



"As a business owner, I know 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!"

- Michael Mellott, President



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

### Security Alert: Hackers And Cyber Criminals Are Now Concentrating Their Attacks On SMBs

At the recent 2009 Visa Security Summit a new trend was revealed: hackers and cyber criminals are now turning their efforts to small "mom and pop" businesses instead of large enterprise corporations. Why? Because small business networks offer a much easier "lock" to pick, unlike large enterprises who invest far more man power and money into high security for their network.

"As the security becomes better at large companies, the small business begins to look more and more enticing to computer criminals," said Charles Matthews, President of the International Council for Small Business, "It's the path of least resistance."

Think your network is secure? Take a look at these surprising statistics:

- ◆ One-fifth of small businesses don't have up-to-date antivirus software installed.
- ◆ Sixty percent don't encrypt their wireless links.
- ◆ Two-thirds of small businesses don't have a security plan in place.
- ◆ Eighty-five percent of the fraud occurs in small and medium-sized businesses.

Why is security so poor for small business? Primarily for two reasons:

**Ignorance.** Most small businesses believe that nothing could ever happen to them, and therefore don't take the necessary precautions to secure their network, monitor their systems, and train their staff.

They are also ignorant on HOW to get this done (which makes a strong argument for getting all of our clients on our XperCARE Proactive Services Plan! The second reason is that they are **being cheap in the wrong places.** Some simply refuse to spend money on securing their network. That's akin to having a beautiful home full of expensive furnishings and valuables, but refusing to buy a good lock for the door because it "costs too much."

**So what should you do at a minimum to protect your company? Here are 7 fundamentals:**

1. Educate your users on security basics such as using strong passwords, shutting down PCs at night, and not downloading "cute" screen savers and illegal music. Some companies make computer security rules part of their standard HR policies and make each employee sign that they understand the rules.
2. Install a web filtering software to police users and prevent accidental (or intentional) slip-ups on the above- mentioned usage policies.
3. Install a good virus protection system on all computers on your network and maintain it (for our XperCARE clients, we do that for you)

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# FREE Report:

## “What every SMB Owner Must Know About Protecting and Preserving Their Company’s Data and Computer Systems”

This FREE Report reveals what every business owner should know about:

- Keeping your network safe from viruses, hackers, spam, spyware and other threats.
- Critical security measures to protect against natural disasters, major system failures, theft and corruption of sensitive data, and even employee sabotage.
- 6 Critical measures every small business should have in place.
- How to dramatically lower or eliminate expensive computer repair bills and get all the computer support you need for a low, fixed monthly rate.
- How to greatly reduce frustrating crashes, slow performance, and other annoying computer problems so you can get (and keep) your network running lightening fast.

For Instant Access – Go To:  
[www.xperCARE.com](http://www.xperCARE.com)  
and select Free Report tab.

## \$500 Career Search Referral Fee

Our expanding client base has created the need for an experienced Helpdesk technician. We are seeking an energetic, dedicated customer service driven person to join our support team. This position requires experience in Level 1& 2 support issues. If you know of any good candidates please send them our way. We are paying a referral fee for the person that is hired.

Contact Michael:  
(410) 884-0225

[mmellott@xpertechs.com](mailto:mmellott@xpertechs.com)

4. Install a firewall and check the logs periodically (again, we manage that for our XperCARE Proactive Managed Services clients.)
5. Remove all unessential services and applications installed on your servers. After e-mail, this is probably the biggest security vulnerability. If a hacker gets in, this will reduce their ability to use a forgotten service or application to exploit your network.
6. Keep all your servers updated with all the latest security patches.
7. Never keep any of the manufacturer's default settings on any of the appliances or software you install. Hackers know what these settings are and will use them to gain easy access to your network. This item nails more systems administrators than care to admit.

For those of you on our XperCARE Proactive Managed Services Plan, you can rest assured we are taking good care of issues 3 through 7; however, if you would like us to conduct a training class and develop an AUP (acceptable use policy) for your staff and then install a content filtering software to help enforce the policies, give us a call.

This training and software is a small price to pay for the peace of mind you'll have over your network's security. And since better than 80% of all security breaches happen because of an end-user mistake, you'll also be taking a big step towards protecting your assets.

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## \$25 Starbucks Gift Card?”

*Take my monthly Trivia Challenge and you could win too!*

The Grand Prize Winners of last month's Trivia Challenge Quiz is...drum roll please -- Marina Zeller and Kathleen Lawlor were the first 2 people to correctly answer my quiz question...

### Mondegreen

1. “Another one rides the bus”
2. “But it's better than drinking cologne”
3. “Get your motor runnin’/Dead cat on the highway”
4. “It doesn't make a difference if we're naked or not”

### Song

- a) Livin on a Prayer – Bon Jovi
- b) The Piano Man – Billy Joel
- c) Another One Bites The Dust – Queen
- d) Born to Be Wild – Steppenwolf

Answers 1-c, 2-b, 3-d, 4-a

**Congratulations Marina and Kathleen,** you've won A \$25 Starbucks Gift Card. Now...let's move on to this month's trivia question.

### Phew! That's HOT!

Death Valley, California, maintains the honor of the hottest spot in the U.S.

What is the highest (Fahrenheit) temperature recorded in Death Valley?

Hint: It happened in 1913.

- a) 115 degrees   b) 123 degrees   c) 134 degrees   d) 141 degrees

**Go to Our Web Page and submit your answer NOW!!!**

[www.xpercure.com/trivia](http://www.xpercure.com/trivia)

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PC Spell Checkers are ubiquitous these days, but are they always everything they're supposed to be?!?!?

## An Ode to Spel Chek

Eye halve a spelling chequer  
It came with my pea sea  
It plainly marques four my review  
Miss steaks eye kin knot sea.

Eye strike a key and type a word  
And weight four it two say  
Weather eye am wrong oar write  
It shows me strait a weigh.

As soon as a mist ache is maid  
It nose bee four two long  
And eye can put the error rite  
Its rare lea ever wrong.

### *Tech Support Stories From Our Helpdesk...*

An individual called frustrated that he couldn't turn his computer on. Boy was he embarrassed when we determined he had plugged his power strip back into itself.

One of our helpdesk technicians handled a call last month from a woman who was having trouble turning on her computer. After asking the lady to describe how she usually would turn on her computer he quickly discovered the problem. She had gotten into the habit of turning the computer on by pressing the power switch on the computer, then the power switch on the monitor. But somehow, they had gotten out of sync, so when the computer was on, the monitor was off, or vice versa. So no matter how many times she flipped both switches, the computer just wouldn't seem to work.

*Call us during the month of  
August for any Subscription  
Service and we'll take  
\$100 off the bill.*

410-884-0225

*From Michael's Desk:*

## What is Outbound Spam Filtering?

For the past several years, the vast majority of research on spam has been focused on helping the recipients of spam avoid receiving it. But recently, a new focus has been generated on helping Email Service Providers (ESP) prevent their users from sending spam. Now this technology is available to the SMB marketplace. SMB's need to stop outgoing spam to lessen the load on their servers, to prevent their systems from being blocked ('blacklisted') from ISPs, and to avoid bad publicity and client embarrassment.

As more and more spam filtering relies on your reputation as an email sender, your reputation gets more and more important. Lest we forget, most spam (85%) is sent by malware-infected zombies, some of which could be on your network. That's why outbound spam filtering is increasingly important. It's not just about being a good 'net citizen' – you need it to protect your reputation.

If you don't keep a lid on spam exiting your network, your reputation will be trashed. In crude terms, your outbound IP addresses will be blacklisted; meaning your ability to send mail to your legitimate business contacts will be severely limited. If a few of your users are unwittingly sending spam, then all of your users will have serious trouble sending legitimate email.

For more information or to discuss the low cost of implementing an Outbound Spam Filter, please call me at (410) 884-0225.

Is there an article or topic you would like me to comment on? Send it to [marketing@xpertechs.com](mailto:marketing@xpertechs.com)

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## Attention Companies Using VoIP: Here Are Four Cool Tools You Might Not Be Taking Advantage Of!

If you switched to a VoIP Phone System for the cost savings, you might not be aware of the "big business" tools it offers:

**Unified Messaging:** In simple terms, this means one-stop access to voice mail and e-mail. E-mails can be translated to voice messages, and voice messages can be turned into e-mails. You can also set priorities so messages from key people get to the top of the list, and others...well, go into the "circular file."

**Conferencing:** VoIP systems can take the traditional audio conference to the next level, injecting collaboration capabilities so participants can exchange files, sync calendars and (given the right broadband connection) communicate via video.

**Find Me/Follow Me:** This is a single-number forwarding function that lets callers find you or your employees whether they're at their desks, in a hotel, working from home or on a job site.

**Auto Attendant:** This feature answers incoming calls, lets you play music or prerecorded messages to callers on hold and supports a voice-mail tree that can route calls by employee to make your small shop appear much bigger to callers.

**Call me today if you would like to take advantage of these 4 cool tools!!!**

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## Thanks for the Kind Words...

"Michael and his group has consistently solved our IT needs, most of which they are able to do from offsite monitoring, but when called upon, have been prompt, courteous and very capable and have solved every problem we could throw at them. It's been a very good relationship. I strongly recommend them." – **Kevin Kelehan;**  
**Carney, Kelehan, Bresler, Bennett & Scherr LLP**

### Weird Facts:

- The Great pyramids of Egypt now stand a full three miles south of the spot where they were originally built. That's how much the earth's surface has shifted in the last 4,500 years.
- A strand of spider web is stronger than an equal diameter of steel.
- There are sand dunes in Arcachon France, that are 350 feet high
- The whale has the slowest metabolism of all animals. Despite its size, it lives on one of the smallest of all creatures, the microscopic plankton found throughout the sea.

### Top Reasons Why Windows Is Not A Virus

- Viruses are free.
- Viruses don't take up most of your hard drive.
- Viruses don't have major bugs.
- Viruses don't have three different sets of documentation.
- Viruses aren't on every computer.
- Viruses install themselves!

## Please Welcome My Newest XperCARE Clients And Friends!

I'm thrilled to welcome my newest XperCARE clients! I want to extend a sincere "thanks" for the trust and confidence these clients have shown in us:

**Ken and Patty Wyvill**  
**Southern Maryland Insurance**

## Outlook E-Mail Signatures Protect You From Lawsuits

Do you hate typing your name and contact information at the end of each e-mail you create? Would you like to include legal disclaimers to help protect you and your company? Then use an Outlook "signature" to automate the insertion of this information.

Here's how... On the Tools menu, click Options. Then click the Mail Format tab. Then click the Signatures button. Click the New... button and give your signature a name when prompted and click Next. Type the text you would like to have appear at the end of each email in the box and click Finished. That's all there is to it. Be sure the name of the signature you just created appears in the box titled Signature For New Messages: and Signature For Replies and Forwards: and click the OK button. You can test the signature by creating a new email message. The signature you created should automatically appear at the end of your email message.

Once you have successfully created this basic e-mail signature, you can experiment with adding company logos, color and custom fonts to the signature. For more MS Office features, go to <http://office.microsoft.com> For more on email disclaimers, go to <http://www.emaildisclaimers.com>

Here is a template for a disclaimer message. ***Be sure to have your lawyer approve your disclaimer prior to use.***

*DISCLAIMER: This e-mail message and any attachments are intended solely for the use of the individual or entity to which it is addressed and may contain information which is proprietary, privileged, and confidential or otherwise legally exempt from disclosure. If you are not the named addressee, you are not authorized to read, print, retain, copy or disseminate this message or any part of it. If you have received this message in error, please notify 'Your Name' at 'Your Company' immediately (by replying to this message or by sending an email to 'Your Email' or by calling 'Your Phone Number') and permanently delete this message and any attachments. Thank you.*

## Are We REALLY In A Recession?

A 50-year-old Texas accountant named Randy Reeves, paid \$1,500 cash in April for the dentist's mold of the upper and lower teeth of Tiny Tim, which the late singer had given to the seller.

In May, the University of Washington ran a two-month campaign of compassion to help out people hurt by the downturn in the economy. Fans of UW's football team who lost their jobs or are otherwise financially unable to renew their Huskies' season tickets can tap into a special philanthropic fund. A donor's \$500 tax-deductible gift to "Dawgs Supporting Dawgs" would permit a hard-hit fan to maintain his place on the priority season-ticket list (though this year's seats would be in an inferior location).

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