

Network News

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Businesses Are Using
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Viruses, Trojans, and Worms... Oh, MY!

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NetBase Plays “Technology Match-Maker” For Mississippi’s Largest Independently Owned Grocery Chain

When NetBase Technologies was hired by The Roberts Company 16 years ago to implement an accounting software system, there wasn't a single PC on site. Today, with 18 successful stores under the names of Sunflower, IGA, Corner Market, County Market, and SuperValu, the IT infrastructure has blossomed into a sophisticated information network that includes cutting edge inventory, point-of-sale, and business management systems.

“When I first joined the company, I hired Kenny Lance of NetBase to come in and install a simple accounting software package,” says James Delancy, CFO of The Roberts Company. “That single project has turned into a life-long partnership between our organizations that has helped us to grow into the largest independently owned grocery store chain in Mississippi. NetBase has literally built the IT backbone of our organization.”

NetBase Becomes The “IT Match-Maker”

“Kenny is very good at matching people with technology and applications;

this was extremely helpful to me in the beginning when we were just getting

started,” continued James.

“With so many software programs and choices available, it's easy to spend a lot more for the same result. That's what I like about Kenny; he can show you exactly what you need to get the job done. All of the applications and systems he's recommended over the last 16 years have been a great fit for our business, our budget, and our people...”



“All of the applications and systems Kenny has recommended over the last 16 years have been a great fit for our business, our budget, and our people...he is a great technology “match-maker.”
- James Delancy, CFO, The Roberts Company

They've Done It All...

From implementing a secure VPN (virtual private network) that connects all 18 stores, to simply making sure the offices can send and receive e-mail, NetBase has done it all. “Kenny has implemented systems and software to enable payroll, accounts payable, e-mail, and information sharing between the offices.

He's also helped us get our stores online and provides on-going support and upgrades to our network. This may not be interesting enough to make the cover of Fortune Magazine, but keeping those systems up and running is a very critical

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The Lighter Side of 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?"

Bumper Stickers Seen On Cars...

So Many Men,
So Few Who Can Afford Me

God Made Us Sisters,
Prozac Made Us Friends

My Mother Is A Travel Agent
For Guilt Trips

If You Want Breakfast In Bed,
Sleep In The Kitchen

If We Are What We Eat, I'm
Fast, Cheap and Easy

We Want To Hear From YOU!

Is there an article you would like to comment on? Is there a topic you want me to research? Have a funny story or a resource you want to share with the other subscribers? Then write to me! We are always looking for new and useful content to add to this newsletter!

Do You Know The Difference Between a Virus, Worm, or a Trojan?

While viruses, worms, and Trojans share the ability and intent to wreak havoc on your computer, there are distinct differences between them. Knowing what these differences are can help protect you from becoming infected.

A **computer virus** is a malicious program that attaches itself to another program or file with the intent of spreading or replicating itself. Some viruses cause only mildly annoying effects while others can completely destroy your hardware, software, and files. Almost all viruses are spread by executable files attached to an e-mail. Unless you run or open the program, a virus cannot infect your computer. That is why you should NEVER open a strange-looking e-mail from an unknown source.

Like viruses, worms spread from computer to computer; but unlike a virus, a **worm** has the ability to take advantage of the file or information transport feature of your computer and spread on its own without human assistance. This is why worms are so dangerous. Left unchecked, a worm could send out thousands of copies of itself from your computer, creating a devastating ripple effect.

For example, many worms will access your e-mail address book and send a copy of itself to everyone you have listed. If it is able to install itself on the machine of the recipient, it performs the same broadcast to everyone in their e-mail address book, and so on down the line. Due to this copying process, worms use up

system memory and network bandwidth causing Web servers, network servers, and individual computers to stop responding. In some cases, like the Blaster Worm disaster, a worm can actually allow malicious users to control your computer remotely. A **Trojan Horse** received its



name because of the way it tricks users into installing it on their computer. To an unsuspecting user, a Trojan Horse will appear to be useful software or files from a legitimate source. Once activated, the damage can be mildly annoying (like adding silly icons to your desktop) to outright devastating (deleting files

and destroying information on your system).

In addition to damaging files and destroying information, Trojans are known for creating an entry point that allows outsiders to access your system and possibly even steal confidential, financial, and personal information. Unlike viruses and worms, Trojans do not reproduce by infecting other files nor do they self-replicate.

What You Need To Do Now To Protect Yourself From These Threats

Since new threats are developed daily, it's important to stay vigilant about keeping your computer or network's security up-to-date. The most obvious line of defense is up-to-date virus protection that has the ability to scan and clean inbound and outbound messages. Next, make sure you have the latest security patches and updates installed for your operating system, especially if you are

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running Microsoft Windows. You should also have a software or hardware firewall installed.

Finally, modify your browsing habits. Do not click on pop up ads, download "cute" screen saver programs or emoticons, and NEVER participate in peer-to-peer networks like KaZaa.

If you are a business owner, you need to educate your employees with an AUP (acceptable users policy) that outlines what they can and cannot do online and with your company's e-mail. In some cases, you may even want to implement web and e-mail filtering software that will prevent employees from engaging in activities that could harm your company's network, security, and reputation.

Let Us Take All of The Guesswork Out of Securing Your Network

Want us to do all of the work to keep your network secure from these threats? Give us a call and ask about our complete network maintenance plans: 601-264-1606

Check Out Our New Web Site!

www.netbase-technologies.com



We've added client case studies by vertical market to demonstrate how we are using technology to help our clients save money, make money, and operate their business more efficiently. If YOU would like to have your business featured on our web site and in our newsletter, let us know! We'd love to interview you on

how you are using technology to improve your business. Call Kenny Lance at 601-264-1606 ext. 601

Who Else Wants An Easier Way To Send, Receive, and Store Faxes?

One of the ways we helped James Delancy of the Roberts Company save money was installing the GFIFaxmaker program (see front cover story). This fax software is ideal for companies who need help organizing, storing, and keeping track of faxed documents.

Instead of using an old-fashioned fax machine, this software enables your employees to send and receive faxes right from their own desktop through their e-mail client. Here are just a few of the advantages:

- Faxes are sent directly to the recipient's e-mail client; no more lost or misplaced faxes!
- Documents containing confidential information are more secure and private because they are not sent or received from a public fax machine.
- Incoming faxes can be routed to a user or a printer based on a DID/DDI/DTMF number or the line on which the fax was received.
- No more waiting by a fax machine for a document or your turn to send a fax. You can send and receive faxes from the convenience of your own desk.

We have installed this for a number of clients and all of them love it! For more information and pricing, call Kenny Lance at 601-264-1606 ext. 601



Help us in welcoming the following new clients to the NetBase family:

Amite County Medical Services
Pam Poole

Dews and Sons Foundry
Sandra Norris

Stokes Distributing Company, Inc.
Steve Wilberding

NetBase Technologies, Inc.

5 Shoreline Blvd.
Hattiesburg, MS 39402

Phone: 601-264-1606
Fax: 601-264-2420

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Services We Offer:

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- Disaster Recovery
- Virus Protection & Removal
- Network Security
- E-mail & Internet solutions
- Document Imaging
- Wireless Networking
- Thin Client Computing
- VPNs
- Spam Filtering
- Storage Solutions
- Voice over IP Phone Systems

**All Our Work Is
Backed By Our
100% Money-Back
Guarantee:**

**We Will Do Whatever It
Takes To Make You
Absolutely Thrilled
With The Work
Performed or it's FREE**

"Technology Match-Maker" continued from front page...

part of our business. If a server goes down, productivity stops; and in a competitive, information-intensive business like ours, we simply cannot afford to lose valuable productivity or critical business reports due to computer problems," said James.

New VPN Saves Money, Speeds Reporting

One of the systems recently implemented was a VPN (virtual private network). Before the VPN was in place, all 18 offices would courier time cards, payroll, and daily sales reports to the main office (regular snail mail was too slow). Now, thanks to the new VPN and FaxMaker software, the offices can scan, fax, and transmit up-to-the-minute reports, saving them a considerable amount of time and money in courier bills.

3 Things NetBase Provides That You Might Not Find With Other IT Vendors

"Kenny's been supporting our network for a very long time and there are 3 things that make him and the team at NetBase stand out. First and foremost is their response time. Whenever we have a problem, I know I can depend on Kenny to respond immediately. I've worked with a lot of other IT vendors and this is certainly not the case with some of the other firms we've dealt with. Second, Kenny has always recommended what is best for our organization, and hasn't tried to sell us extras that we don't need. As a budget-conscious CFO, I truly appreciate his integrity. Finally, he is a great "technology match-maker." All of the systems and software he's recommended have been right on target."

US Secret Service Uses 230 Pistols And Machine Guns To Round Up ShadowCrew Cyber Crime Gang

The bad guys are stealing money, swiping identities, wrecking corporate computers, and breaking into secure networks, but the Secret Service is diligently tracking them down. Recently, they nabbed the ShadowCrew, a gang that operated from New Jersey to Arizona. After months of surveying their activity through a clandestine gateway to their Web site, agents from the Secret Service, local, and international police struck. Armed with 230 pistols and machine guns, agents raided hacker locations and nabbed 28 members and ringleaders. The FBI is also in the fight against cyber crime. They will spend \$150 million in 2005 tracking down cyber criminals.

