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Technology Times March 2022 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

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Got IT Problem? - Click Here!



New Customer Experience

Microsoft has introduced a new program called NCE, or New Customer Experience. A web search will return information on this program, yet I'll try to refine it as best as possible into a few bullet points.

• Key dates are involved

- March 1st: prices increase for six common licenses
- March 10th: All new subscriptions for Modern Work and Dynamics will be required to be procured through the new NCE platform
- July 1st: All renewal subscriptions for Modern Work and Dynamics will be required to be procured through the new NCE platform

Price increases on these products:

Enterprise:

- Office 365 E1: \$10 (from \$8)
- Office 365 E3: \$23 (from \$20)
- Office 365 E5: \$38 (from \$35)
- Microsoft 365 E3: \$36 (from \$32) **SMB:**
- Microsoft 365 Business Basic: \$6 (from \$5)
- Microsoft 365 Business Premium: \$22 (from \$20)
- No price change for Microsoft 365 E5, **Microsoft Business Standard**, or Frontline SKUs

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Chrome and Firefox version 100 could break the Internet later this year

By Jacob Seagal

In the coming weeks, Google's Chrome browser, Mozilla's Firefox browser, and Microsoft's Edge browser will all hit version 100. These milestone releases may sound exciting, but they also have the potential to cause havoc across the internet.

As developers for all three of the browsers warn, some websites might break when they attempt to parse user-agent strings containing a three-digit version number. Therefore, all three companies are now trying to mitigate the impact before version 100 rolls out later this year.

Chrome, Firefox, and Edge version 100 are coming. As Google explains, User-Agent (UA) is a string that browsers send in HTTP headers. It allows servers to identify the browser. When a browser hits version 100, the UA reports a three-digit version number instead of a two-digit number. Google says web developers use a variety of techniques for parsing these strings. Therein lies the problem.

Google provided a helpful explanation of the potential issues on its developer site:

Without a single specification to follow, different browsers have different formats for the User-Agent string, and site-specific User-Agent parsing. It's possible that some parsing libraries may have hard-coded assumptions or bugs that don't take into account three-digit major version numbers.

The good news is that many libraries improved their parsing logic when browsers moved to two-digit versions. As a result, three-digit version numbers shouldn't be as problematic. But with that said, Chrome developers have been running experiments in the field that surfaced issues that need to be fixed. Now it's a race against the clock.

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Thank You, Anonymous!

by [Robert Stevenson](#)

I am always looking for great quotes, saying, or statements to help reinforce my message and I think it is important to give credit to those who shared their brilliance. Unfortunately, I often come across wise words of wisdom that have been credited to that famous person ... "ANONYMOUS."

I have learned a lot over the years from that wise Mr./Ms. "ANONYMOUS." I find it interesting that I have no idea who they are ... what gender, educational background, ethnicity, rich, poor, religious or not, Republican, Democrat, Independent, what skills they have or experience ... or what. I know nothing about them to persuade, influence or prejudice me in any way to like, dislike, trust or distrust what they said. The only thing that has value is their statement, quote, or comment. I really like that. Why should I want anything to prejudice what they said? As Voltaire so sensibly stated "Prejudices are what fools use for reason."

In all honesty, is a statement more profound, wise, brilliant, insightful, astute, sensible, intelligent, shrewd, smart, or clever because you know who said it ... or because a famous person said it? I don't think so. I think that each quote should stand alone, judged on its own merit, and not be given more or less value because of who said it. Below are a few Anonymous Quotes I've collected over the years I thought you might find helpful:

- ◆ To be a winner, all you need to give is all you have.
- ◆ I have often regretted my speech, never my silence.
- ◆ For every action, there is an equal and opposite criticism.
- ◆ The best way to finish an unpleasant task is to get started.
- ◆ Minds are like parachutes - they only function when open.
- ◆ He is truly wise who gains wisdom from another's mishap.
- ◆ Worry doesn't help tomorrow's troubles, but it does ruin today's happiness.
- ◆ Business is like a wheelbarrow. Nothing ever happens until you start pushing.
- ◆ When tempted to fight fire with fire, remember the Fire Department usually uses water.
- ◆ Good judgment comes from experience, and experience – that comes from poor judgment.

Yes, ANONYMOUS has shared a lot of wisdom with us over the years, but the key to success for any company or person is applying it. I see so many organizations with powerful mission statements ... not living up to what they've written. There are also far too many so called "LEADERS" handing out wise words of wisdom but not following the advice themselves. They live by the motto ... "Don't think of me as your boss, think of me as a friend who is never wrong." Their attitude is the wise words of wisdom are for other people ... because they make no mistakes. I'm sure you can think of two or three managers you have worked for that fit this description perfectly.

We all need to go to school on other people's experiences. Learn from their wise words or from their mistakes and shorten our learning curve. If I have learned one thing in my life, it is "WHY" experience the pain to learn something when you don't have to; the more knowledge you can gain from others the better for you.

Life is too short to learn and experience it ALL yourself. Success comes to those who seek knowledge and apply it.

Shiny New Gadget Of The Month:



The Plugable USB4 and Thunderbolt 4 Hub With 60W Charging Automatically Detects and Adapts to Your Computer

Experience the full power of USB4 with the Plugable USB4 and Thunderbolt 4 Hub (USB4-HUB3A) with 60W Host Charging. The USB4-HUB3A stands out for its complement of features, including up to 60W charging for the host laptop, 3x USB4 / Thunderbolt 4 ports—each capable of up to 40Gbps, and up to 15W charging for your connected peripherals. And, despite the hub's compact size, there is also a USB-A port (10Gbps) for a legacy device. Drive dual 4K monitors or a single 8K monitor with Thunderbolt 4. Take advantage of the included USB-C to HDMI adapter for a convenient HDMI connection right out of the box.

Compatibility

Compatible with Thunderbolt and USB4 Macs, including M1 and Intel, M1 iPads, and Thunderbolt 4 PCs (including those based on the Intel Evo platform). It is worth noting that M1 Macs will only support 1 external display, and you will see limited functionality with USB-C 3.2 systems. Not recommended for use with Thunderbolt 3 Windows systems.



2022's top 5 telecom trends

[Digitization of business models](#)

The pandemic has completely changed how customers interact with their service providers, transforming the way business is conducted. More interactions are online, and subscribers are more inclined to choose a service provider who offers digital onboarding and self-care services. While many have already modernized their networks, in 2022, CSPs will continue to transform operations through digitalization of infrastructure and services. More operators will also introduce the [zero-touch network](#), which enables 100% digital customer journeys. This means replacing all physical touchpoints such as stores or support agents with digital and automated ones. There is more..

Focus moving from IoT to IoE - The enterprise segment will drive growth over the new few years, and connectivity is just one part of what CSPs have to offer. Business models will evolve to provide end-to-end service offerings, including many new innovative use cases around IoT. In fact, there will be a shift from simply facilitating use cases involving the Internet of Things to applications that leverage the Internet of Everything. What exactly is the difference between IoT and IoE? **The simple explanation is that IoT connects machines, while IoE extends beyond connecting mobile devices and facilitates intelligent connections between all types of data, processes, people, appliances, and things.**

Acceleration of cloud deployments - Gartner's Top Strategic Technology Trends for 2022 [report](#) predicts that by 2025, cloud-native platforms will serve as the foundation for over 95% of new digital initiatives, which in 2021 are less than 40%. Cloud deployment provides a host of benefits to CSPs. For one, it helps keep implementation and operational costs low. It enables telcos to scale up and down to meet traffic demands, optimizing their network resources. **It also supports operators to take the 'pay as you grow' business approach** (another trend that will become increasingly popular in 2022). This model means operators can achieve faster time to market and minimize costs as they only pay for the services that they actually use – both benefits that will help them remain relevant in the increasingly competitive market dynamics we're likely to witness.

Enterprise Private 5G - The adoption of private [5G networks](#) will start gaining more traction around the world. As these dedicated networks provide security, speed, and bandwidth advantages over WiFi and LTE, they will be game-changers for enterprises. In 2022, we are likely to see adoption from enterprises such as manufacturers who require 5G capabilities to implement transformative applications that drive smart factories, digital transformation, and IoT. [Private 5G](#) will also help forward the vision of smart manufacturing and smart factories. In addition to supporting use cases such as IoT, automation, and enabling ultrafast and reliable connectivity, it **will help build factories without wires and cables**. This will help manufacturing units, drive revenue by saving time and effort while maintaining a clean clutter-free factory floor for robots and automated machines to perform operations.

Cybersecurity - As advanced services such as IoT become prevalent, operators will have access to more customer data than ever and will be expected to provide more personalized experiences by leveraging this data. CSPs need to protect this data to maintain customer trust. And with the huge increase in cyber crime, there will be more region-specific standards and compliances from a regulatory standpoint. **Security in 2022 will go beyond the traditional approaches, with assets and users becoming more mobile.** It means implementing a cybersecurity mesh architecture (CSMA), which helps provide an integrated security structure to keep all assets safe, regardless of their location. From the security standpoint, another added layer that operators can provide is the eSIM. By transmitting all SIM data digitally, operators can eliminate the need for a physical SIM card and delivery address, securing customer data through online verification.

“Chrome and Firefox version 100 could break the Internet” - Continued from page 2

“New Customer Experience” - Continued from Page 1



As it stands, Google and Microsoft plan to release Chrome version 100 and Edge version 100 on March 29th, 2022. Meanwhile, Mozilla has scheduled the launch of Firefox version 100 for May 3rd, 2022.

All three companies are running experiments and fixing issues to make their rollouts as smooth as possible. To date, the teams have discovered issues on a number of popular websites, including Yahoo, Bethesda, T-Mobile, and HBO Go.

Avoiding disaster

Some of the issues that the developers have found have already been fixed. Others will surely be fixed ahead of the rollouts in the coming weeks. But there will undoubtedly be bugs that the developers can't address before the respective version 100 launches.

In order to avoid breaking the internet, Google and Mozilla both have backup plans.

Google says that the backup plan for Chrome is to use a flag to freeze the major version number at 99. The real major version number will then appear in the minor version part of the UA string. Of course, the three-digit number in the minor version part of the string could also cause issues, which is why Google is running experiments on its backup plan as well.

Changes to Term Options:

- Monthly term options at 20% premium
- Annual term options; upfront or monthly payments
- Tri-annual term options (Dynamics); upfront, annual, or monthly payments

By moving your account to NCE and selecting Annual subscription, a 5% discount will be applied through the end of March 2022. If done by February 28th, that discount will be applied to your current rate. The annual term allows for monthly payments. Your account must be moved to the new system—and will be at one point or another. I recommend taking advantage of the 5% discount for the annual subscriptions by committing by the February 28th deadline (or the March 31st deadline, although the discount will be applied to the new rates).

For the monthly term options, there is a 20% premium added to the subscription—yet some user licensing should be considered with the monthly term as it allows flexibility.

My recommendation is to set annual terms for your fixed, annual employees. Set monthly terms for any temporary, seasonal, or short term employees. License count adjustments are only allowed within a 3 day window prior to the end of that term. In other words: the choices made now become a financial obligation for that term.

There are a number of other program requirements, yet maybe the most important other requirement is in regards to Mergers & Acquisitions: *As it stands today, the licenses must remain with the partner and provider they have been purchased from until the end of their current term.*

These new rules will affect businesses and their Microsoft licensing across the board. My expectation is that we'll see further changes and additional SKUs that will see increases in pricing.

Knowing your business and its licensing needs has become important at a new level. As I mentioned above, review your needs to determine which percentage of licenses should be annual and which percentage should be monthly—even with the 20% premium.

Work forces that fluctuate may require the monthly term—as long as it makes financial sense to pay that premium! In most cases, the monthly term makes sense in only limited circumstances, although if used to your advantage, it can get you a short term need without the longer term obligation.

We are here to support you and can assist your business through our management portal. Let's talk about the benefits of moving your licensing to our system. **Be aware, though: restrictions on changing providers will affect all businesses.** Time is of the essence.

Dan

QUESTIONS?

