

“Insider Tips from Connectability to Make Your Business Run Faster,
Easier And More Profitably”

IT Insight

Issue 11: August, 2015



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Windows Server 2003 Support has been DISCONTINUED

On July 14th, 2015 Windows **discontinued support** for Windows Server 2003. That means that Windows will no longer be issuing security updates or offering support for any version of Windows Server 2003.

If you are still running Server 2003 you need to take steps now to plan and execute a migration to Server 2008, or ideally, Server 2012. Without migrating to a newer operating system you are leaving your network **vulnerable** to hackers, viruses, and malware.

Using Server 2003 is a significant security risk for all businesses, but for some organizations, especially those in the healthcare, finance, or payment card industry, it can also push them out of **compliance**. Therefore additional consideration needs to be given beyond budget, security, and timing concerns.

It's also important to be mindful of **compatibility** with modern applications. The cloud for example is the cheapest, most effective, and most secure way to share and backup your data remotely. By continuing to use Windows Server 2003 you have limited your mobile capabilities, and will likely cost more in maintenance and subscription costs.

The **US Department of Homeland Security** even issued an official warning stating that it is very important for ALL business running Windows Server 2003 to upgrade to the latest operating system because antivirus and firewalls will simply NOT be sufficient to completely protect your business from malicious attacks or data exfiltration.

Even if you ignore these security warnings it's important to recognize the **advantages** of upgrading:

- 1) It keeps your business in compliance
- 2) It reduces server maintenance costs
- 3) Cloud applications can reduce costs
- 4) Cloud applications offer greater mobility
- 5) And of course, it will keep your network stable and secure

Because we want to ensure all our clients are protected we're offering a **FREE Windows Server 2003 Migration Plan**. Unfortunately this offer does expire on **August 31st** so act quickly.

At no cost, we'll come to your office and conduct a **full analysis** of your network to help determine what servers will be affected by this announcement. We'll provide a detail analysis of the upgrade options and show you the easiest, most budget-friendly way to upgrade your server.

We will then put together a customized Server 2003 Migration Plan specifically for your office. **No cost and no obligation**. That's Connectability's promise.





Why So Slow?

Does your Internet connection seem perpetually slow?

The solution could be easier than you think!

When you sign a contract with an Internet Service Provider (ISP) you are locking in a guaranteed price for a guaranteed speed.

But what you may not realize is that large ISP's like Bell and Rogers are **constantly** upgrading their networks to provide faster connections.

Unfortunately, because ISP's have a finite amount of bandwidth to sell, they actually benefit from keeping you on a slower connection.

If you're on a long term contract, we recommend that you **call your ISP** and ask them what speeds they are offering in your area and how much it would cost.

Unless you installed your service very recently, chances are that you can get a **faster** connection for **less money** than you're paying now.

Most ISP's will allow you to upgrade your plan while you're still under contract.

And if you're not locked into a long term contract you should look into vendors like Primus, TekSavvy, ICA, TeraGo, and Telus. It's also worth checking with Bell and Rogers as their plans could have changed.

Since ISP's have no incentive to improve your connection speeds you must be proactive and **do the research**.

If you would like us to help you with this analysis please call us at (416) 966-3306 or email us at info@connectability.com

The 7 Deadly I.T. Sins Delinquent Web Filtering

We all know that there are some **deadly threats** to your business out there on the Internet. Businesses used to be protected by simply blocking gambling, pornography and extremist content, but nowadays that's no longer enough to protect your network from dangerous websites.

Sophos, a network security company, has determined that there are over 40,000 new threats discovered EVERY DAY. They've also determined that **80 percent** of all web malware is now hosted on legitimate websites that have been compromised. That means that the next time you go to a news or shopping site you could actually be infecting your network with malware.

Because of the sophisticated techniques used by hackers to hide their malware, websites are now being compromised faster than ever before. You could even be infected by visiting a newly hacked website that was **safe the day before**.

Although it's difficult to protect against these compromised sites there are some fairly simple things you can do to reduce the likelihood of a malware infection.

- 1) Having **current antivirus and anti-malware** software will usually protect you from infections. And if it can't prevent the infection, but it will notify you and remove it.
- 2) Having a PROPERLY CONFIGURED enterprise grade **firewall** will keep infections from reaching your computer in the first place and can often "sniff out" dangerous websites before you visit them.
- 3) Standardizing your organization's choice of Internet browsers, applications, and plugins will keep you from being exposed to too many application specific malware infections. Enforce the use of these specific applications and browsers as a **policy**.
- 4) Simple **URL filtering** to keep users from going to obviously threatening websites.
- 5) Make sure web filtering is enabled for both employees within your office and employees working remotely. If a remote worker with a malware infection brings their computer into your office it can potentially infect the **entire network**, so make sure you have proper protection in place.

And finally, be sure to treat all websites the same. Just because a website is reputable and you're familiar with it, doesn't mean it isn't infected. By **staying vigilant** and being ever conscious of the growing number of threats you can protect your computers and your network from disastrous infections.





Gadget of the Month: Ring Video Doorbell

The world is becoming increasingly dangerous. We've all heard stories of robberies and home invasions, and while it's extremely unlikely this will happen to you, it's always better to be safe than sorry.

That's why we're profiling the Ring Video Doorbell. I purchased the Ring because my wife works alone from home and is often hesitant to answer the door. With the video doorbell she can answer the door, see who's there, and speak to the visitor from her mobile phone without indicating whether she's in the house, and decide whether or not she feels comfortable opening the door.

The Ring is also a convenience device. If you are going on vacation but are worried about the security of your home the Ring can handle that too. It has a built in motion detector that will wake the camera and alert you whenever the motion sensors are activated. So if someone is on your property, the camera will pick it up and alert you right away.

All the footage is saved in the cloud. If you experience a break-in or you want to see what happened while you were away you can do that too.

The Ring is \$199 and can be installed within minutes without additional tools or professional help. So if you're concerned about the security of your home or would like a convenient, safe way to answer the door you can purchase the Ring at ring.com, or amazon.ca.



Quiz: What's more expensive? \$2000 or \$100?

Last month a major thunderstorm hit Toronto. Trees fell over and many homes and businesses lost power. A nearby business called us after experiencing a **power surge** when the power came back. When they came into the office the next morning they discovered that the surge had destroyed two routers, an Ethernet switch, a PC, and a printer.

Luckily Lenovo was able to repair the computer so there was no data loss. But it still cost them a lot of time and aggravation to get everything up and running again. And if the PC had been damaged beyond repair they could have lost some of their critical business data. In addition, employees were unable to work because their Internet was down. Nor could they print – all things directly **impacting their bottom line**.

Ultimately, all the peripheral hardware had to be replaced. The cost of replacing and installing that hardware was over \$2,000, for a fairly minor disaster. A larger power surge could easily have ruined the **entire network**.

Sadly, all of this could have been avoided with a very minor investment. Surge Suppressors and **UPS's** (*Uninterruptible Power Supplies*) are inexpensive and will protect your computers during power outages and surges. You can buy a small UPS capable of keeping a desktop PC for up to 30 minutes for less than \$100.

We're strong believers in the importance of having power protection for every piece of critical hardware as a **precautionary measure**. Without cloud backup and a UPS you could not only lose a computer, but **all** the critical data stored on it. If the person in charge of accounting, or payroll, or design loses all their data, how would your organization survive?

A UPS represents a small, one-time cost, while cloud backup is a month to month subscription. Perhaps you're thinking "if it ain't broke, don't fix it." While we understand that perspective, it's simply not safe to operate your business without protection against disasters. You wouldn't allow your business to operate without adequate business insurance, so don't leave your business vulnerable to data loss and hardware failure by neglecting cloud backup and power protection.

Connectability's Referral Program Help us help you!

As many of you know, we get most of our customers through referrals and we're always looking for ways to grow our business.

To entice you to spread the word to friends, family, and business contacts we'd like to offer **\$100** for making an introduction with a bona fide business prospect. If they sign up you'll get **\$1,000** as a thank-you for putting us in touch! Simply by helping us you can reduce your IT costs!

For details about what constitutes a business prospect please go to our website at www.connectability.com/referrals



Joke of the Month:

Murphy's Laws of Computing

- 1) When computing, whatever happens, behave as though you meant it to happen.
- 2) When you get to the point where you really understand your computer, it's probably obsolete.
- 3) The first place to look for information is in the section of the manual where you least expect to find it.
- 4) When the going gets tough, upgrade.
- 5) For every action, there is an equal and opposite malfunction.
- 6) To err is human... to blame your computer for your mistakes is even more human, it's downright natural.
- 7) He who laughs last probably made a back-up.
- 8) If at first you do not succeed, blame your computer.
- 9) A complex system that does not work is invariably found to have evolved from a simpler system that worked just fine.
- 10) The number one cause of computer problems is computer solutions.
- 11) A computer program will always do what you tell it to do, but rarely what you want to do.

Cloud Server Hosting: No More Expensive Replacements!

Most businesses depend on a **server**. These are used to share and store documents, back up data, manage printing, and run business-specific software applications.

But servers, like all computer equipment, age rapidly. By 3 years, they've pretty much reached the end of their useful lifecycle and have to be replaced, necessitating a fairly large **capital expenditure**. But many businesses are reluctant to spend make this expenditure that frequently and end up **delaying** the replacement until their server is on its last legs.

If your organization is fed up with the server replacement cycle we may have the solution for you. It's called **Managed Hosting**. Through our technology partners, we can provide dedicated, high-performance servers accessible through the cloud. Instead of a large capital expenditure every 3-5 years, you pay a **small monthly fee**, based on the resources that you use.

Managed Hosting note only removes the need to replace your hardware every 3-5 years, it also shields you from hardware failures and the associated costs. Because our partners operate large server farms, you will never experience a hardware failure. The monthly fee even includes the licenses for the server operating system.

In addition, server backup is **included** as part of your monthly fee. This eliminates the need for extra software and backup administration.

Although Managed Hosting offers numerous benefits, it's not necessarily a good fit for all businesses. For example, if you have a slow or unreliable Internet connection or you're running a Client/Server **line-of-business** software application, Managed Hosting may not work for you.

But for many businesses Managed Hosting offers more convenience, **peace of mind**, simpler budgeting, and often, lower costs.

If you would like to learn more about Managed Hosting and its pros and cons, or you would like to discuss a move to the cloud please call us at: **(416) 966-3306** or email us at info@connectability.com.

Welcoming Our New Team Member

Elisa Greco joins us as our new Office and Marketing Administrator. With a background in a variety of businesses, Elisa's job is to keep the wheels at Connectability turning smoothly.

If you've got a question about your invoice or you want to learn more about our products and services, or you need someone to find you a technician in a hurry, please give Elisa a call at extension 223. She'll be delighted to help you.

