

**DTS**

DanTech Services

Computers under control!™

Technology Times November 2016 Issue



Dan Foote
Owner/President

"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!"

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6 Questions To Ask Before You Move To VoIP

Thanks to Voice over Internet Protocol (VoIP) and ever-improving cloud technologies, the phone-service options available to you as a small business are plentiful, with more features at a lower cost than were ever available before.

However, with all the options and vendors, separating the good from the bad and navigating the hype can be difficult. Not only are some VoIP systems a complete waste of money, but fees can be "hidden," so what appears to be a big cost-saving decision can end up costing you more in the long run once you've calculated in ALL costs over a three- to five-year period.

Here are six revealing questions you must ask to cut through the hype, half-truths and "little" white lies that could bury your company.

1) What will the call quality be like on my new system?

Companies that sell phone systems and do not install and support computer networks – which is what your VoIP system is running on – are often NOT qualified to recommend or install a VoIP phone system for your office. One of the biggest reasons for VoIP failure (poor sound quality, slowed Internet speeds, etc.) is that the person selling you the system does not understand how to properly assess your company's firewall, routers, network traffic, Internet connection speeds, as well as a host of other factors, to make sure their phone system will work as advertised in YOUR SPECIFIC ENVIRONMENT. That's because they're phone-system sales guys, not network engineers.

2) How many data centers do you have and are they geographically dispersed?

If the answer is only one, run away! What happens if their ONE data center goes down? Or, more commonly, what happens when the VoIP equipment *inside* the data center goes down? Your business is without a phone until they get their systems back online! Insist on at least two redundant data centers that are states away from each other to lower the risk of a natural disaster wiping out both data centers at once.

3) What was your uptime last year? What's your guarantee for uptime?

If it's anything less than 99.999%, find a different provider. And don't just take them at their word; ask for documentation proving the reliability of their network in the previous year. If they can't even do that, don't buy their system!

NOTE: Uptime is the system's ability to make and receive calls. If an individual office happens to be down due to an Internet outage, this does not affect the overall reliability of the system, because the system was ready and able.

4) If my phone is unreachable, do you have automatic failover to another phone?

If your provider's system isn't constantly monitoring the status of your network, VoIP system and VoIP phones, you should consider going with another provider. If your Internet goes down, or even a single phone stops working, the system should know that within a few minutes and automatically forward the calls to a predetermined destination (like a cell phone or another office location).

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Business Briefings:

Ditch the meeting, get more done. The average manager spends 30%-50% of their time in meetings. And most feel 67% of meetings are an utter waste. So what can we do to stop killing time? Quit having meetings. Here are three ways to tell if a meeting is worthwhile. 1) Compare cost to benefit. Take the number of folks attending times their average pay rate. Multiply that by their time spent meeting. Is the desired outcome worth it? 2) Will this be a one-sided affair? A dead giveaway is the conference call when the boss puts everyone else on mute. 3) Is the meeting a guise for “communication”? Instead, send an e-mail, point to a website or suggest someone to consult with. Now you’re talking... Entrepreneur

Want earbuds that last – and sound great? Bragi’s new earbuds, named simply The Headphone now have “bragging rights” on both battery life and sound quality. At six hours of battery life, these buds shred all competition. That includes Erato’s Apollo 7 and the Earin buds – both of which wimp out at three hours. Bragi’s Headphone also delivers a crystal-clear sound that beats most Bluetooth and WiFi earbuds. And they let sounds come through from whatever space you’re in. They also receive phone calls and respond to voice commands. Plus, all of this is 100% wireless. They even include a sleek-looking lanyard-style carrying case. All that being said, The Headphone is well worth a look if you’re looking for a great pair of earbuds. DigitalTrends

Google’s Chromebook Pixel may have faded into a high-resolution sunset... But the good news is, some great new challengers will soon take its place. The Dell Chromebook 13, for instance, sports a 1080p touch-screen display, aluminum chassis, glass trackpad and a (very fast) Intel Core i3 processor. Meanwhile, weighing in at just 2.9 pounds, the Toshiba Chromebook 2 delivers nearly the same performance as the Dell. Yet at a full two pounds less, you’ll appreciate its light weight. And the new kid on the block, the Acer Chromebook 14, offers a high-end feel and near top-of-the-line specs for just \$300. Any of these challengers will fill the bill for you if you love the low price of a Chromebook, but want something a little more premium. AndroidCentral.com

Accomplish More By Doing Less

By Darren Hardy



As I’ve considered what some of today’s greatest achievers – Richard Branson, Maria Shriver, Arnold Palmer, Tony Hawk, John Wooden and Colin Powell, among many others – have accomplished in their lifetimes, I’ve thought about why many of the rest of us work harder and put in longer hours without achieving the same big results. What makes the difference? After a great deal of thought, I realized the key is not to do more or work harder; the key is actually to find ways to do less and think more, to be less busy and more productive. In this, I have struck upon the very secret to what separates the super-achievers from the rest of us.

I’ve started applying this strategy in my own life and work. And I’d like to share with you three of the principles I have found to move from stress-filled “success” to super-achievement and a more balanced lifestyle filled with joy, harmony and personal fulfillment.

Learn to Stop Doing . Reevaluate how you spend your time and stop doing the time-wasters. The only way you can gain more time is to stop doing something. If you don’t like what your life has become, you need to figure out what to stop doing so you can concentrate on activities that bring better results in your life. Consider: if you spent just 40% of your time on your high-value activities, you could double your income. Spend 60% or even 80%, and you could multiply your income by four times.

Create and Protect Your Boundaries. For a workaholic, these are dangerous times. The natural boundaries of time allocated to work, personal and family have been obliterated. Technology has penetrated the walled garden separating these important segments of our lives. This breach provides for constant intrusions into our attention, keeping us constantly connected and at the mercy of a stream of information and demands.

- Put a junk filter on your life. To filter incoming requests, you must first become clear on what you want.

- Who are you? Who do you want to become? What is most important to you in life? What direction do you want your life to take?

- What are your three most important goals for the year? This month? This week? Today?

- After identifying your values, goals and priorities, put a junk filter on everything else and keep it out of your in-box and off your to-do list.

Don’t Just Learn... Knowledge isn’t power; it’s the *potential* of power. What you do with knowledge is where the power lies. Don’t just read a book and put it down. Read it, summarize the key ideas, then write out how you’re going to implement those ideas in your life. Now act, review and improve. Stick with the ideas in that book until you realize a desired transformation. I hope you’ll take time to stop and examine your life and incorporate these principles into your daily routine on your journey to super-achievement. Remember: it’s not what you *know*; it’s what you *do*. <http://www.success.com/article/accomplish-more-by-doing-less>

Space Buffs Watch Out For Mac Virus



Say what you will about Russian hacking group “Fancy Bear,” but they’ve definitely got a sense of style. Fancy Bear is the group widely believed to be responsible for hacking the Democratic National Committee’s servers. Now, authorities believe the group has developed a form Trojan called Komplex, which targets Mac users.

Like most other malware, once installed on a target system, it faithfully reports data back to the software’s owners and controllers, and can be used to edit, view, copy and delete files on the infected system. Where it gets interesting is the fact that in addition to this, in an apparent display of nationalistic pride, it also places a copy of a PDF on the infected system that details projects that the Russian Space Program has planned between 2016 and 2025.

The Trojan appears to infect target computers by exploiting a known vulnerability in the MacKeeper antivirus software. This vulnerability causes Macs to accept and execute remote commands, and can be triggered by specially crafted web pages. In this case, web pages are designed to mimic the appearance of Russian aerospace companies. There is some evidence that the Komplex Trojan is related to (and shares code with) another malware program called Carberp, which the group has used to infiltrate various agencies of the US government.

All indications are that this software is being used to target a highly specific group of users, although the researchers have been unable to identify a definitive pattern. They are still not sure what group that might be. In any case, it does not appear that this Trojan is being used in any sort of widespread attack.

Even so, it exhibits the dangers that the business community faces in today’s computing environment. Not only are the attacks themselves becoming increasingly complex and sophisticated – the hackers are also branching out, targeting ever smaller groups with tremendous precision. If you employ any people with an interest in Russian space technology, and they use Apple products, be aware of this one.

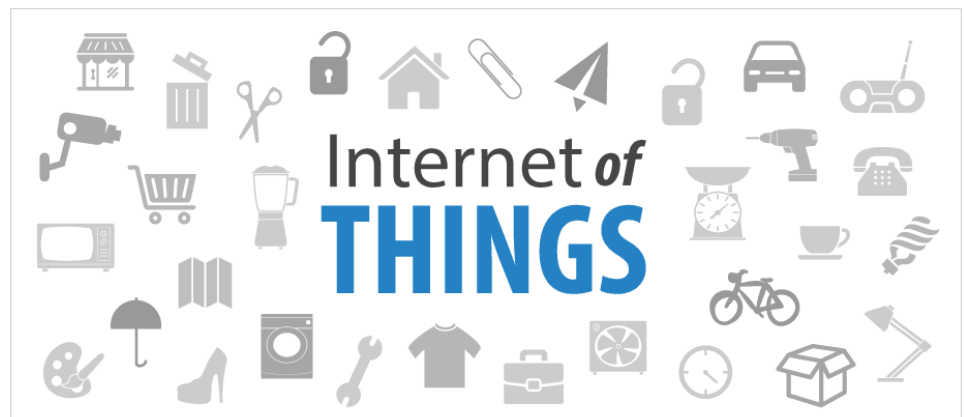
IoT & the Internet

Last week, Dyn DNS (a domain name service provider) was hit by a Distributed Denial of Service (DDoS) Attack. You might have noticed access problems to websites & services if sites you attempted to visit were affected.

Per Wiki, “A distributed denial-of-service (DDoS) attack occurs when multiple systems flood the bandwidth or resources of a targeted system, usually one or more web servers. Such an attack is often the result of multiple compromised systems (for example, a botnet) flooding the targeted system with traffic. A botnet is a network of zombie computers programmed to receive commands without the owners' knowledge.” (Wikipedia Denial-of-Service_attack)

Walk into most any store that sells things for your home or business and you will find products that connect to the Internet. These products are sold on the notions of convenience, security, and visibility. It does not have to be a computer or electronics store, either. As Seen On TV, you see ads for visitor announcing systems that monitor your front door and talk to your smartphone. You may know of the baby monitors and other cameras that can stream to smartphones or computers. Thermostats, garage door openers, appliance control devices—all now feature the convenience of remote control!

These products are wonderful innovations. Here’s the rub: if you can access these devices across the Internet, then so can Bots that can intercept and hijack them. (Bots are automated functions that scan the Internet for devices that can be brought under their control.)



The number one way for this to happen is the use of weak passwords or, worse yet, password never changed from the manufacturer's default. We could go into depth about what happens and the agents that take control, yet once again, the focus is on the security of your privacy, your data, and your activities. Also, it is not just your safety but the security of the infrastructure we call the Internet. The real question is - are you now aware of Internet intruders, or are you unaware of attempts?

In real life, you would want to know of malicious traffic in your neighborhood so that you could take precautions. Think about the parallel for your Internet life. If you own or are considering the purchase of any device that features electronic or remote or computer control, research is essential. We are here to help, so please let us know if we can be of assistance. **We’re here to help, so please let us know if we can be of assistance. Call us at 907-885-0500**

Shiny New Gadget Of The Month:



Resist The Dark Side With A Custom Lightsaber

The Sith Lord is about to strike – this is no time for an ordinary lightsaber. Time to pull out your own hand-made *custom lightsaber*...

You'd be hard-pressed to find an imaginary weapon as iconic as the *Star Wars* lightsaber. Haven't you (or someone you know) ever secretly yearned to wield one against an evil warlord? Well, in case you didn't know – you can. And, with your own custom-made lightsaber, you'll be well-armed.

These are no ordinary Hasbro plastic toys. In fact, the features and choices available at some of the top-rated lightsaber shops could well leave you "starstruck." From "flash-on-clash" to blade color to heavy, medium or light battle-readiness, to custom soundboards and circuitry, the choice is yours.

If you're a diehard do-it-yourselfer, complete kits are available. You can even get a double-bladed or cross-guard-type lightsaber. Prices range from about \$400 on up. For more details, check out <http://www.ultrasabers.com/>.

Choose well, young Padawan.



DanTech Services provides knowledgeable management, support & sales of SonicWALL UTM's.

Whether you're upgrading or replacing your current firewall, DanTech Services has the experience to size, deliver and install the best perimeter protection available.

"6 Questions To Ask Before You Move To VoIP?"
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5) Do you monitor my phones and system 24/7/365 for any potential issues?

If you have to tell your provider the phones aren't working, then find another provider. Any quality vendor should be monitoring and maintaining your system for you, using remote management tools. If you are missing calls, move on to a different system.

6) Do you offer a money-back guarantee?

If your provider is not willing to back up their claims with a WRITTEN, no-small-print, money-back guarantee, free of "weasel out" clauses, look for a vendor that does. Every phone-system sales guy is going to tell you how wonderful their system is and how you won't experience any problems. If they're THAT confident, have them guarantee it in writing so you're not stuck paying for a new system that doesn't work.

Free VoIP Assessment Cuts Through The Confusion, Myriad Of Options And Tech "Mumbo Jumbo" To Help You Make The Smartest, Safest Phone-System Choice For Your Company

If you're looking to upgrade your phone system to VoIP sometime in the near future, this free assessment will help you avoid making any mistakes and help you navigate the endless number of choices, techy "mumbo jumbo," conflicting advice and confusion. We'll answer all of your burning questions and determine which phone system is BEST FOR YOU, based on your specific needs, budget, Internet connection and existing network. No charge and no obligation! **Simply call us today at 907-885-0500 to get started!**

Has Government Been Scanning All Yahoo Email Messages?

Did they, or didn't they? That seems to be the central question surrounding the recent revelation reported by Reuters.

According to the news story, Yahoo complied with a Federal government request to track and monitor all incoming messages, forwarding any that contained a certain set of keywords to government agents. If the allegation is true, it certainly would not be the first time that a technology company complied with a government request for information. What makes this particular case different, however, is the fact that the search was reportedly done in real time.

Security analysts were quick to chime in that the allegations did not seem technically feasible, given the sheer volume of incoming mail, and Yahoo later responded by saying that the Reuter's story was inaccurate. The company claims that they always narrowly interpret such information requests, and a real time search, regardless of how small the targeted keywords, would be an incredibly broad mandate. It has been suggested that last year, when this request was being made, Yahoo's CIO left the company as a protest over the CEO's decision to comply with the request. He could not be reached for comment, and so the mystery remains.

Did Yahoo comply with the request and monitor all incoming emails for a set of targeted keywords? If so, what were the keywords? How many were there? How many emails were caught up in the sweep? Does Yahoo even have the capability to conduct such a real time "email wiretap?"

These are questions we may never know the answer to, but it brings one thing in to sharp relief. If you're using a free email service, your communications are not nearly as secure as you think they are. Remember, it wasn't long ago that we learned that personal account information belonging to literally hundreds of millions of Gmail, Yahoo and Hotmail users wound up for sale on the Dark Web. If that didn't convince you about the relative lack of security, then this latest report certainly should.



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