on your network.
- Antivirus software that specializes in the threats most common to your industry.

As soon as you focus on preventing downtime events instead of reacting to them, your technology will begin to increase your productivity and efficiency to levels you've never dreamed of. Start enhancing your cyber-security by contacting us at www.tech4now.com or (201) 797-5050.

Are Your Printers Safe?

Do you have security measures in place for your office's printers? By "security," we don't mean locked doors or watchful guards; we're referring to security against hackers that use printers as a weapon. Despite many companies going paperless, printers are still essential in most offices. And based on recent reports, popular printer brands are targeted for corruption. Let's take a look at this chilling development in cybersecurity.

Which Printers are Prone?

Based on the study made by Ruhr University Bochum researchers in Germany, printer brands such as Hewlett Packard (HP), Brother, Dell, Samsung, and several others are prone to different types of cyber attacks. Online printers from these brands could serve as cyber criminals' path in which to steal credentials, corrupt a printer, or leak sensitive data from printed documents obtained through a printer's memory. Printers serve the basic purpose of turning computer documents into paper and have never been a typical entry-point of hackers' attacks. Most offices and homes own one, including government agencies, business establishments and non-profit organizations. When you realize that most printers are linked to computer owners' internal networks, this expansion of cyber theft to printers begins to make even more sense.

How Can Attacks Be Made?

Researchers identified security vulnerabilities that would enable hackers to corrupt common printer languages such as PostScript and PDL (Printer Job Language), which they could then

use to launch Distributed Denial-of-Service attacks or reset the corrupted printer to its factory defaults, also termed as 'protection bypass.' Other ways in which hackers could exploit their access are through print job manipulations, which could lead to minor cases of printing corruptions or persistent printing distortions, and information disclosure, the leaking of sensitive information.

What Safety Measures Are Being Developed?

The researchers who discovered the vulnerabilities developed the Printer Exploitation Toolkit (PRET), a program designed to determine if a printing device is a likely target. This toolkit connects to a device via a network or USB and exploits the features of a given printer language, and is complemented by a wiki page that documents attacks made. It's worth noting that more printer models and brands haven't been tested due to the team's lack of resources. But with this open-source toolkit, vulnerabilities of many brands and models may soon be identified.

Stealing information online is far from being a novelty in cyber security. But to do so through printers requires a special set of skills. It's too soon to tell whether this form of cyber thievery is going to pose serious threats in the future, but regardless of how further studies progress, failing to implement security protocols for your network can cost you dearly. Get ready for any security threat by contacting our security experts now at (201) 797-5050 or www.tech4now.com.



Trivial Matters

On Sunday, May 14, mothers all over the world will be exalted and honored in an annual tradition that has been celebrated for more than a century in the U.S.-Mother's Day. Here are some fun facts and trivia about the day and the guest of honor-Moms.

- * Mother's Day is celebrated in close to 50 countries in different parts of the world.
- * In the U.S., Mother's Day is always observed on the second Sunday in May.
- * Mother's Day became a recognized holiday in the U. S. in 1914.
- * The National Retail Federation states that U.S. consumers spend more than \$20 billion celebrating Mother's Day.
- * Of all the flowers bought for holidays, one quarter are purchased for Mother's Day.
- * About 133 million Mother's Day cards are exchanged annually in the United States,



- according to the Greeting Card Association.
- * Around 122 million phone calls are made to moms on Mother's Day in the U. S. alone.
- * The U.S. National Restaurant Association reports that Mother's Day is the year's most popular holiday for eating out.
- * There are an estimated 85.4 million mothers in the U.S. and 2 billion in the world.
- * Modern moms in the U.S. have an average of 2 kids. In the 1950 the average was 3.5 and in the 1700's, 7-10 kids.
- * On average, moms take 2 minutes 5 seconds to change a diaper, whereas fathers take an average of 1 minute 36 seconds! What's up with that?

To all those moms out there -
Have a Wonderful Mother's Day!

Quick Tech Productivity Pointers

Helpful Cortana Commands for Everyone

If you aren't using Microsoft's voice-activated personal assistant, Cortana, you're missing out on some beneficial, hands-free functionality. Like Apple's Siri and Google's Google Now, Cortana is an intelligent personal assistant that can assist you with several time-consuming tasks to make your life a lot easier. Because Cortana is now fully integrated into Windows 10, she can help you launch applications, make dinner reservations, and more. Try the following commands to make the most out of your virtual assistant.

Hey, Cortana

Before asking her to do anything, we need to get Cortana's attention by clicking or tapping the Cortana button on the taskbar. If you do not see Cortana on your taskbar, right-click the taskbar and go to Cortana > Show Cortana icon. To enable 'Hey, Cortana', simply say "Hey, Cortana," followed by your question. If you're using a Windows Phone, you can press and hold the search button to activate Cortana.



Basics Tasks

If you're looking to launch a program or open a website, simply use the word 'Launch' or 'Open' followed by the website's name. Make notes by uttering the words 'take a note' or 'note it down'. As for making drafts, start with 'Write an' followed by email or text and end with the contact name and the message itself. Lastly, 'Show me emails from [contact]' will display all the texts

or emails sent from the specified contact.

Scheduling/Reminders

It's important for small-and medium-sized business owners to stay on top of their schedules. Take a glance at your calendar events with commands such as 'How's my schedule looking?' or 'What do I have next week?' Add or move appointments with 'Add' or 'Move' followed by the appointment and time. Reminders are easily scheduled by uttering the words 'Remind me' followed by whatever you need to be reminded about and when.

Search

If you can't locate the file you need, don't worry. By asking Cortana to 'Find' a document, video, or picture on your device from a specific time frame, she will sift through everything quickly to find what you need. You can easily initiate search queries with 'Can you find' followed by whatever you are looking for. You can even look at basic search results without having to open a browser window: Simply ask whatever question you have and enjoy combing through the results.

Window's voice-activated personal assistant, Cortana, helps you accomplish daily tasks with ease and efficiency — but only if you use the right commands. If you have further questions or would like to know more Cortana commands, feel free to contact us at www.tech4now.com or (201) 797 - 5050. We're ready to help!



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.

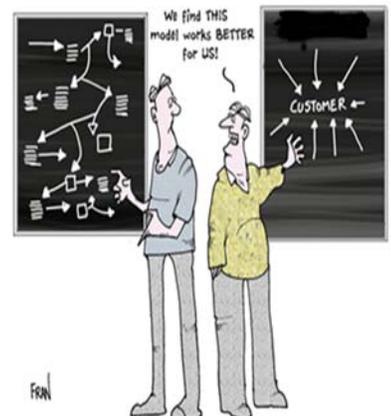
7. PROPER DISPOSAL PROCEDURES

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.



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



Celebrating over
FIFTEEN YEARS
of Service and
Satisfied

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.

E-mail: info@tech4now.com
Phone: (201) 797-5050

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.

For more information order our:

FREE REPORT

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



Contact us at
(201) 797-5050 or
www.tech4now.com/services/voip-phones



Services We Offer:

- ✓ Hassle-Free IT powered by HTS Insight Managed Services
- ✓ General Network Repair and Troubleshooting
- ✓ Onsite and Offsite Backup
- ✓ Disaster Recovery and Planning
- ✓ Virus Protection & Removal
- ✓ Network Security
- ✓ Mobile and "Cloud" Computing
- ✓ E-mail & Internet Solutions
- ✓ Wireless Networking
- ✓ 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!

It is my pleasure to recommend you to my colleagues and friends knowing how you stand behind your work and provide fast service. Your reputation and integrity are top notch, not to mention your speed to resolution." —Irwin Dolgoff, President, Academic Achievement, Inc.

May 2017

The Lighter Side...

For Entertainment Purposes ONLY!

A Matter of Life or Death

An elderly man was on the operating table, about to be operated on by his son, a famous surgeon. Just before they put him under, he asked to speak to his son: "Don't be nervous, boy, just do your best and just remember, if it doesn't go well, if something happens to me... your mother is going to come and live with you and your family."

They Know How to Find You

Two men are stranded on a deserted island. One despairs, but the other one claps him assuredly on the back and says, "Don't worry, they will definitely find us, and soon."

"Really? Why do you think so?"

"I owe the IRS five years' worth of taxes."

3rd Child Syndrome

When your first child eats some earth, a bit of grass or a worm, you take them to a doctor.
When your second child eats some earth, a bit of grass or a worm, you spit on a hankie and clean them. When your third child eats some earth, a bit of grass or a worm, you wonder whether they still need lunch.



Dog Definitions

Garbage bag/bin: Favorite source of food. Spread contents over as wide an area as possible.

Toilet bowl: A heavenly dispenser of nice, fresh water.

Roadkill: One of the most universal items you can find. Can be used as food, deodorant or toy.

Car: A place you sit with your head sticking out of a window to get a full on breeze and scent buffet.

Resting place: Anything, really. White, freshly vacuumed surfaces with good capacity for getting hair stuck to it are best.

Sofa: See resting place. Also serves as napkin after particularly satisfying meals (see Roadkill).

Bicycle: Very good cardio equipment. If you find the exercise/the rider too slow for you, you can increase its speed by running even closer and barking. It will pick up its pace very satisfyingly.

Vet: Satan, the Destroyer of Worlds, Bringer of Woe, Remover of Testicles.

Fireworks: A sure sign that the world as we know it is coming to an end and the reign of Vets (see Vet) is beginning.

