



MOOSE VIEWS

What's
Inside

FREE
201b
Thanksgiving
Turkey

**4 E-mails You
Should Never
Open or
Respond To**

Story on Page 3...

**How To
Stop Spam
From
Invading
Your Inbox**

Story on Page 2...

Moose Views

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

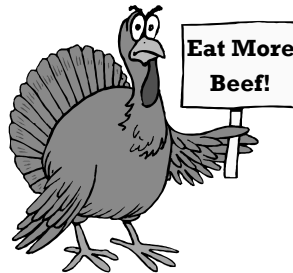
Issue 12

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I Want To Buy Your 20 lb. Thanksgiving Turkey!

To celebrate Thanksgiving, I've decided to give away a FREE 20 lb. Thanksgiving turkey to any client—new or old—who hires us for any repair, upgrade, or installation during the month of November...and you don't even have to have the work done by Thanksgiving!



support@mooselogic.com) and let us know what problem you are experiencing. We'll give you a free, no-strings-attached estimate. We'll also gladly discuss your options and help you to choose the right solution for your situation, budget, and time frame. If you decide to let

us do the work and give us the go-ahead BEFORE NOVEMBER 23rd, I'll buy you a 20 lb. Thanksgiving turkey, even if we don't do the work until after the holiday!

And if your company rules don't allow you to accept a gift, I'll make an equivalent donation to the food bank of your choice.

Get Your 20 lb. Turkey Now:

206-774-0619

Happy Thanksgiving! - Scott Gorcester

Maybe you are thinking about upgrading the PCs in your office. Maybe you're concerned about viruses, spam or losing data. Or maybe you just have a computer problem that is driving you nuts. Whatever the issue, simply give me a call to resolve it and...

I'll Buy Your Bird!

All you have to do is call us today (or dial our support line at 206-774-0638, or email

The Citrix Corner: Terminal Services Licensing

Over the many years we've worked with this technology, by far the most complex thing we've ever had to explain was how Terminal Services Licensing works. Here's the story:

Regardless of whether you have Citrix on your Terminal Server, you must comply with Microsoft's Terminal Services Licensing requirements. For this discussion, I'm going to ignore NT4 Terminal Services Edition—if you're still running that version, you need to upgrade yesterday if not sooner.

Beginning with Windows 2000, Microsoft began enforcing Terminal Services Licens-

ing. There is a Terminal Services License Service that must be installed (and activated) on a Windows server (not necessarily a Terminal Server) in your network. In the Windows 2000 world, it had to be on a Domain Controller. With Windows 2003, that's no longer the case.

On this License Server, you install, and activate, the license keys for the Terminal Services Client Access Licenses ("TS CALs") you have purchased. In the Windows 2000 world, you were required to purchase a TS CAL for every client **device** you were going

...Continued on Page 3

5 Simple Ways To Avoid Getting An Avalanche of Spam

As you probably already know from firsthand experience, once you're on a spammer's list, it's next to impossible to get off. To make matters worse, spammers resell your e-mail address to other spammers, multiplying the problem. If changing your e-mail address is a major inconvenience, then take heart with the following 5 tips for reducing your chances of getting on a spammer's list in the first place:

1. Use a disposable e-mail address. If you buy products online or occasionally subscribe to web sites that interest you, chances are you're going to get spammed. To avoid your main e-mail address from ending up on their broadcast list, set up a free Internet e-mail address with Hotmail or Yahoo and use it when buying or opting in to online newsletters. You can also use a throwaway e-mail address when making purchases or subscribing to newsletters (see #4 below).

2. Pay attention to check boxes that automatically opt you in for newsletters and spam. Whenever you subscribe to a web site or make a purchase online, be very watchful of small, pre-checked boxes that say, "Yes! I want to receive offers from third party companies." If you do not un-check the box to opt-out, your e-mail address can (and will) be sold to every online advertiser. To avoid this from happening, simply take a closer look at every online form you fill out. (We will *never* share your email address with a third party!)

3. Don't use your main e-mail address on your web site, web forums, or newsgroups.

Spammers have special programs that can glean e-mail addresses from web sites without your permission. If you are posting to a web forum or newsgroup, use your disposable e-mail address instead of your main e-mail address. If you want to post an e-mail address on your home page, use "info@" and have all replies forwarded to a folder in your in-box that won't interfere with your main address.

4. Create throwaway e-mail accounts. If you own a web domain, all mail going to an address at your domain may be set up to come directly to you by default. For example, an e-mail addressed to anything@yourdomain.com will be delivered to your in-box. This is a great way to fight spam without missing out on important e-mails you want to get. The next time you sign up for a newsletter, use the title of the web site

in your e-mail address. For example, if the web site is titled "petstuff.com," enter "petsuff@yourdomain.com" as your e-mail address. If you get spammed, look at what address the spam was sent to.

If petstuff@yourdomain.com shows up as the original recipient, you know the source since that e-mail address was unique to that web site. Now you can easily stop the spam by making any e-mail sent to that address bounce back to the sender.

5. Don't open, reply to or try to opt-out of obvious spam e-mails. Opening, replying to, or even clicking a bogus opt-out link in an obvious spam e-mail signals that your e-mail address is active, and more spam will follow. The only time it is safe to click on the opt-out link or reply to the e-mail is when the message was sent from a legitimate company you know or do business with.

Announcing a FREE and Easy Way to Get Rid of Annoying Spam

If you are absolutely fed up with the number of spam e-mails you get every day then read on.

We've recently introduced an anti-spam filtering service for our customers that doesn't require the purchase, installation, or maintenance of expensive hardware and software. For pennies a day, we can:

- ◆ Eliminate (97%) of the spam you receive every day without blocking important e-mails from clients and associates.
- ◆ Drastically reduce the number of e-mails you receive every day and save precious bandwidth.
- ◆ Quarantine virus-riddled spam before it has a chance of infecting your network.

To introduce this service to our clients, we're giving away a free month of spam filtering to anyone who signs up during the month of November!

Just contact our office and we'll set you up on this service for no charge. At the end of your 30-day free trial, you'll have the option to cancel and owe nothing, or you can choose to subscribe to this amazing new service. Either way, the only thing you have to lose is the annoying, time-wasting spam you are getting buried under every day! To sign up, call 206-774-0619 or e-mail info@mooselogic.com!

The Citrix Corner

...Continued from Page 1

to use to access the Terminal Server and run applications—**unless** the client device itself was running Windows 2000 or Windows XP Professional. This exception was referred to as “Operating System Equivalence” - if the client OS was equivalent to, or later than, the server OS, you didn’t need a TS CAL.

The first time a Terminal Server comes alive on a network, it looks to see if it can find a License Server. If it can’t, on its own, it will issue “temporary CALs,” good for 90 days, to devices as they attach. But if it doesn’t find a License Server within 90 days, it will simply stop accepting connections (note: this is not good). The purpose of the license server is to track which CALs are assigned to which client devices. Assuming the license server is present (and running SP3 or later), the process is as follows:

- ◆ When an unlicensed client connects for the first time, the Terminal Server issues a temporary TS CAL token. After the user has logged into the session, the Terminal Server instructs the License Server to mark the issued temporary TS CAL token as being validated. The next time the client connects, an attempt is made to upgrade the validated temporary TS CAL token to a full

TS CAL token. If no license tokens are available, the temporary TS CAL token will continue to function for 90 days.

- ◆ If a permanent CAL token is not available before the 90 days is up, the Terminal Server will stop accepting connections from that client.
- ◆ When a permanent CAL token is assigned, an aging algorithm is used to assign a time-out interval somewhere between 52 and 89 days. Each time the client connects, that date is checked. If it is within 7 days of expiration, the License Server will be contacted, and the token is renewed. If the token expires without being renewed, that CAL will then become available to be reassigned to another client device.

The reason for the aging algorithm is that if a client device fails and must be replaced, even if no full CALs are available, the replacement device will be assigned a temporary CAL, and before the temporary CAL expires in 90 days the CAL assigned to the failed device should have timed out and been returned to the pool.

Unfortunately, since CALs were associated with **devices**, not with **users**, you could end up consuming a lot of CALs if you had mobile users who needed to connect from a lot of different client devices. This was addressed in Windows 2003 when two things happened: Operating

System Equivalence went away, and the **User CAL** was introduced.

So it’s a good news/bad news scenario with Windows 2003. The bad news is that **every** connection to a Windows 2003 Terminal Server requires a TS CAL. The good news is that you can purchase User CALs rather than Device CALs, and a User will be covered no matter how many different devices s/he may use to access Terminal Services.

Device CALs still exist, so organizations that have more users than devices can choose to license Terminal Services in Device CAL mode. An example might be a factory that operates with multiple shifts around the clock, or a nurse’s station with a terminal that would be used by multiple people over the course of a day.

Although it is possible to mix and match Device and User CALs within your environment, it’s not recommended. Each individual Terminal Server can only manage one or the other, and must be told which kind of CAL to request from the License Server. So if you want to use both kinds of CALs, you’ll have to have multiple Terminal Servers, and carefully manage which users are directed to which Terminal Servers depending on whether you want them to use Device CALs or User CALs. In most cases, that’s more trouble than it’s worth. And in most cases, particularly if you have mobile users, the User CAL scenario will make more sense.

4 E-mails You Should NEVER Open Or Respond To

1. E-mails that come from your bank warning that someone has set up an account, closed your account, or stolen your identity. Similar scams involve eBay and PayPal accounts. The e-mail then asks you to click on a link to verify your account information. What makes these e-mails even more dangerous is the fact that the e-mail and the web site you reach look legitimate and may even contain the logos and design of your bank’s web site. In some cases, smart criminals will actually take you to your bank’s web site and then pop up a window that asks you to insert your account information. Don’t do it!
2. The Nigerian “419” Scam. This scam has been around since before there was e-mail! The story is that a wealthy foreigner (typically from a third world country) has a large sum of money, needs help moving it out of the country, and will offer a hefty percentage as a reward if you will assist in the process. But before you can get your share, you must front them money for taxes, transfer fees, bribes, legal fees, and other costs. You may be asked to travel overseas to complete the transaction. People who have gotten involved have been physically threatened and robbed. (For a chuckle, see www.419eater.com)

(...continued on page 4)



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- Network Design & Implementation
- Disaster Recovery
- Virus Protection & Removal
- Network Security
- E-mail & Internet Solutions
- Wireless Networking
- Access Infrastructure Solutions
- Spam Filtering
- Storage Solutions
- Voice over IP Phone Systems

Microsoft
CERTIFIED
Partner

Networking Infrastructure Solutions

CITRIX access PARTNER

GOLD
Solution Advisor

WatchGuard

RSA
SECURITY

Double-Take
Software

MARATHON

ULTRABAC
SOFTWARE

Microsoft
Small Business
Specialist



Know Someone Who Could Use Our Help?

Refer A New Client To Us In November And We'll Send You A FREE Wireless Mouse and Keyboard!

We love getting referrals from our loyal clients and we're not afraid to ask for them! Refer a new business client to us during November and we'll give you a FREE wireless mouse and keyboard and give your referral 2 FREE HOURS of computer support with absolutely no strings attached.

Everybody Wins!

You get a cool new wireless mouse and keyboard and the person you refer gets to "try before they buy" with 2 free hours of computer support (they also get introduced to an honest, reliable technician who is dedicated to solving their computer problems). Just tell your friends to mention your name when they call so we can reward your loyalty and make sure they get their 2 free hours of support.

Who Is A Good Referral?

Any business owner you know that has 5 or more PCs is a great referral for us. Unfortunately, we do not serve home users at this point.

We'd Love To Hear From YOU!

Is there an article or a feature you would like us to include in this newsletter? Do you just want to "sound off" about something or share your opinion with our other subscribers? Let us know!

Call us at: 206-774-0619

Or send email to:

feedback@mooselogic.com

4 Emails You Should Never Open

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3. The Chase Manhattan and JP Morgan customer survey scam. Recipients receive e-mails saying they would receive a \$20 credit to their Chase or JP Morgan accounts in return for answering a few customer service questions. These scammers then ask you to provide your login information, social security number, and mother's maiden name. The information collected is used for identity theft and credit card fraud.
4. The "Congratulations, You've Won..." e-mail. This e-mail says that you have been selected to win an Xbox or an iPod. All you need to do is go to a web site and enter your debit card number and pin to pay for shipping costs. Obviously, the prize never arrives and you start seeing debits to your account that you didn't authorize.

www.snopes.com is a great Web resource for checking out things that look suspicious. Remember: if it sounds too good to be true, it probably is!