

**DISASTER RECOVERY**

All organizations are dependent upon multiple applications and vital data. Yet every area in the country is subject to some kind of disaster – flood, hurricane, earthquake, ice storm, and landslide, to name a few. Even man-made disasters – gas explosion, civil unrest, fire, etc. – can be devastating.

Uncontrollable threats have become a real eye opener lately and many companies are looking seriously into disaster recovery plans.

The best time to respond to a disaster is before it happens and while planning for contingencies is never a cheap process, it certainly doesn't have to break the bank. A relatively small investment of time and money now may prevent severe damage and disruption of life and business in the future.



# Technology Today

## NEWS ALERT

### MICROSOFT CMO: FORCED WINDOWS 10 UPGRADES WERE 'PRETTY PAINFUL'

#### THE FOLKS IN REDMOND LEARNED TO MAKE SURE THE RED X MEANS CANCEL

*By Blair Hanley Frank, U.S. Correspondent, IDG News Service*

This year, Microsoft pushed users on taking advantage of its offer to upgrade their PCs to Windows 10 for free. That meant the company used a variety of tactics to get people to install an updater and run it to replace their old operating systems with the new one.

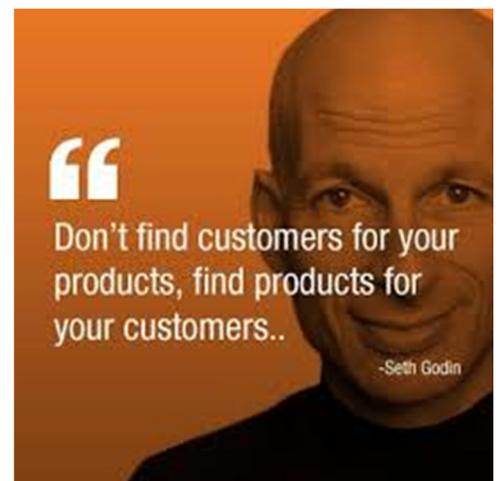
Overall, Microsoft got the balance right between being too aggressive and getting users to upgrade, Microsoft Chief Marketing Officer Chris Capossela said in a Windows Weekly interview. But he did admit that Microsoft stepped out of line at one point with a change that confused and dismayed a number of users.

"There was one particular moment ... where the red 'x' in the dialog box, which typically means, you know, 'cancel,' didn't mean cancel," he said. "And within a couple of hours of that hitting the world, with the listening systems we have, we knew that we had gone too far."

"And then, of course, it takes us some time to roll out the update that changed that behavior," he added. "And those two weeks were pretty painful, and clearly a lowlight for us. And we learned a lot from it, obviously."

The admission is a bit late, considering that the update dialog Capossela referred to appeared in late May. While Microsoft may have been working on an update to change the behavior, it didn't say anything about the issue at the time.

By now, though, it's something of a moot point. Microsoft's hyper-aggressive Windows 10 push is over, along with the company's offer of a free upgrade.



## SERVICES

- Information Technology Management
- Anti-Virus Strategies
- Data Loss Prevention
- Security
- Preventative Maintenance
- Software Installation &
- Troubleshooting
- Hardware Installation & Troubleshooting
- Remote Support & Monitoring
- Mobile & Virtual Office Connections
- Disaster Recovery
- Technology Planning
- Software Inventory & Asset Management

## OFFICE TIPS



### 8 OUTLOOK HINTS EVERYONE SHOULD KNOW

*Piotr Nabielec, Consultant; Lifehacks*

#### Outlook hints

While studying and teaching productivity habits, I've noticed that many people use Microsoft Outlook for their e-mail and calendar, but have no idea that this tool has many useful features built in. Here's five hints that could improve your productivity when using Outlook.

#### PUBLIC HOLIDAYS

If you don't want to miss public holidays, Outlook can automatically add them to your calendar and it has nearly 100 different locations to choose from! You will not forget that October 2nd is Gandhi Jayanti in India while November 11th is Veteran's Day in United States and Independence Day in Poland. To enable this, simply go to: **Options (File – Options) – Calendar – Add Holidays**, and choose the countries that you are working with. They are added as All Day Events, so you can freely set reminders, apply colors and mark yourself as, Out of Office.

#### TWO TIME ZONES

When you are working across multiple time zones, before you schedule any meeting it's important to know the time on the other side

New York, Poland	
6 am	12 pm
7:00	1:00
8:00	2:00
9:00	3:00

to avoid setting up a meeting that might be too early or too late. Instead of fumbling around Google trying to figure it out, Outlook can help you by showing two time zones at the same time. To enable it, simply go to: **Options – Calendar – Time zones – Show a second time zone**.

#### AUTOMATIC COLORS

Your email and calendar can automatically apply colors to your emails and meetings based on pre-defined rules. For example, emails sent to you, when you are the only person on the "To" line, can be colored red. To do that, simply choose: **View – View Settings – Conditional Formatting (or Automatic Formatting)**, and you can add a simple rule. Your calendar and email have separate set of rules, but they are accessed the same way.

#### DESKTOP ALERT

Your brain is unable to do two things at the same time effectively and every context switch is costly. However, I still see many people using Desktop Alert, a distracting function that alerts you every time you receive a new email. This alert can make it hard to focus on your tasks and prevent you from working efficiently. I strongly suggest switching this off. To disable Desktop Alert in Outlook, simply go to: **Options – Mail – disable "Display a Desktop Alert" option**.

#### MANUAL MARK AS READ

By default, Outlook marks items as

read when your selection changes. Often times, you can get lost in what you did or did not read which can be really annoying, because you want to keep track of the things you've already processed. I strongly recommend disabling that feature by going to: **Options – Mail – Reading Pane – disable "Mark item as read when selection changes"**. When you are done and want to manually mark the item as read, use Ctrl+Q.

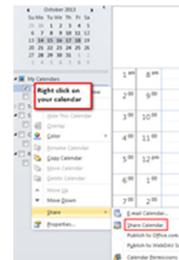
#### SHARING CALENDARS

When you are working in a team, especially when you are not sitting close to each other, scheduling a meeting can be hard. When choosing a time,

you can only see if someone is busy or not, but you will not see any meeting details. This can be solved by sharing your Outlook calendar. You may ask the whole team to do this. After your calendar was shared, everyone will be able to access all the meetings details you have in it. If you want to prevent it for showing certain meetings and events, simply use "Private" flag and only you will be able to access it.

#### KEEPING A DECLINED MEETING

Sometimes you want to "decline" a meeting, but still have it in your calendar. To quickly solve this problem, you may copy&paste this meeting (Ctrl+C, Ctrl+V), decline the original meeting and keep the copy.



**ANTI-VIRUS STRATEGIES**

With hundreds of viruses being released each month, companies of all sizes can easily be crippled without adequate protection.

Malicious programs such as viruses (and their counterparts, worms and Trojan horses) can delete or change files, consume computer resources and even allow outsiders to access your files.

Yet the worst part is that they can replicate themselves and harvest Email addresses from your contacts list. So once your infected you can easily contaminate your internal system as well as customers, suppliers and anyone else you deal with regularly through email.

Make sure every company PC, server and laptop is fully protected.

**TECHNOLOGY TIPS****TIPS FOR PREVENTING RANSOMWARE INFECTIONS:**

- Implement an awareness and training program for employees to teach them how to recognize phishing attacks, malicious attachments and ransomware signs.
- Use a strong spam filter and implement anti-email-spoofing technologies like Sender Policy Framework (SPF), Domain Message Authentication Reporting and Conformance (DMARC), and DomainKeys Identified Mail (DKIM).
- Configure network-level security solutions and firewalls to block access to known malicious IP addresses, including Tor, since many ransomware command-and-control servers are hosted on Tor.
- Keep the software running on workstations and servers up to date and consider a vulnerability scanner and patch management system.
- Use a capable anti-malware program with a proven track record in detecting ransomware and ensure that it's configured to perform regular scans.
- Use the principle of least privilege for local accounts on workstations, as well as network shares and other resources. If a user doesn't need write access to a network share don't provide it.
- Disable the execution of macros in Office files and restrict the execution of other scripts like JavaScript, Powershell and VBScript in Windows.
- Disable browser plug-ins that are not needed and consider running the browser and other programs in Microsoft's Enhanced Mitigation Experience Toolkit (EMET).
- Prevent programs from running from temporary folders and other common locations used by malware by using software restriction policies.
- Disable the Remote Desktop Protocol (RDP) and other remote management tools if not needed. If they are needed make sure they use strong and unique credentials.
- Consider using an application whitelisting solution and executing risky programs in virtualized environments.
- Catalogue data based on its value and implement strong access controls and physical separation for critical network segments.
- Back up data regularly, verify the integrity of those backups and regularly test the restoration process.
- Ensure that computers are not permanently connected to backup locations. Create multiple backups and store them offline and offsite, for example in the cloud if they are secured and there is no perpetual access to them. Be aware that continuous file synchronization is not a backup method and some ransomware programs detect and encrypt data in cloud-based file synchronization solutions.
- Conduct regular penetration tests and vulnerability assessments.



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**PRODUCT SPOTLIGHT****INSPIRON 15 5000  
2-IN-1****FLEXIBLE MODES. EXCITING  
OPTIONS.**

**Flip into action:** With an innovative 360-degree hinge, the Inspiron 5000 series 2-in-1 allows you to switch between four different modes: tent mode for using recipes in real time, stand mode for movies on the airplane, laptop mode for typing your novel or emailing work, and the tablet mode makes reading while you're reclined easier than ever.

**Adapt with ease:** A great blend between portability and performance. Its 15.6" display offers 40% more viewable area than a 13.3" screen.

**Options Galore:** An available backlit keyboard makes it nicer to work in dim environments and the Infrared Camera option works with 'Windows Hello' to log you in with quick and secure facial recognition.

**STYLISH IN EVERY SITUATION.**

**Ready for the road:** The popular, 15-inch size is ideal for portability and convenience, while still giving you plenty of screen space perfect for work and entertainment.

**Maximize screen space:** The 5000 Series' new design emphasizes more screen and less bezel, so your attention's



drawn to that brilliant wide-angle display.

**Designed to impress:** The dark gray exterior finish is matched with a smooth, matte black inside, offering an attractive, professional appearance that looks great for any occasion.

**BUILT FOR ADAPTABILITY.  
TESTED FOR DEPENDABILITY.**

**Stunning sound and vision:** Comes with Waves MaxxAudio® Pro audio and available Intel® HD Graphics 520 installed.

**The SSD difference:** An available Solid State Drive (SSD) option provides longer battery life, quicker responsiveness, quieter performance and improved shock resistance.

**Get connected:** Can be equipped with available 802.11ac WiFi for fast, long-range wireless connection with less buffering and drops.

**DESIGNED FOR THE REAL  
WORLD — BECAUSE THAT'S  
WHERE LIFE HAPPENS.**

We want you to love your new PC for years to come. That's why we test Inspiron laptops for reliability not just in the places

where you expect it, but for the open road ahead.

**Turn up the heat:** From locker rooms to locked cars, we test Inspiron laptops for survival in harsh short-term heat conditions of up to 65°C/149°F.

**Everything hinges on it:** We test Inspiron laptop hinges to ensure they still feel tight, even after opening and closing the lid 20,000 times.

**Keys to success:** We test commonly used keys for 10 million keystrokes and touch pad buttons 1 million times with no failure.

**Buttoned up:** No matter what you set your power and multimedia buttons to do, we've tested them all to survive up to 40,000 pushes.

**Twist and turn:** Call us excessive, but after twisting an Inspiron laptop's base and lid more than 25,000 times, we can assure you the parts inside are well protected.

**Always a good fit:** You'll probably never need to remove and reinstall your Inspiron's battery 30 times, but you can rest easy knowing that we've tested even that.

