



“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!”
Larry Owens, President, IntegrIT Network Solutions, Inc.

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Inside This Issue

Security tips from our new Internet security partner, Calyptix Security Page 1

Meet the newest member of the IntegrIT Network Solutions team Page 2

Find Out About Our Newest Client Page 2

Meet Our Client Of The Month: Bering Industrial Contractors..... Page 3

Trivia Quiz to Win a \$20 Starbucks Card..... Page 3

Slow Computer? Tips To Keep Your Computer Optimized. Page 4

What’s new with us.. Page 4



“When my kids get out of line, I threaten to start a ‘My Space’ page and invite their friends.”

Bits-N-Bytes

“Insider Tips To Make Your Business Run Faster, Easier, And More Profitably”

Small Businesses are Constantly Under Attack.
Here are some tips on “How to Stay Safe”
from one of our newest partners...

Ben Yarbrough at Calyptix Security

Noted computer security journalist Brian Krebs of the *Washington Post* has recently chronicled in articles and blog entries the escalation of costly cyber security incidents encountered by small and medium businesses. The most costly involve looting bank and payroll accounts. The absence of notoriety of these incidents compared to large-scale breaches at big retailers does not minimize the impact on the victims. Krebs' examples included numerous losses from small businesses of all kinds with direct cash losses ranging from \$75,000 to nearly \$500,000. This article highlights these developments and suggests several practical and affordable defensive measures for small and medium businesses.

Special risks to businesses. Businesses do not enjoy the same legal protections as consumers when banking online. Under state laws, consumers typically have up to 60 days to dispute unauthorized charges. Meanwhile business banking relationships are governed under Article 4 of Uniform Commercial Code, which provides commercial banking customers as little as two business days to spot and dispute unauthorized activity. *The burden rests on business customers to monitor activities daily if they want to have any chance of recovering unauthorized transfers from their accounts.*

How attacks occur. The victims of this type of fraud have told Krebs different stories, but the basic elements are the same. Malicious software is planted on the company's PC that allows the crooks to gain access to the victim's corporate bank account online. The attackers wire chunks of money to accomplices called “money mules” in the United States who then wire the money to the fraudsters overseas. Common ploys include email targeting the company’s controller, accounting staff, or other high level executives. These email contain a virus-laden attachment or link to a web site, that when opened, surreptitiously installs malicious software. The malicious software is designed to be undetected and steal passwords and other banking credentials. Once the credentials are obtained and communicated back to the fraudsters, the crooks start transferring small amounts (less than \$10,000) out of the account to the “money mules.” The transfers can take the form of wire transfers and even checks paid as online bill payments.

The sophistication of the malicious software varies and can be extremely difficult to detect. For instance, one data-stealing Trojan program known as "Zeus" allows the attacker to change the display of a bank's login page as a victim is entering their credentials. For example, when a victim submits his one-time password along with his credentials, the malware may force the browser to return a counterfeit page (still showing the bank's domain name in the URL bar) stating that the bank's site is down for maintenance, please try back again in 15 minutes. Meanwhile, those credentials are not submitted to the bank but instead sent to the attackers. While the unwitting victim waits as instructed, the thieves use the intercepted credentials to log in as the victim and initiate unauthorized transfers from that account.

How to protect yourself. Protective measures include implementing sound financial management practices, educating staff, and implementing sound IT practices and technologies.

- « Reconcile your bank accounts daily. Pay special attention to all online banking and credit card activities, including checks generated from online bill pay systems. The victimized companies Krebs interviewed which were most successful in retrieving stolen funds were those who quickly spotted the fraudulent transfers through monitoring account activities.
- « Ask your bank to set up a notification procedure - perhaps approval by phone -- for any transfers or bill payments that fall outside of your normal online banking activity.
- « Eliminate spam and other email from untrusted sources.

(continued on next page)

Get More Free Tips, Tools, and Services At Our Web Site: www.integrity-network.com



Meet Julie Rice... The Newest Member of the IntegrIT Network Solutions Team!

I am pleased to announce the appointment of Julie Rice as VP of Business Development. In this role, Julie will spearhead our business development and marketing activities.

Julie brings a unique blend of experience. Her knowledge, creativity, and drive will be invaluable to our company and its customers. She brings more than 20 years of experience and has a strong track-record of success in developing sales and marketing programs at small, technology-based companies, most recently with Myrio Corporation, which was acquired by Siemens AG in 2005, and later became a part of the joint venture, Nokia Siemens Networks, in 2007.

Julie grew up in Edmonds and now resides in the Silver Lake area with her husband Bob, their two children, Amanda and Austin, and two cats, Mango and Reggie. She enjoys gardening, photography, and creating video stories, which document the fun adventures of her family, pets, and wildlife that frequent her backyard.

Please join me in welcoming Julie. Feel free to contact her at julier@integrit-network.com.

- « For employees who need to access accounts online, consider setting them up with a separate isolated computer. Noting most attacks have been on Microsoft Windows systems, Krebs suggests using a Mac or **Linux** system (perhaps even a live CD distribution of Linux).
- « Be wary of unusual experiences when accessing online banking systems including login difficulties or unusual experiences with the bank's website (e.g. slowness, formatting, color, logos, quality, misspellings, etc.).
- « Educate your staff and executives about the risks and best practices for passwords, unsolicited email, unknown website links, software updates and downloads. Make certain to highlight this issue for staff who access online bank accounts.
- « Keep all systems (workstations, servers, network equipment, etc.) promptly patched with all security updates to prevent attacks against security vulnerabilities.
- « Implement a coordinated layered security strategy (aka "Defense in Depth") across the network, including protection at the perimeter (e.g. internet gateway), servers and workstations.
- « Implement a stringent perimeter defense that provides visibility into all traffic and utilizes proactive security techniques such as intrusion prevention, web filtering and other techniques to stop invisible network attacks, scans and exploits.
- « Establish proper reporting and controls to prevent web surfing and software downloads from sites susceptible to malware (e.g. pornography, videos, pirated music and software, etc.).

* * * * *

*Ben Yarbrough is the CEO of Calyptix Security and a practicing business attorney. Calyptix manufactures **AccessEnforcer**,™ an all-in-one security appliance designed especially for small and medium size businesses (up to 250 users) that have limited IT budgets and limited access to network security specialists. AccessEnforcer, tailored to work with Microsoft's Small Business Server, eliminates the pains of multiple subscriptions, integrating multiple components and IT complexities. For additional information, go to www.calyptix.com where you may access a free whitepaper entitled **Twelve Security Techniques for Small Businesses**.*

Please Welcome Our Newest Clients

We're thrilled to welcome our newest client! I want to extend a sincere "thanks" for the trust and confidence these clients have shown in us:

CG Engineering of Edmonds
Thank You Chevy, Beth, and Greg

IntegrIT Network Solutions and Shadow Protect Save the Day **CRISIS: THE OPERATING SYSTEM ON YOUR SERVER BECOMES** **CORRUPT. WHAT DO YOU DO?**

Rely on IntegrIT Network Solutions, Inc. and Shadow Protect Software. In the past year we have installed this software on all of our clients' servers as an essential element to their Disaster Recovery Plan. This product enables every one of our clients to have "Bare Metal" restore capability. Why did we do this and why is this such a critical piece of protection? Listen to this . . .

Last month one of our clients had a crisis situation, the Operating System on their server became corrupt. What does that mean? To put it plainly, when the OS goes corrupt, it requires a complete rebuilding of the server which entails backing up data, reloading the OS, reconfiguring the OS, and then rejoining all the computers back to the server. In summary, at least a day and a half to two days down. This client had Shadow Protect on their server. Their server went down around 2:00pm on a Thursday and they were up and running the next morning!

What Is Shadow Protect? Shadow Protect is software that makes a complete image of a server; the Operating System, the software and all the data. This is done when it is initially installed. Then it is programmed to take snap shots of everything that has changed every hour so your data is always up to date.

“Who Wants To Win A \$20 Starbucks Gift Card?”

Take our monthly Trivia Challenge and you could win too!

The Grand Prize Winner of our July Trivia Challenge Quiz is... drum roll please: **Brendan** of **Mobile Electric** was the first person to correctly answer the quiz question....

Mondegreen

1. “Another one rides the bus”
2. “But it’s better than drinking cologne”
3. “Get your motor runnin’/Dead cat on the highway”
4. “It doesn’t make a difference if we’re naked or not”

Song

- a. Livin on a Prayer – Bon Jovi
- b. The Piano Man – Billy Joel
- c. Another One Bites The Dust – Queen
- d. Born to Be Wild – Steppenwolf

The matches are as follows:

1 = c 2 = b 3 = d 4 = a

Now, let’s move onto this month’s trivia question for a \$20 Starbucks Gift Card.

Maple Syrup Fun Facts:

1. How much sap does it take to make a gallon of syrup?
2. Which country produces the most Maple Syrup?
3. How many calories are in a tablespoon of maple syrup?

Call me right now with your answers!

425-787-0193

Would You Like To Submit An Article, Story or Tip for Bits-N-Bites?

Do you have a funny story or a resource you want to share with other subscribers?

Send it to me! We are always looking for new and useful content to add to Bits-N-Bytes, including partners who want to submit articles!

Send it to julier@integrit-network.com

Client Spotlight: Bering Industrial Contractors



Every month we choose a very special person to be our “Client of the Month.” It’s our way of acknowledging clients and thanking those who support us and our business with referrals and repeat business.

This month’s featured client is **John Marker, owner of Bering Industrial Contractors, Inc.** located in Edmonds. Bering is dedicated to traditional construction, combining integrity and ingenuity to produce a high level of quality. Their areas of service include remote projects, marine facility piping installation and repairs, plumbing and heating installation and service, process piping, tenant improvements, and project consulting. To learn more about Bering Industrial Contractors, Inc. check out their website at www.beringinc.com.

Bering Industrial Contractors has recently signed up for one of our Rest Assured Proactive Maintenance plans. Here’s what John Marker has to say about us: “In our business, network reliability is critical. Because IntegrIT Network Solutions, Inc. is constantly monitoring, maintaining and updating our systems, network issues rarely arise, and when they do they can be dealt with remotely - usually within minutes. Using IntegrIT Network Solutions’ Rest Assured™ service plan has not only eliminated any downtime, but has given us the peace of mind we need to carry on our business with confidence. Thanks!”

Thank you for being our Featured Client Of The Month, we appreciate you! As a token of our appreciation we’re giving you a \$50 gas gift card!

We would like to hear from you!



How can we better serve you?

If you have feedback or any suggestions on how we can better serve and support you as our valued customer, please send your comments to Julie Rice at julier@integrit-network.com.

Your opinions are valuable to us and *we appreciate your business!*

The Lighter Side



Good Advice and Observations

- « If you can't be kind, at least have the courtesy to be vague.
- « The real art of conversation is not only to say the right thing at the right time, but to leave unsaid the wrong thing at the tempting moment.
- « The easiest way to find something you've lost is to buy a replacement.
- « If you can smile when things go wrong, you have someone in mind to blame.
- « Did you ever notice that when you put the words "the" and "IRS" together, it spells "theirs?"

Computer Age Sayings

- « Home is where you hang your @.
- « A chat has nine lives.
- « You can't teach a new mouse old clicks.
- « C:\ is the root of all directories.
- « Too many clicks spoil the browse.
- « The geek shall inherit the earth.
- « Don't byte off more than you can view.
- « Fax is stranger than fiction.
- « What boots up must come down.
- « Know what to expect before you connect.
- « Oh, what a tangled Web site we weave when first we practice.
- « Give a man a fish and you feed him for a day; teach him to use the Net and he won't bother you for weeks.

Check Out What's New at IntegrIT Network Solutions, Inc.

We've made some changes in our office to better serve you. Here's what's going on:

NEW! All customers should now be using our new ticketing system for support. Please send all support issues via e-mail to support@integrit-network.com

NEW! New Hire, Julie Rice, joins IntegrIT Network Solutions as our VP of Business Development. Her email address is julier@integrit-network.com. Welcome Julie!

NEW! Ability to pay your monthly bill with MasterCard, Visa, and AMEX.

NEW! Receive your monthly bill via e-mail instead of snail mail.

NEW! Financing available for new equipment. Minimum purchases of \$3,000. Please contact us for more details.

If you are interested in receiving your invoice by e-mail or making payments by credit card please give Pam a call at 425-876-7930, or e-mail her at pamelao@integrit-network.com.



Our New Ticketing System Is Up and Running!

We now have an e-mail set up just for support issues, it is support@integrit-network.com

The benefits of e-mailing your support issues is that our system assigns a reference number for you to refer to for follow up and to identify on invoices. It also allows us to offer you better service and tracking of the issue from beginning to end.



COMPUTER MAINTENANCE TIP

Is your PC running slow or slower than it used to?

There are a number of factors that could be contributing to this problem, including viruses, spyware, and unnecessary files. Fortunately, it only takes a few easy steps to clean up your computer and get it running like it used to. First, you want to run Disk Cleanup. This will remove any unnecessary files such as temporary Internet files, items in your recycle bin and other system files that you do not need. To access this, go under My Computer and right click on Local Disk (C:) then select Disk Cleanup. The second step is to delete any of your files you no longer need. These include word documents, photos, videos, music files, etc. This is also a good time to organize your files and folders and clean up your desktop. The third step is to run antivirus and anti-spyware programs. Viruses and spyware can slow your system down, so run your antivirus and anti spyware programs regularly (note: Antivirus updates on pc's that are a part of a network are updated automatically from the server). The final step is to defragment. Over time, data on your hard drive can become unorganized causing your system to slow down. Disk Defragmenter rearranges fragmented data on your hard drive to help your system run more efficiently. To defragment, click on My Computer and right click on Local Drive (C:). Select Properties and click on the Tools tab. Now select Defragment Now. This process could take a few hours if it hasn't been done in a while.