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## Technology Times March 2025 Issue

"With over 20 years of experience providing remote support to clients that rely on technology, I know what it takes to deliver business continuity. Add to that another 20 years of support in the service industry you'll not find another company that takes customer service to heart as I do. Find out for your business what a difference it makes."



Dan Foote  
Owner/President

### What's Inside:

#### Page 2

The Market Need for a Zero Trust Platforms Category

New CPUs from Intel in 2025

#### Page 3

"The end of support for Exchange 2016 and 2019"  
- continued from page 1

Modern SSD Failures

#### Page 4

Grow Your Next Salad Using Fog With This Indoor Smart Garden

Do Not Click the Link to Claim SSA Benefits!

## Microsoft Announced Exchange 2019 End of Support Oct 14, 2025

### Microsoft's End of Support for Exchange 2016 and 2019: What IT Teams Must Do Now

For decades, Microsoft Exchange has been the backbone of business communications, powering emailing, scheduling and collaboration for organizations worldwide. Whether deployed on-premises or in hybrid environments, companies of all sizes rely on Exchange for seamless internal and external communication, often integrating it deeply with their workflows, compliance policies and security frameworks.

However, [Microsoft has officially announced](#) that support for Exchange Server 2016 and Exchange Server 2019 will end on October 14, 2025. While this may seem like a distant concern, businesses and IT teams must start preparing now. The end of support means that Microsoft will no longer provide security patches, bug fixes or technical support, leaving organizations running on these versions exposed to security vulnerabilities, compliance risks and potential operational disruptions.

#### What does Microsoft's end of support mean for Exchange 2016 and 2019 users?

The end of support for Exchange 2016 and 2019 isn't just about losing updates — it's about serious security, compliance and operational risks.

**Security risks:** Without security patches, Exchange 2016 and 2019 become prime targets for cybercriminals. Unpatched vulnerabilities can lead to data breaches, ransomware attacks and email-based threats, putting sensitive business communications at risk.

**Lack of technical support:** After October 14, 2025, Microsoft won't provide fixes, patches or assistance. If something breaks, IT teams will be on their own — leading to longer downtimes, costly troubleshooting and potential business disruptions.

- Continued on page 3



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## The Market Need for a Zero Trust Platforms Category



[Dr. Chase Cunningham](#)

The launch of G2's Zero Trust Platforms category comes at a pivotal moment in cybersecurity history. Zero Trust has evolved from a niche strategy into a global strategic initiative, driven by the escalating frequency of sophisticated cyberattacks and the rapidly expanding digital attack surface. With remote work and cloud-based operations becoming the norm, traditional security models that relied on network perimeters are no longer sufficient. Zero Trust, which focuses on verifying every request as though it originates from an open network, is now a must-have approach for organizations striving to protect their assets.

This shift isn't just an incremental change; it's a fundamental transformation. Market projections suggest that Zero Trust could eclipse general security in market cap by 2030, underscoring its importance as more than just a trend. It represents a paradigm shift that is redefining how enterprises approach security, and it's being embraced on a global scale. Governments are leading the charge with mandates and initiatives, such as the U.S. Executive Order on Improving the Nation's Cybersecurity and the European Union's cybersecurity regulations, which explicitly call for the adoption of Zero Trust principles.

*Chase Cunningham is VP of Security Market Research at G2. With over two decades of experience in Cyber Forensic and Analytic Operations, he has held senior security and analyst roles at NSA, CIA, FBI, and other government agencies, as well as with industry leaders Accenture and Forrester.*

## New CPUs from Intel in 2025

Intel has launched a glut of new Core and Core Ultra processors—a total of eight different series across three major product lines—along with some minor upgrades to existing chips. While Intel is in the unenviable position of playing catch-up to much of the market on performance, its efficiency-focused messaging isn't overwhelmingly convincing that things are going to change quickly—though it does have some muscle hitting the market. Here's



what's new, and you can get the full low-down from Intel [here](#).

**Intel Core Ultra 200U/H/HX Series.** Intel's Core Ultra Series 2 (Arrow Lake) launched in October to a [collective groan](#). The chips were supposed to make Intel competitive with other platforms, but for the most part performance was static over the previous generation of Core Ultra chips, with particularly weak gaming performance. They also aren't [Copilot+ PCs](#): Only Intel's Lunar Lake-based machines are able to be classified as Copilot+ PC systems, thanks to their improved neural processing unit.

The new Core Ultra laptop chips target gamers and enthusiasts (200HX), premium laptops (200H), and ultralights (200U)—with a total of 15 new SKUs announced across the Ultra 5, 7, and 9 series. Chips will have between 10 and 24 cores and do not have memory on the die. Only the 200H line will use Intel's upscaled integrated Arc graphics; the others will opt for lower-end silicon (though 200HX systems will surely pair the chip with discrete graphics processing).

As they're built on Arrow Lake and not the newer Lunar Lake, all three new chips will still miss out on Microsoft's [Copilot+ PC designation](#). Despite boasting overall performance of 99 TOPS, the NPUs on these chips won't have enough juice to hit the requirement of 40 TOPS (Trillions of Operations Per Second) delivered on their own. For what it's worth, Intel's messaging strongly stresses that "TOPS alone does not define AI performance."

**Intel Core 200S/200H/100U.** This series is a desktop-class chip collection denoted by the lack of an "Ultra" in the name. The 200S is a new design, formally code-named Bartlett Lake, while the 200H and 100U are updates of the 13th- and 14th-generation Intel Core "Raptor Lake" platform, which launched in October 2022. Intel didn't share much on what distinguishes these chips or where they're likely to end up.

**Intel Twin Lake.** Codenamed Twin Lake, the Intel Core 3 and the Intel (no model name) processor are both very low-power chips (as low as 6 watts) targeted at "low-power, low-cost edge systems." Imagine these showing up in bare-bones laptops and embedded systems like storage devices, televisions, and so on.

**Intel Core Ultra 200V.** This is an existing Lunar Lake chip that is getting Intel vPro features, which is an enterprise management and security system.

## Modern SSD Failures

*"The end of support for Exchange 2016 and 2019"*  
- continued from page 1



Modern SSD drives can fail due to various factors including overheating, physical damage, firmware corruption, power surges, excessive write cycles (wearing out the flash memory), manufacturing defects, and improper usage, although they are generally considered more reliable than traditional HDDs due to their lack of moving parts;

- warning signs of a failing SSD might include slow performance, frequent error messages, or inability to access data.

### Key points about SSD failures:

**Heat:** Running demanding applications that generate high heat can significantly shorten an SSD's lifespan.

**Physical impact:** Dropping or applying strong physical force to an SSD can cause damage.

**Water damage:** Exposure to liquids can severely damage an SSD.

**Power issues:** Sudden power outages or surges can corrupt data and potentially damage the SSD.

**Firmware problems:** Faulty firmware updates or corruption can lead to SSD malfunctions.

**Wear and tear:** Frequent write operations can gradually degrade the NAND flash memory cells, eventually causing failure.



**Compliance risks:** Regulations like the General Data Protection Regulation (GDPR) and the Health Insurance Portability and Accountability Act (HIPAA) require businesses to use secure, up-to-date software. Running outdated Exchange versions could lead to fines, audits and legal consequences if a security incident occurs.

**Operational inefficiencies:** Older software lacks modern features, performance enhancements and integrations, making communication slower and IT maintenance more complex. Keeping Exchange 2016 or 2019 running will also cost more over time as support resources dwindle.

**Important note:** This end of support also applies to several related Microsoft products, including Microsoft Office 2016, Microsoft Office 2019, Outlook 2016, Outlook 2019, Skype for Business 2016, Skype for Business 2019, Skype for Business Server 2015 and Skype for Business Server 2019.

### Migrate to Exchange Online (Microsoft 365)

For businesses looking to move beyond on-premises infrastructure, Exchange Online (Microsoft 365) is a compelling option. This cloud-based solution eliminates server maintenance, enhances security and improves scalability, making it ideal for organizations embracing a cloud-first strategy.

### Key advantages of choosing Exchange Online include:

**No more server maintenance:** Microsoft handles all updates, patches and infrastructure management, freeing IT teams from the burden of maintaining Exchange servers.

**Built-in security and compliance:** Exchange Online includes automatic security updates, threat protection and compliance tools to meet regulatory requirements, such as GDPR and HIPAA.

**Scalability and accessibility:** Employees can securely access email from anywhere, with 99.9% uptime and flexible storage options that scale with business needs.

**Enhanced collaboration:** As part of Microsoft 365, Exchange Online integrates seamlessly with Teams, SharePoint and OneDrive, improving productivity and data management. **However, there are some potential challenges as well.**

**Migration complexity:** Moving large amounts of email data can be time-consuming and requires careful planning to minimize downtime.

**Licensing costs:** Microsoft 365 operates on a subscription model, meaning ongoing per-user licensing fees.

**User adoption and training:** Employees may need training to fully utilize new features and ensure a smooth transition.

### Effective April 1, 2025:

- All NCE annual or tri-annual commitments with monthly billing will incur a 5% premium.
- Premium applies to new subscriptions purchased on or after April 1, 2025.
- Existing subscriptions will incur the premium at renewal on or after April 1, 2025.

### No Premium for:

- Tri-annual subscriptions paid upfront or annually.
- Annual subscriptions paid annually.
- Monthly subscriptions paid monthly.

## Grow Your Next Salad Using Fog With This Indoor Smart Garden



With the recent nationwide food recalls, you may've been inspired to grow your own fresh ingredients at home. If so, check out this new indoor garden that can help you do just that. It's like no other we've seen.

The groundbreaking product is made in Canada and uses a combination of fog and nutrients to water the plants' roots, also known as "fogponics."

"This [fog] allows for an optimal absorption of nutrients, resulting in healthier and faster-growing plants," the company says on its website.

It can grow 15 plants at a time, and the fog and colored lights inside help this futuristic design resemble a mini stage where a mini DJ is about to play a mini set. The windows are removable for whenever you're ready to harvest your plants and another innovative feature is that Plantaform's Indoor Garden self cleans, creating even less work for you.

The self-watering and self-cleaning garden measures 26.2 inches on each side. It comes in two colors, frost white and midnight black, so you can choose whichever one best matches your home's interior. It also pairs with the Plantaform App, so you're able to monitor your plants' progress and water levels.

<https://plantaform.com/products/indoor-garden>

## Do Not Click the Link to Claim SSA Benefits!

Emails to apply for retirement starting in 2025 are phony!

The Social Security Administration (SSA) Office of the Inspector General (OIG) is warning the public of a new scam tactic by criminals trying to lure potential retirement applicants to their site.

This recent scam email appears to be from SSA and has the subject line: "Claim Benefits!" It states "Important: Apply for Your Social Security Benefits Starting in 2025".

The link within the phony email is disguised as SSA's official website, [www.ssa.gov](http://www.ssa.gov) or [www.socialsecurity.gov](http://www.socialsecurity.gov). Clicking on the link within the email redirects individuals to a fraudulent site. **THIS EMAIL IS NOT FROM SSA.** One example of this new imposter email is shown here.

It is important to see that the email is from "Social Administration," and reflects a personal or non-government email address. Government agencies always have ".gov" as part of their official email address. SSA OIG is advising you to always be cautious of responding to unsolicited emails that appear to be

from an official government entity, such as SSA, or another federal agency.

These emails are a variation of government imposter scams. **DELETE IT.** Don't click on links or respond to any text, email, phone call, or letter that has characteristics of a scam. See warning signs at [ssa.gov/scam](http://ssa.gov/scam). To contact SSA for business purposes, visit [ssa.gov](http://ssa.gov) to find the correct information. "Scammers use benefits, benefit increases, prizes, or problems to attract your attention so that they can entice or intimidate unsuspecting persons with their ploys," said Members of the press may make inquiries to Social Security OIG at [oig.dcom@ssa.gov](mailto:oig.dcom@ssa.gov)

Michelle L. Anderson, Assistant Inspector General for Audit performing the duties of the Inspector General. "Our priorities are to educate consumers on how to avoid these vicious attempts and to help you keep your personal identifying information and money secure. We will continue to tell you when we become aware of tactics such as this one.

### WHAT TO DO IF YOU ARE A VICTIM

- Stop talking to the scammer. Notify financial institutions and safeguard accounts.
- Report Social Security-related scams to SSA OIG ([oig.ssa.gov](http://oig.ssa.gov)).
- Contact local law enforcement and file a police report.
- If you lost money, file a complaint with the Federal Bureau of Investigation Internet Crime Complaint Center ([ic3.gov](http://ic3.gov)).
- Report other scams to the Federal Trade Commission ([ftc.gov](http://ftc.gov)).
- Keep financial transaction information and the record of all communications with the scammer.

