



MOOSE VIEWS



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Moose Views

is a monthly newsletter prepared by Moose Logic to bring you information and tips on maintaining a trouble free network.

Issue 5

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As you can see I've enclosed a shamrock with this month's newsletter. I've done this for two reasons...

#1. I have a very important message that I didn't want you to overlook, and I thought sending you this shamrock would be a good way to get your attention (especially since March 17th is St. Patrick's Day).

#2. Second, since the message I have pertains to making sure *luck* is not your *only* strategy for preventing a major network crisis, I thought that this shamrock would be an appropriate eye-catcher.

Luck Is Not A Strategy...

Up until recently, we've mostly delivered only reactive network repairs, support, and maintenance to our clients. Something stops working, you call us, and we come out and fix it. Up until now, this type of break-fix service has worked out okay and most of our clients have been "lucky" to not experience a major disaster.

But there is a HUGE, hairy problem with this type of support...

If you are a business that cannot function without access to the data and systems held on your network, then it's incredibly important that you don't turn a blind eye to *proactively* monitoring and maintaining your network, instead of *reacting* to problems as they occur. **Let me explain...**

I'm sure you've experienced a period of time when your e-mail or Internet service wasn't available to you. Remember how much it impaired your ability to work? Or maybe you've had an application crash in the middle of a process or document causing you to lose the work you had done. Pretty frustrating.

However, These Are Tiny And Insignificant Compared To The Problems That Could Happen!

Imagine losing every file on your hard drive to a hardware failure only to discover that the tape backup you thought was working - wasn't. Imagine a virus installing itself on your network and spamming every client, vendor, and friend you have in your address book with a nasty version of itself, courtesy of your server. Or imagine a server crashing in the middle of a project deadline causing even more delays and hours of lost work.

All of these situations are far more common than you might imagine. However, most business owners don't think about protecting themselves against these disasters until they occur. By then, the damage is done and in some cases, could cost several thousand dollars to repair the network and restore the data lost.

There Is An Easy Way To Avoid These Problems That Doesn't Involve "Luck"

Fortunately, there is an inexpensive and easy way for you to completely avoid - even anticipate and prevent - these problems while making your network far more secure, reliable, and problem free. But before I tell you what it is, let me explain how it came about...

As I mentioned earlier, we have traditionally been providing reactive network support to our clients. That's because we weren't physically able to deliver proactive monitoring and maintenance. To provide even the most basic proactive network support would have required us

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FREE Report: 12 Surefire Signs Your Business Is Ready For A Server

Is your business limping along using out-dated computers or a peer-to-peer network that is constantly giving you problems?

Are you planning on adding employees, opening a remote location or adding an additional office? Are you just sick and tired of dealing with conflicts, error messages, and breakdowns?

If so, you might consider upgrading your network to a file-server network for greater security, functionality, and file-sharing capabilities.



At one time, servers only made sense for larger organizations because of their high cost and complexity. But thanks to major advancements in technology, client-server networks are very affordable and easy-to-implement.

To learn more, go to our website and download this free report: www.mooselogic.com/news OR call our office at 206-774-0619 and ask for Monica. You can also send an e-mail requesting this report to info@mooselogic.com.

The Lighter Side...

A married couple was sitting in the living room one evening when the husband turned to his wife and said, "Just so you know, I never want to live in a vegetative state dependent on some machine and fluids from a bottle. If that ever happens, just pull the plug."

Without a word, his wife got up, unplugged the TV, and threw out his beer.

As they were driving to yet another dinner, Albert Einstein mentioned to his chauffeur (who resembled him) that he was very tired of speechmaking.

The chauffeur said he had heard that speech so many times, he could give it himself. So Einstein let him do it. At the dinner, Einstein wore the chauffeur's cap and jacket and sat in the back of the room. The chauffeur gave a nice rendition of Einstein's speech. Then, a pompous professor stood up and asked a question about antimatter formation.

Without missing a beat, the chauffeur said, "Sir, the answer to that question is so simple that I will let my chauffeur answer it!"

Important News for Citrix Users:

If you've been running MetaFrame v1.x or MetaFrame XP, and you've allowed your upgrade subscription to lapse, you can still take advantage of Citrix's special promotion "Time2Go v4.0" - but you must act quickly, because the promotion is ending March 31. This promotion allows you to move up to Citrix Presentation Server v4.0 (the latest version) **and** reinstate your upgrade subscription for \$225 per concurrent user. Again, **this promotion ends March 31, 2006**, so you must move quickly.

The official "End of Life" date for MetaFrame v1.8 was December 31, 2005, so if you're still running that version, you need to be aware that Citrix considers it obsolete, and no longer provides any support for the product.

MetaFrame XP lifecycle dates are as follows: End of Sales, 3/31/06; End of Support, 12/31/06; End of Life, 6/30/07. You can get more information at <http://www.citrix.com/English/SS/supportSecond.asp?slID=5107>. (Or go to their home page and click on Support / Product Lifecycle Support.)

We'd Love to Hear from You!

Is there an article you would like to comment on? Is there a topic you want us to research? Have a funny story or a resource you want to share with the other subscribers? Send it to us! We are always looking for new and useful content to add to Moose Views.

Call us at: 206-774-0619

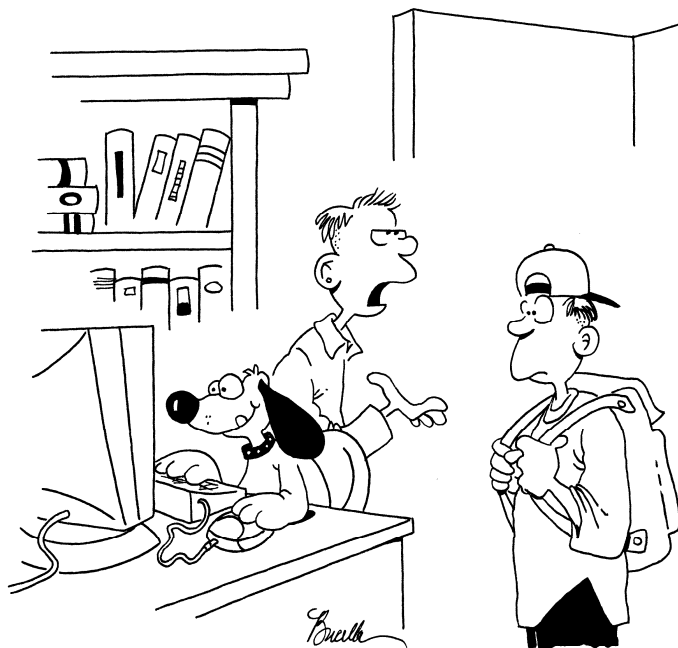
Or send email to: feedback@mooselogic.com

Microsoft Announces the End of Support for Windows 98 and Windows Me

On June 30, 2006, Microsoft will bring a close to Extended Support for Windows 98, Windows 98 Second Edition, and Windows Me. That means no more public or technical support, including security updates.

Microsoft will continue to host a self-service website that will provide information on troubleshooting, configuration, and other how-to content, but you are pretty much on your own.

If you are currently using any of these operating systems, we urge you to upgrade your software immediately due to the security risks that will most certainly increase following the retirement of Microsoft's support. If you aren't certain that your current system will be able to meet the minimum requirements for an upgrade, call our office and we'll be happy to help!



"Breed? He's a Pointer...and a Clicker."

Important Security Alert To Anyone Using Instant Messaging

According to the Radicati Group, 85% of businesses—both large and small—are now using instant messaging (IM) as a communication tool.

Unfortunately, hackers are rapidly developing ways to use IM to spread viruses and gain access to computers and networks. Instant-messaging security vendors FaceTime Communications and IMlogic Inc. have both reported an exceptionally high spike in attacks over recent months.

IM attacks work similar to e-mail viruses; the sender tries to get the user to click on a link that takes them to a website where they'll be infected with a virus, or it tries to get the user to download a file. Many of these attacks appear to be from legitimate sources or people on a "buddy" list.

Just recently, FaceTime discovered a threat on AOL's instant messenger system. They quickly contacted AOL but tens of thousands of computers had already been infected with a peer-to-peer file sharing program called BitTorrent. Hackers then used this program to upload movies to the victim's hard drive and use their computer as a vehicle for sharing it with others.

These attacks are also getting more complex. Savvy IM users will often reply to an IM and ask their buddy if the link or file sent was safe. However, hackers have now developed an intelligent bot that will actually automatically respond to the message confirming the file or link is safe. One bot actually had 6 different responses depending on the question that was asked by the user.

Just like viruses, worms, and other security threats, businesses need to put measures in place to protect themselves from these new threats. The first step is educating your employees about these threats through your employee's acceptable user policy. However, since there is always a chance someone will click on a link or download a file, education is not enough.

If you currently use IM, we urge you to contact our office about installing the proper software and security measures to make sure you don't fall victim to these growing attacks.



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to be on-site almost every day, spending $\frac{1}{2}$ an hour to $\frac{3}{4}$ of an hour on every machine. As you can imagine, this would get very expensive for you, and would be virtually impossible for us to do based on the number of clients we currently serve. So we knew we needed a better way to deliver proactive support to our clients that not only allowed us to monitor their networks 24/7, but that also made it VERY affordable.

That's why we've invested in technology that allows us to monitor all of our clients networks 24/7/365 days a year for a fraction of the time and cost.

Fewer Problems, Faster Performance, and Peace of Mind All For A Flat Monthly Fee!

For one flat, monthly fee, we will provide remote monitoring of your network to not only ensure that it is running at peak performance, but also that your data is secure. We'll make sure that your backups are functioning, that your virus definitions are up-to-date, that your firewall is configured properly, that your server is optimized, as well as keep an eye on over 100 system processes and alerts that could spell problems brewing.

If you hired a technician – even a junior one – to perform these basic network tasks, it could easily cost you \$40,000 in salary, insurance, and hiring costs. If you were to outsource this type of service, it would easily run you \$800 to \$1,000 a month in hourly, on-site fees. However, thanks to the technology we've invested in, we can deliver all of these services to you for as little as \$200 per month (depending on the number of servers

Services We Offer:

- *MooseGuard™* Managed Services
- General Network Repair and Troubleshooting
- Network Design & Implementation
- Disaster Recovery
- Virus Protection & Removal
- Network Security
- E-mail & Internet Solutions
- Wireless Networking
- Thin Client Computing
- Spam Filtering
- Storage Solutions
- Voice over IP Phone Systems

and workstations you have and the level of service you desire).

Regardless of the network size, my goal is to have every one of our clients on this service by the end of 2006 because I feel it is *that important*. After all, if we aren't doing everything possible to prevent network problems, I feel as though we are doing you a disservice; and since most of the network problems our clients encounter could have easily been prevented, it only makes sense that we do everything possible to anticipate and prevent these problems from happening in the first place.

100% You-Can't-Lose Guarantee

I've decided to include a 100% no-risk guarantee with this new service to make sure you have absolutely nothing to lose by saying "YES". *Here's how it works...*

If you aren't sure that this service is something you need, you can sign up and try it out for 3 months. If at the end of those 3 months you aren't absolutely convinced that this service is worth every penny you are paying, simply contact us and we'll stop the service and issue you a complete refund for the 3 months*. That way, you have absolutely nothing to risk. What could be more fair than that?

*Some restrictions apply to the Platinum level plan, which includes on-site "break-fix" service as part of the monthly plan.

If you'd like to learn more about this great new service, please contact me (soon, before Scott finds out about the offer), **Sid Herron**, at **206-774-0619**.

