



“As a business owner, 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!”

Hank Wagner, Owner/Founder
Computer Networks of Roanoke

*IT Guru, Published Author, Former
Medic/Misys/Allscripts Engineer and Trusted
Advisor to Medical Practice Administrators*

Net Neutrality

Wall Street Journal - February 26

The Federal Communications Commission for the first time classified Internet providers as public utilities Thursday, a landmark vote that officials said will prevent cable and telecommunications companies from controlling what people see on the Web.

The move, approved 3 to 2 along party lines, was part of a sweeping set of new “net neutrality” rules aimed at banning providers of high-speed Internet access such as Verizon and

See Net Neutrality Page 2

INSIDE THIS ISSUE

1	Net Neutrality
1	Leprechauns
2	Superfish
3	Postage
3	Security Quick Hits-Anthem
4	The Lighter Side

Luck Is For Leprechauns — Is Your Business Prepared for Future Security Threats?

If your business hasn’t been the target of malicious intruders or cybercriminals, consider yourself lucky. Hackers are a relentless bunch and they want your gold: information and access they can use to exploit loopholes in your business’s Internet security. The last few years have been hard on companies all across the globe. And these cyber-breaches aren’t going to stop simply because the “damage has been done.” In the US and Canada, reported incidents have affected over 215 million consumers and over 7 million small businesses. And that’s only counting the attacks that authorities have uncovered.

For cybercriminals, there is no end game. All too often, small business owners assume they are outside the firing line and hackers aren’t interested in them. While the media focuses on the big cyber-attacks, there are countless other stories playing out at small businesses everywhere. Cybercriminals are constantly in search of loopholes and weak security. And, unfortunately, small businesses often have the weakest IT security.

Security industry analysts predict that 2015 won’t be much different from 2014 when it comes to cyber-security. There are going to be more data breaches. It’s just a matter of where and when. It’s also a matter of being prepared.

See Leprechauns Page 3

Time Warner Cable from blocking Web sites they don't like or auctioning off faster traffic speeds to the highest bidders.

FCC Chairman Tom Wheeler argued that the agency needed to take a dramatic step to preserve a "fast, fair and open Internet." Broadband Internet providers will now face some of the same heavy regulations that the federal government imposes on telephone companies.

"The Internet has replaced the functions of the telephone," Wheeler said during the commission vote. "The Internet is simply too important to allow broadband providers to be the ones making the rules."

Cable and telecommunications companies, as well as GOP lawmakers, quickly condemned the move as an overreach of government intervention into their businesses, and lawsuits are expected to follow.

They have argued that online companies whose services hog a lot of the Web traffic flowing to homes, such as the streaming videos of Netflix or YouTube, should share in the cost of expanding and maintaining the pipes that deliver Internet content to consumers. Without their help, the cable and telecom industry may be reluctant to upgrade and expand their networks across the country. ❖

Predictable Results For a Predictable Fee

We do it all...HIPAA Risk Analysis, Backup and Disaster Recovery (required for HIPAA Compliance), Network Administration, Help Desk, Hardware Sales/Service, Hardware Refreshes/Installs, Consulting.

We are looking for a select number of new clients in the healthcare, legal, accounting and professional services markets. If you are dissatisfied with the level of service you are getting from your current Information Technology Vendor, pick up the phone, call me, Hank Wagner, at 757-333-3299 x232, or email me:

hank.wagner@computernetworksinc.com

and let's chat a bit about your needs. ❖

What Is a Superfish and Why Should I Care

It seems that the good folks from Lenovo were adding a bit of adware to their PCs before they shipped them. The adware is purported to watch you shopping on the Internet and then offer you competing prices at a better price.

Good concept; poor execution. It seems that the Lenovo adware would create a "man-in-the-middle" certificate so that it could read data from secure sites that you were visiting: like your bank, your credit card account and other places where you don't want some nosy adware spying on you.

Lenovo has stopped installing the adware (wonder what corporate genius allowed it to happen in the first place) and had issued removal instructions.

A proposed class-action lawsuit has been filed against the company. ❖



Security Quick Hits

Anthem Breach - 80 Million



Anthem is working with AllClear ID, a leading and trusted identity protection provider, to offer 24 months of identity theft repair and credit monitoring services to current or former members of an affected Anthem plan dating back to 2004.

This includes customers of Anthem, Inc. companies Amerigroup, Anthem and Empire Blue Cross Blue Shield companies, Caremore, and Unicare. Additionally customers of Blue Cross and Blue Shield companies who used their Blue Cross and Blue Shield insurance in one of fourteen states where Anthem, Inc. operates may be impacted and are also eligible: California, Colorado, Connecticut, Georgia, Indiana, Kentucky, Maine, Missouri, Nevada, New Hampshire, New York, Ohio, Virginia, and Wisconsin.

AllClear ID is ready and standing by to assist you if you need identity repair assistance. This service is automatically available to you with no enrollment required. If a problem arises, simply call 877-263-7995 and a dedicated investigator will do the work to recover financial losses, restore your credit, and make sure your identity is returned to its proper condition. Call centers are open Monday to Saturday from 9 a.m. to 9 p.m. ET.

For additional protection, and at no cost, you may also enroll in the AllClear PRO service at any time during the 24 month coverage period. This service includes credit monitoring and an identity theft insurance policy. Please enroll at <https://anthem.allclearid.com/>.

Those without Internet access or who prefer assistance via telephone can call 877-263-7995.

For additional information regarding your protections, please visit: <https://anthem.allclearid.com/faqs>. ❖

During the month of March, we are offering local businesses a **FREE** 20-Point Cyber-Security Audit to help uncover loopholes in your company's online security. At no cost or obligation, our highly trained team of IT pros will come to your office and conduct this comprehensive audit. And after we're done, we'll review your score that will reveal specific vulnerabilities and give you recommendations for fixing these problems fast.

Because of the intense one-on-one time required to deliver these Cyber-Security Audits, we can only extend this offer to the first seven lucky companies who request it by March 31st. All you have to do is call our office at 757-333-3299 x232 or go online at www.computernetworksroanoke.com/notjustlucky to request yours today.

All This Postage Is Expensive

I have been writing and mailing this newsletter going on 8 years now. Our mailing list is growing, but, some of you reading this are not doing business with us. I am OK with that, because we are not the right firm for everyone. However, it is getting more costly to print and mail this newsletter, in color, every month.

So, over the next few months, we will be calling those of you who are not customers to give you a chance to receive the newsletter via email, so that we can continue to provide you with this information at a reduced cost to us. Please be so kind as to take our call, so that we do not drop you from our list. ❖

Call us today at: 757-333-3299 x232

Or, you can email us at:

hank.wagner@computernetworksinc.com

The Lighter Side:

An old sea captain was sitting on a bench near the wharf when a young man walked up and sat down. The young man had spiked hair and each spike was a different color... green, red, orange, blue, and yellow. The young man noticed that the captain was staring at him. "What's the matter old timer? Never done anything wild in your life?" The old captain snorted. "Got drunk once and married a parrot. I was just wondering if you were my son!"

Ron was in trouble. He forgot his wedding anniversary. His wife was really angry. She told him, 'tomorrow morning I expect to find a gift in the driveway that goes from 0 to 200 in less then 6 seconds!! AND IT BETTER BE THERE!!' The next morning Ron got up early and left for work. When his wife woke up she looked out the window and sure enough there was a box gift-wrapped in the middle of the driveway. Confused, the wife put on her robe and ran out to the driveway, and brought the box back in the house. She opened it and found a brand new bathroom scale.

Ron has been missing since Friday. Please pray for him.

THE 10 COMMANDMENTS

The real reason that we can't have the Ten Commandments posted in a courthouse or Congress is this –

You cannot post 'Thou Shall Not Steal', 'Thou Shall Not Commit Adultery', and 'Thou Shall Not Lie' in a building full of lawyers, judges and Politicians...

It creates a hostile work environment.

Security, then Security, then More Security

The most recent hack on Anthem just serves to underscore what we have been saying all along...secure your computer network. Businesses need to begin thinking about the Internet and their staff members from the perspective of:

“What steps do I have on my computer network to take to prevent my client’s information from leaking out to the Internet?”

I read recently in a Verizon report that the majority of data leakage **was the result of vulnerabilities already known to, and not patched by, IT**. Sheesh, if you knew that there were issues why didn't the patches and bug fixes get applied? Probably because someone wasn't paying enough attention or because they let other things get in the way, or because someone other than a professional IT firm is minding the network.

Another reason might be because the person in charge of applying patches is not using a tool to patch programs, other than Microsoft programs, such as Adobe Reader and Adobe Flash (which had three weeks of consecutive out-of-band patches last month.

By way of example, we patch monthly unless there are “out-of-band” (emergency) patches, which are applied ASAP.

There are state Data Breach laws which will come into effect if you lose a customer’s social security number, date of birth, credit card number, etc. The Virginia State Attorney General is allowed to impose a civil penalty “...not to exceed \$150,000 per breach...” if you lose a customer’s or an employee’s personal information. Ouch!

You have to start protecting the computer part of your business just like the physical part of your business. Put up multiple layers of defense, then keep a low profile. Most criminals will move on to an easier, less hardened target if they encounter formidable defenses.

One should start with a UTM (Unified Threat Management) device which is a fancy acronym for a firewall with a bunch o’ security features that layer those features to protect you hundreds of times better than the \$35 firewall/router you got from the Best Buy or Radio Shack.

Next, don't let the staff run willy-nilly across the Internet. They have to be restricted to business websites and leaving the surfing for their home machine. That can be done by the UTM. If you are not in the same neighborhood as the crooks, it is harder to get robbed. You need to be running a centrally managed anti-virus software that updates hourly and scans nightly. And, your staff needs to look at ALL incoming emails and not open any email or email attachment unless they are positive that they were expecting it and know the sender was sending it to them on this day and at this time. ❖

Call or email us if you want to chat.

757-333-3299 x232

hank.wagner@computernetworksinc.com