

# PRONET NEWSLETTER

Volume 1 Issue 2

April 2018

## Time for a newsletter.

There is no cost for our newsletter. Share it with co-workers and friends! We just ask that you look at the news and offerings after the articles. If you know anyone that would like to be added to our newsletter email list, please let me know.

Thanks

*Dexter Southerland*

The Computer Guy

## RED ALERT!

QuickTime!

Pronet and government security specialist recommend the removal of QuickTime from all PC's and servers since this is a vulnerable product that is no longer supported by Apple. We would be glad to help remove this product from your systems.

## S.O.S.

Backups!!!!!!!!!!!!!!!!!!!!!!

This article is *meant* to scare you!



Backup is the one conversation no one ever wants to have or spend money on. It can be expensive. Backups are your last line of defense against hardware failure, natural disasters, employee error, and malware attacks. So, let me use a lesson from history to explain this. As many of you know I am a history buff. Let me tell you the tale of the RMS Titanic. Yes, this is a tale of backup designed and implemented incorrectly with tragic results. The Titanic was designed to carry 32 lifeboats, which could each hold 64 people if completely filled. She implemented only 20 boats. She was only required by law to accommodate 1060 people in lifeboats. Her 20 lifeboats could accommodate 1178 people. She was also required by law to have a life jacket for everyone. The Titanic could hold 3327 people. Only 2208 were on board the night of system failure. Of this 2208, all had life jackets available. There were 705 survivors and 1503 deaths. So, what went wrong! Well, let's say appearances, money, and implementation. The owners, White Star Lines, followed and exceeded the letter of the law for safety. They were concerned that twelve extra life boats would have made the ship look ugly and was not the marketing image they wanted. These twelve extra boats would add cost to the project that was already way over budget. If the correct safety equipment for conditions had been present with proper training & implementation of safety items, this would have saved lives. This was also an oversight due to money. The lifejackets were useless in 20-degree water. Another example of improper equipment. So do you want to take your chances, use a life jacket, get in a life boat, or have a Coast Guard cutter pull up and you step off the sinking ship? Your choice!

**Now the facts. Most organizations have 1 of 2 types of backups: File and folder, or image. What you use is based on your needs and budget.**

1. File & Folder Backup: This only gets the files and folders that you say are important. These are backed up to external device or the cloud.
  - \*Cloud backups are usually File and Folder. Example: Carbonite & IDrive. Registered trademarks.
  - \*\* Cloud products can add extra options to backup Exchange "Email data", System State, SQL & Database products. Increased cost.
  - \*\*\* File & folder full system disaster recovery requires full reinstall of server and reconnection of workstation. Then data is restored.
2. Image backup: This makes a complete backup of your server to an external device or the cloud. You can restore a single file or the entire system. Full system disaster recovery Does not require full reinstall of server and reconnection of workstation.

**Here are the computer guy's backup rules.**

1. Get a backup solution.
2. Backup Often!!!!!!!
3. Monitor and Test your Backup!!
4. Have an Offsite backup if possible.

**Here are a List of products we offer that also have cloud options:**

Veritas Backup Exec  
Veritas System Recovery  
StorageCraft Shadow Protect  
Acronis backup products.

**We would be glad to answer any questions you have on this subject.**

---



**Seniors and the internet!**

We often get asked about what to get for seniors in the way of PC's. This is like all things that vary per situation. A lot of times this can get expensive. Also, windup not being used. Most Seniors want to get email, cruise the internet, play games and get on Facebook. So why not start out simple and less expensive? Get them a Chromebook. Chromebooks have less clutter on them, and cost less.

---



**Business PC Slow**

Your PC is around 4 years old. Getting very slow. Want to speed it up to get by just a little longer. We have been very successful in adding two simple upgrades to accomplish this. The first, putting as much ram in the PC as possible. Then we replace the current traditional Hard Drive with a new SSD Drive. Works great. Even helps with a new pc that is under powered.

---

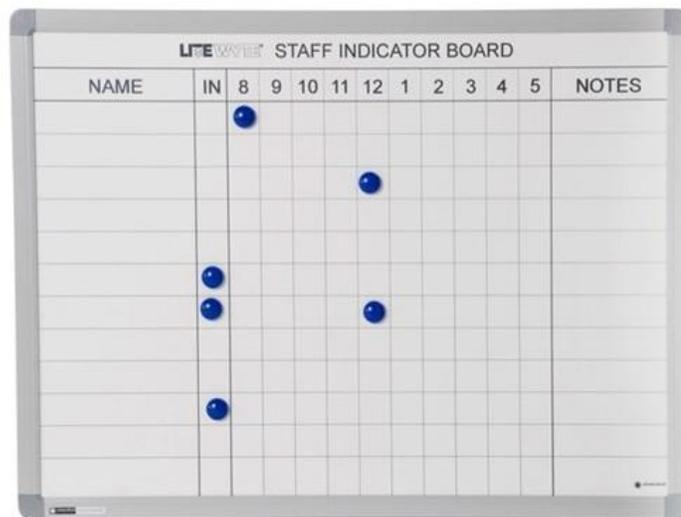
## **Shortcut Tips:**

Need to insert a page break from where the cursor is immediately in Word? Hold down the “Ctrl” key and hit “Enter”.

Want to close a window and your mouse or touch screen does not work? Try Alt-F4.

---

## **Need a Replacement for the Old Magnetic In/Out board?**



Here at Pronet we have used an electronic version the In/Out Board for several years to keep up with staff status. It is a simple, easy-to-use, and fully customizable electronic in/out board software solution with several different interface options (including desktop, online, kiosk, and mobile) all working simultaneously in real-time. It can be used for employee attendance tracking and status updates, electronic time cards, visitor management, emergency mustering, inner office communications, and more. It also integrates with Microsoft Outlook and GroupWise.

The Emergency Mustering solution was designed with business emergency situations in mind. Using a Windows tablet or laptop device, a designated safety officer has a simple, up-to-the minute tool for roll call during safety drills or emergency evacuations. It is an affordable and easy-to-use electronic mustering solution that can be customized to suit the needs of any business.

Meeting Room Display version is a digital signage system with optional touch screen capabilities. It was designed to solve one simple, yet important, problem: conflicts with precious resources, like your conference rooms and other shared spaces. Simply walk up to a room, see the current availability, and reserve the room by following the on-screen guide. Great for businesses, office hoteling, and more.

Get rid of that old wall-mounted, outdated magnetic whiteboard, which is only viewable in one physical location, and upgrade to a universal, real-time electronic whiteboard for your entire office or building. Electronic Whiteboard is a fully customizable large-screen digital signage solution designed to display critical information viewable at a glance. Use it for employee status updates, company announcements, resource tracking, and much more.

**There is even a HIPPA compliant version to help the Health Care Industry:**

Patient Self Check-In  
Patient Tracking & Flow  
Waiting Room Display  
Electronic Status and Displays  
Healthcare Staff Tracking  
Reporting

And More!

**Interested? Give us a call.**

---



**WiFi What you need to know.**

1. A wired connection is always faster and more secure.
2. All businesses and homes should have a private and public WIFI network/SSID.
3. Both private and public WIFI network/SSID should be password protected
4. All Businesses should have a Commercial grade router for better security and control of their environment. \*
5. All Homes should have a router for better security and control of their environment. \*
6. Use WIFI AP isolation technique for preventing mobile devices connected to an AP from communicating directly with each other on your public networks.
7. Never share your WIFI with other neighbors or businesses. Know as piggybacking or hijacking. Never use your neighbors or businesses neighbors WIFI.\*\*
8. WIFI usage expectations and real-world usage will almost never be the same. See Note \*\*\*
9. Never use public WIFI hot spots for personal or financial info.
10. Never use Internet Provider supplied WIFI. \*\*

\* Even if your Internet Provider says their cable/dsl modem is a router. Have a router and WIFI Access Point of your own. Then you control the environment and security, this is like putting locks on your door that only you have the key to.

\*\* If you share Internet or use someone else's access with or without permission. Illegal activity, could pull all parties into an investigation and result in charges for all. In this situation free access could wind up costing a lot. Also, some Internet Provider supplied WIFI is open to any paying customer of that Internet Provider.

\*\*\* Most people think that WIFI should cover a big area equally. It does not. How a building is built and what materials are used can hinder or block WIFI. Most vendors advertise 300 feet range. Be aware this is 300 feet in an open parking lot with no obstacles.

## News and Offerings



**We now have a second line of firewall/routers to add to our Calyptix line.  
Our new line is called the NetMarshal which has a lite and an enterprise version.**

**We now have managed solution 5 packs for individual PC's for a monthly fee.**

**Pronet Solution Pack – 5 Lite**

**Includes:**

- PC Remote Monitoring
- Antivirus
- Patch management
- TC remote Assistance Software
- Backup of documents to cloud. \* "Only certain file extensions backed up."

## **Pronet Solution Pack – 5 Full**

### **Includes:**

- PC Remote Monitoring
- Patch management
- Antivirus & Antispam
- TC remote Assistance Software
- Backup What ever you want to cloud. Up to 250GB per 5 pack.
- Office 2016 W/One Drive 1 TB and Cloud hosted exchange email.
- Mail archiving.



If you have any questions please let us know!

Want to be added to mailing list? Please let us know.

**Till the next newsletter, happy and safe computing!**

Thanks for your Business!!

**Dexter Southerland**

**The Computer Guy**

336-736-0282 Cell

336-824-0167 Office

[dsoutherland@pronetinfosys.com](mailto:dsoutherland@pronetinfosys.com)