



This Issue:

Lunch and Learn: How to Securely Manage Your Files in the Cloud—March 19, 2015

Don't Forget to Renew Your Software Licenses

Tip of the Week: How to Stay Safe on a Public WiFi Network

The 3 Ways to Resolve a Technology Issue

Introducing Cloud Computing to Your Business

4 Old Internet Protocols Increasingly Vulnerable to Hacking Attacks

Tip of the Week: How to Stay Safe on a Public WiFi Network



With the Internet of Things fast approaching, and BYOD becoming prevalent in the business world,

there are a lot more devices connecting to wireless networks now than at any time in history. This makes new technology far more mobile, but it also means that more threats are able to access networks from countless new entry points. These threats can access your business's devices which contain sensitive corporate

(Continued on page 4)

About Total Networks

Building on the tradition of providing industry best solutions, the Kinseys continue to invest in tools, training, recruiting, and procedures, continuing to extend our reputation as the premier IT service provider in Arizona.

Visit us **online** at:
totalnetworks.com

Lunch and Learn: How to Securely Manage Your Files in the Cloud—March 19, 2015



We live in a world where information equals power. With the influx of consumer-grade online file-sharing solutions (such as Dropbox, Google Drive, or OneDrive) and Bring-your-own-device (BYOD), distributing information has become easier than ever. And there's no shortage of news stories of cybercriminals hacking into accounts ranging from Sony's confidential information to supermodel's nude photos. As a result, it is now easier for corporate information to fall into the wrong hands intentionally or unintentionally.

We invite you to join us for an interactive discussion and complimentary lunch to discuss ways you can securely protect your data.

During this seminar you will learn:

- Tips for deciding when and when not to use cloud applications
- Checklist for choosing a secure file syncing tool
- Is Dropbox safe for business?
- Encryption tips and tricks
- 3 Reasons to cloud connect your file server
- What is 2-factor authentication and why should you care?

You will leave this event with key takeaways of how you can safely store data in the cloud.

Date: Thursday, March 19, 2015

Time: 11:30 am – 1:00 pm

Lunch will be provided

Location:

Total Networks' office
Arizona State Bar Buiding
4201 N. 24th Street, Suite 230
Phoenix, AZ 85016



Register Here!
<http://bit.ly/19c0SKI>

Don't Forget to Renew Your Software Licenses



You have a system in place to remind yourself of when to pay your bills. Otherwise, bills would go unpaid, essential services would be cut off, and your credit rating would plunge. However, not everyone has a system in place to renew their software licenses, which could lead to consequences that are just as dire.

Many software users are dependent upon notifications from the software itself to remind them when it's time to renew. These notifications are sufficient for most users, but then there are the users that receive so many notifications from all over the place that they've grown numb to them. A user that clicked on "Don't show me this again," may miss out on crucial notifications about renewing their software, which could unintentionally lead to its expiration.

(Continued on page 2)

Don't Forget to Renew Your Software Licenses

(Continued from page 1)

When a software license expires, it's likely to become unusable. This can be a major inconvenience if you're in the middle of a workday. One moment your staff is cranking out work using a mission-critical program, but the next moment, the software expires and everyone is locked out of their work. Granted, this isn't as severe of a downtime issue as a server going down; nevertheless, it's still a downtime issue that can cost your company money.

Consequently, if your accounting department isn't able to quickly renew the license for your expired software, then the time lost to being locked out of a needed program will make the down-

time that much more expensive. A situation like this could have easily been prevented if the software license was renewed before its deadline.

If you're having trouble managing the renewal dates for all of your different softwares, then we've got a handy-dandy tip for you: Renew every program's license on the same day. Setting this up is as easy as contacting the software company and letting them know that you want to change your renewal date. You may have to pay a few extra months ahead in order to change this date, but given the fact that you're offering the software company money, they should be more than willing to accept your funds and change the renewal date to when you want it.

For the best way to make sure that all of your software licenses are renewed when they're supposed to be, you can have Total Networks manage your software licenses for you. With our managed IT services, we keep track and manage all of your software licenses. This way, you won't suddenly get hit with an expired software and lose precious productivity.

To have one less IT maintenance issue to worry about, reach out to Total Networks at (602)412-5025.



Share this Article!
<http://bit.ly/1CkSIMA>

The 3 Ways to Resolve a Technology Issue



You know that one unlucky employee that seems to have the most problems with their computer? Perhaps

they keep getting an error that no one can replicate, or they need a little help setting up a Mail Merge? Due to most managers only knowing of two technical support options, business owners can get stuck in a tough spot with employees like this.

Option 1: Have Them Fix it Themselves

By letting an employee that's not skilled in PC repair sit at their desk and try to deal with the issue themselves, a lot of time will be wasted. Sure, they're bright and can likely figure out how to fix the problem by Googling the issue and watching how-to videos on YouTube, but that's not why you hired them. Plus, this DIY method will eat up a lot of company time.

You hired their bright mind to spend time and energy coming up with new and

better ways to make your business money. Therefore, having an employee take time to learn about and fix a PC problem on their own will actually end up costing you double. It will cost your organization for the time they spend resolving the issue, and the time they don't spend generating revenue for your company.

"...ordinary technical support services aren't designed with the intention of saving businesses money."

Option 2: Have Them Call Up Technical Support

The other option typically given to employees that are prone to breaking their technology is to have them call up the official technical support associated with the piece of broken tech. Granted, this is a much quicker way to fix a problem, but it's also a quick way to ring up huge technical support bills that just aren't in your budget.

When it comes down to it, ordinary technical support services aren't designed with the intention of saving businesses money. Instead, they're designed to make money for themselves by charging a rather exorbitant fee to give their

expert advice. Using these hotlines, businesses end up paying for an overly-priced technical service simply because they're unaware that there's a better way.

Total Networks's Third Option

We're here to pull you out of this lose-lose situation. We offer helpdesk support that allows you to encourage your staff to reach out to us if there's a technical problem keeping them from getting their job done. This means an employee isn't going to rack up a huge surprise bill and you'll be able to focus on growing your business, instead of prioritizing what gets fixed.

We couple this with our remote monitoring and maintenance IT service, which means all of your computers are already being taken care of. To prevent issues before they affect your bottom line, we encourage you to contact us today at (602)412-5025. Don't let a frustrating computer issue stop your staff from doing what you pay them to do!



Share this Article!
<http://bit.ly/17mkUBI>

Introducing Cloud Computing to Your Business



You've probably heard about the cloud and how businesses are taking advantage of it, but due to the way it's

marketed and all the different tasks that it's capable of, there may be some confusion as to how it works and how exactly it can be a game-changer for your business.

At Total Networks we hope to clear this up a bit. The cloud takes some of your existing IT infrastructure and eliminates it from your office. Cloud computing comes in many different shapes and sizes

based on your needs. For example, here's a quick overview of cloud computing's three most popular models.

"... without first taking the time to learn about the different cloud computing models and cloud service options, may end up with a public cloud when a private cloud is a better fit..."

- Private Cloud Computing:** With the private cloud, a business will utilize their own IT equipment to take advantage of the conveniences of cloud services. Companies that build and maintain a private cloud infrastructure have more control over their data. Businesses that store their data on a private cloud compu-

ting network is responsible for their own security and maintenances.

- Public Cloud Computing:** With the public cloud, businesses migrate their entire IT infrastructure over to a public cloud service. This form of cloud computing is driven by lower costs and higher levels of convenience. Since public cloud services are a subscription service, there's a risk of being overcharged if entire private networks are migrated without adequately putting thought into which IT services may be best served if hosted in-house versus publicly over the cloud.
- Hybrid Cloud Computing:** Then there's hybrid cloud computing, which combines aspects of both the

(Continued on page 4)

4 Old Internet Protocols Increasingly Vulnerable to Hacking Attacks



When the Internet was first established, malware and hacking were in their infancy, and not as much

of an immediate problem as they are today. Thanks to this fact, the Internet wasn't really created with a certain security design in mind, and has instead adapted to shifts in its environment. Unfortunately, as hackers grow more powerful, several of these patchwork protocols are growing outdated.

While some of these protocols have been fixed routinely over the years, it's only growing more evident that these will require a more powerful fix sooner or later. According to InfoWorld, here are some of the more important protocols which are growing outdated with each passing year.

Border Gateway Protocol (BGP)

BGP is one of the more prominent protocols used in the modern technology

world. Internet routers use this to exchange information over networks. Since it's been around since the beginning days of online computing, it's necessary to proper online function. However, it hasn't evolved to change with the times, and is vulnerable to being exploited for malicious activity. This type of attack happens when a hacker forces the device to route the network traffic elsewhere (for example, a malicious website). These types of attacks have happened in the past, and will continue to appear until a more effective protocol is found.

Simple Mail Transfer Protocol (SMTP)

The modern business also relies on email, which is reliant upon a protocol called SMTP. At the time the Internet was created, it was the easiest way to transfer mail via the web. As previously mentioned, SMTP was created before the Internet exploded with threats, so it's only natural that vulnerabilities to new and more dangerous hacks would arise. While various fixes are available, it's ultimately up to the network administrator to ensure that SMTP is as secure as it's supposed to be.

Domain Name System (DNS)

The same protocol that breathes life into your website is also fundamentally flawed, thanks to the efforts of hackers all over the world. DNS is what's responsible for taking your website's IP address and connecting it to your domain name. For example, by exploiting a vulnerability in the way DNS functions, the Iranian Cyber Army managed to redirect Twitter's traffic to an entirely different domain hosting a defacement page. While multiple attempts to fix this issue with DNS have been made in the past, some can affect the performance of the DNS server itself; as such, a fix is still in the works.

Secure Sockets Layer (SSL)

You might recognize this one, especially if your site utilizes a security certificate. SSL was an encryption protocol designed to keep data transfer private both to and from the network. The problem here lies in the fact that SSL hasn't received an upgrade since 1996...



Read the Rest Online!
<http://bit.ly/1KNyexa>

Introducing Cloud Computing to Your Business

(Continued from page 3)

public and private cloud. This hybrid cloud model allows for companies to store their sensitive data on a private cloud without risking their network exposure to the outside, while still making use of external resources to run applications that need this data. For many SMBs, a variation of this hybrid cloud computing model is the best option.

As you can see, cloud computing isn't a one-size-fits-all solution, which is why many businesses have trouble implementing the cloud. A business that simply tells a cloud

service provider, "We want the cloud," without first taking the time to learn about the different cloud computing models and cloud service options, may end up with a public cloud when a private cloud is a better fit, or a hybrid cloud when they really need a public cloud offering, or any other cloud scenario that's just a wrong fit.

Total Networks can migrate your IT needs to the cloud, leaving IT maintenance and management responsibilities on us, while freeing up space, lowering utility bills, and greatly reducing the overhead of having to handle all your IT needs in house. Depending on

your needs, cloud solutions can handle your data storage, replace servers, and even dish out desktop environments so your employees can access their data and applications from anywhere and on any device.

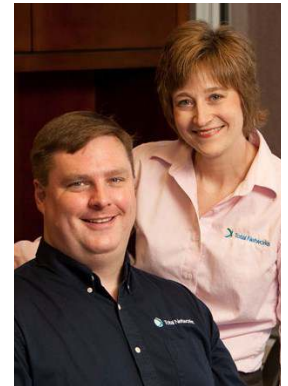
If you're looking to save money, reduce your overhead, and free yourself so you can focus on your business, instead of your technology, contact Total Networks today at (602)412-5025 and ask us about our cloud solutions.



Share this Article!
<http://bit.ly/1zOK1Yr>

We work together with our IT Managed Services clients to jointly create and maintain an up-to-date, effective written technology plan and budget.

If you would like to receive an electronic version of our newsletter please email skinsey@totalnetworks.com



Dave and Stephanie
Kinsey
Owners

Tip of the Week: How to Stay Safe on a Public WiFi Network

(Continued from page 1)

data. How can you protect your devices from this wave of new threats?

A secure WiFi connection goes a long way toward protecting your data, but the sort of security we're referring to simply can't be found on public WiFi connections (like those at restaurants and hotels). If you're out on a business trip and you connect to one of these lackluster access points, it's safe to say that your data

isn't being shielded from the myriad of threats that might be waiting for you on the other side. And, of course, public WiFi spots don't encrypt data, so your device is practically an open book waiting to be analyzed by the hackers.

It doesn't have to be this way, though. Your business has plenty of solutions available to keep your device's data secure from hackers while accessing it through a public WiFi network. With some

simple policy enforcement, your remote workers can keep their devices safe with ease. Here are four methods that your team should be using to optimize the security of your technology while on the go.

Disable Any WiFi Adapters
Some devices automatically connect to whatever wireless networks are available...



Read the Rest Online!
<http://bit.ly/1B2dNuE>



Bill Fox
VP, Customer Service

Total Networks

4201 North 24th Street
Suite 230
Phoenix, AZ 85016
Voice: 602-412-5025

Visit us **online** at:
totalnetworks.com

