

TAZ Technology Report

October 2015

Volume 9, Issue 10

SCAM ALERT!

TAZ Is Taking Drastic Measures to Protect Your Network

Almost two years ago, we ran an article about ransomware, a horrific scam that locks up your data and demands payment to get it back. If you don't pay, the threat goes, they delete all your data and throw away the recovery key.

In just the past few months, we have seen numerous ransomware attacks, mostly from CryptoLocker, the virus named in our initial article. Because of this, we have stepped up our security game, installing an additional, more powerful antivirus for many of our clients — at our own expense.

Why? One, because we care about your company and your data. Two, because fixing these ransomware attacks eats up a ton of our techs' time, which would be better spent helping you make your technology work better.

However, no antivirus is 100% effective, and, sadly, many of these virus attacks are self-inflicted by users who are duped into clicking on malicious email links and attachments. So, what are some best practices for defeating ransomware and other cyberattacks?

Back It Up, Back It ALL Up

Backups, backups, backups — there's a reason we go on and on about them. Besides just being a good idea for that occasional "oops" deleted file, a **solid backup program is the only known way**

Continued on Page 2



Don't click links or download attachments from people you don't know!

What's Inside?

- > **Year End IS Coming! — The President's Corner, Page 3**
- > **Meet the Tech: Alex Smith, Page 3**
- > **Win a New Laptop From TAZ Networks! Page 4**



Microsoft® Partner
Silver Midmarket Solution Provider

Our Mission:

To provide the highest quality service and technology solutions for our clients, while pushing ourselves to greater knowledge and understanding.

Scam Alert — continued from page 1

to recover your data after a ransomware attack. A good backup will save you from having to pay to recover your data from ransomware.

Backup solutions range from a simple offsite data transfer to a full-bodied server replication program like our Standby Server. While swapping out hard drives at your local office is better than nothing, we are now recommending offsite backup to our clients as a more secure solution.

Don't Be a Phish.

Phishing (email fraud) continues to be a problem because phishing

WORKS. Scammers keep getting more and more clever, using subject lines like "Resume" or "Invoice" to get you to open their email and download the attachment — which then attacks your network.

We can't be more clear about this: **Do not open attachments from strangers.** Got a slightly-odd, unexpected email from someone you know? Give them a phone call to verify it before opening. Unsolicited resume when you're not hiring? Risk missing out on that perfect employee & just delete it.

One extra layer of protection from phishing scams is a

quarantine product, such as TAZ Total Email Care. Take a look at the screenshot of Heather's quarantine notification below (yes, we use it ourselves). Depending on your customized settings, the quarantine will capture newsletters you don't read anymore, sales pitches from companies you don't want to do business with, and the slightly-creepy, vague subject line. You can then block individual senders, entire domains, or just delete the notification and be done with it.

We're always happy to sit down and review your network security. Give us a call if you want us to take a closer look for you.



Wed 9/30/2015 12:05 AM

TAZ Networks <noreply@taznetworks.com>

Messages quarantined since September 29, 2015 12:00 AM for htoll@taznetworks.com

To Heather Toll

If there are problems with how this message is displayed, click here to view it in a web browser.

making (/)	824.0.11389.0.0.6155.1.3581		message -Allow From Sender
09.29.15 [redacted] [redacted] [redacted] at [redacted] via 294-mqf-	056.0.12551.0.0.14213.7.818	10:49 AM	-View -Release Message -Allow From Sender
You have to know this <i>No way – not opening this one.</i>	[redacted] via mnc- d6fad32-aac7-4199-b1e2-fa3e1d6	12:14 PM	-View -Release Message -Allow From Sender
[redacted] success	[redacted] via 922-zlw-292.0.8599.0.0.9308.7.12380	12:16 PM	-View -Release Message -Allow From Sender
[redacted] + [redacted] Free Shipping <i>Company I will never order from again.</i>	[redacted]	12:32 PM	-View -Release Message -Allow From Sender

Email Care quarantines questionable — and just plain annoying — emails so you can review them safely before opening.

The President's Corner — Year End IS Coming!

I woke up the other morning and grabbed my jacket for the first time this year. It was a beautiful but chilly October morning. October is definitely beautiful in our neck of the woods and I'm sure you've got a visit planned to go up north to check out the leaves and scenery or a quick jaunt to our local apple orchards for some cider (and too many doughnuts!).



October also is the time of the year when we start to really realize that year-end is coming on strong. I know that I begin to formalize my business plan for the next year and see how this year stacks up against my budget.

For many of our clients, 2015 has been a tremendous year of growth. They have stayed busy while keeping a prudent eye on expenses so as not to overextend themselves like so many have done in recent years.

It might be time to also look at the fiscal ramifications of a good year as well. Can some extra budget money be put into replacing aging technology as a wise investment for the future

rather than having Uncle Sam grab it? If that's the case for you, please let us know sooner rather than later. We're already scheduling projects for the end of the year, so to get something done this year you might have to act fast. Otherwise, a nice alternative may be to pay for capital items and get those in for 2015, or perhaps pay for a project in its entirety ahead of time to avoid taxation. If we need to be flexible with our billing for you please let me know, and we can arrange something.

— Tavis

Tavis Patterson is the President and founder of TAZ Networks.



Meet the Tech: Alex Smith

Alex Smith comes to us from Washington State, where he worked in IT and other technical support for home users and small businesses. Alex enjoys his work just as much as his recreational activities, and is always learning more about current tech by studying for (and passing!) various technical certifications. He currently holds two Associate's degrees, as well as Microsoft technical certifications.

Alex enjoys camping and fishing on his days off. He also enjoys craft brews and is looking forward to visiting the many breweries around the Mitten State. Alex enjoys listening to a wide array of music, and spent six years playing the bass trombone in a jazz band.

Alex says he is always excited to work towards better networks and brighter futures for our clients. He's happy to be a part of the TAZ Networks team, and we're happy to have him.



*Alex Smith,
Network Field Technician*

We're Hiring!

It's that time again — we're looking for a Service Desk Technician with a great phone manner and excellent troubleshooting skills.

You will be challenged by a variety of environments and technologies, assisting different clients on a daily basis. All applicants must be self motivated and able to work alone or with their team and thoroughly document all work.

Go to taznetworks.com/careers for details.



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*Tell us what you think! Tweet to
@taznetworks or find us on
LinkedIn and Facebook.*



Win a Laptop from TAZ Networks!

Refer a friend to TAZ Networks between August 1, 2015 and November 30, 2015 for a chance to win a new Lenovo ThinkPad!

For each qualified referral you provide, your name will be entered into the drawing for a chance to win the new Lenovo ThinkPad.

How the program works:

- Enter your referral's contact information at taznetworks.com/referral-contest
- We will contact them to schedule an appointment.
- We will give you a \$25 gift card for every referral that meets with us.

- When your referral becomes a Computer Care Advantage client, we will give you a \$100 gift card.
- After November 30, 2015, we'll choose one referrer to win the new Lenovo ThinkPad.

What is a qualified referral?

- The business you refer has 15+ PCs.
- The referral contact person is a decision maker in the company.
- The referral business needs help with their network, data backups and security, disaster recovery, or a second opinion on how they are doing things now.
- The business you refer is within 1 hour of Brighton, including

Detroit, Ann Arbor, Flint, Lansing and all points in between.

How to Participate:

Simply enter your referrals at taznetworks.com/referral-contest.

Program starts August 1, 2015 and ends November 30, 2015.



**Win \$25, \$100, or a business-class
Lenovo E555 laptop!**