

Songs of the Season



Who Ya Gonna Call? Ghostbusters!

That was the musical refrain in the movie theme song, "Ghostbusters," written and performed by Ray Parker Jr. The lyrics pose the question when there's "something strange in your neighborhood who you gonna call?" While we may not run into paranormal creatures invading Manhattan, many of us will likely run into a computer virus that needs to be removed as quickly as those ghosts. So, who YOU gonna call?

With the computer often the most essential tool in business today, every organization should stay in touch with professionals for technical support—either on an ongoing or as needed basis. Computer technology used today provides incredible user productivity but with that comes innumerable risks. Virus attacks are the most common of them. They come via email, via pop-up ads in your browser, when you put a flash drive into your USB port and even when you download needed business software applications. You might not notice "something strange" right away, but these viruses can make changes to your system—slowing it down or causing random shutdowns and startups or even keeping track of your keyboard activities and passing that information along to a hacker.

The best way to address this issue is to have a relationship in place with a professional IT services provider who ensures anti-virus software is active and updated on all computers and servers. Typically, a "managed IT services provider" like IT Radix also ensures that the client has a hardware firewall in place with all key security features enabled and much more! Here are a host of benefits to such a relationship:

- **Cost Control** – Facilitates budgeting.
- **Reduced Labor** – Provides full-time value without full-time labor and training costs.
- **Trained/Qualified Professionals** – Addresses your network needs. Employ a variety of technical experts so that they can bring on the expert for the issue you are addressing. You may never need that specific expertise again; it makes sense to outsource it.
- **Efficiency Gains** – Allows faster adoption of new technology.
- **Reduced Risk** – Your IT provider should minimize your risks.
- **Business Focus** – Your IT provider should allow you to focus on what you know and do best—run your business!

The most important thing that a business owner or manager can do in a managed services provider relationship is to allow their IT support partner to get to know them very well. Information technology is not a cookie-cutter type of business. With so many different types of computers, software applications and varying business needs for security and productivity, the best results will come when management allows the IT provider to get to know them very well and develop a mutually beneficial partnership. Then, your IT support partner can give you the hardware, software and support recommendations and consulting that you need. That is what we do at IT Radix.



(Continued on page 2)

What's New

October is National Cyber Security Awareness Month

Ask us about our Security Awareness training in honor of National Cyber Security Awareness Month.

October 25

Webinar

10-Minute Tech Talk:
Cyber Security Tools
& Office 365

Register: www.it-radix.com/webinar
Starts @ 12:10 sharp

10 Months of Giving Back - Breast Cancer Awareness -

IT Radix is celebrating our 10th Anniversary with 10 Months of Giving Back. This month, in honor of Breast Cancer Awareness month, we are participating in the American Cancer Society's *Making Strides Against Breast Cancer* walk on Sunday, October 21.

If you would rather receive our newsletter via email, sign up on our website or send an email to resource@it-radix.com





Trick or Treat! Spyware's Spooky Spell

With Halloween on the horizon, it's easy to think of all the tasty treats that come along with the Fall season. Everyone loves candy (even if we know we shouldn't), and it's hard *not* to find yourself biting into the creamy center of a Milky Way or splurging on a handful of Crunch bars.

While you may not be Trick or Treating this October, the temptation to buy and enjoy candy is hard to put out of mind. Constant sales, flashy ads, and sugar-coated deals run rampant as the 31st draws near. Unfortunately, your local supermarket isn't the only one who has upped the ante when it comes to advertising.

You may have noticed an increase of ads while you've been browsing the web, lately. Invasive pop-ups, loud videos claiming the next best business solution, and even tech support that's cheap or free! Just like our Halloween candy jar, it's tempting to sample just one! On the World Wide Web though, that treat becomes a trick all too often. With spyware, adware and hidden scams on the rise, even one taste can leave your computer under the magic spell of unwanted software.

Perhaps you've had the experience of downloading a piece of free software to perform a function you need. For example, maybe it was software to open PDFs online or a toolbar that promised to keep you up to date on the news, improve the accuracy of all your online searches and even speed up your internet browser in one fell swoop. For anyone who's tried one of these miracle add-ons, however, we know that the result is just the opposite.

Free software tends to cost a premium, crippling efficiency and potentially compromising data. From leveraging your system processes and built-in operating system functions such as PowerShell, malware can be manipulating your machine and data long before it's discovered. What that malware does will vary: from spying on your browsing habits, to bombarding you with more bogus ads or fraudulent links, to stealing credentials and prompting you to give up confidential information such as banking passwords or Office 365 logins.

If you've been tricked, don't panic; however, it may be time to run an anti-malware scan and clean your browser's cookies. It's also a good idea to change your passwords every few months for important sites like your bank or business email. While this may clear out some cached settings and log you out of your open sites, it's well worth the effort. But, if you're still worried a virus or "computer gremlin" may have slipped through the cracks, give us a call.

With all this in mind, be careful this Halloween season not to find yourself tricked for a treat. Arm your users with the proper *Cyber Security and Awareness Training* they need, to spot cyber tricks and scams from a mile away.

Welcome!

A warm welcome to our newest Management and Support clients:

*BJ&M Auto
Bravante & Associates, Inc.
Davis & Company
Girl Scouts of Northern New Jersey
Kotulak & Company*

Remember, **IT Radix** is here to service all of your technology needs!

Who Ya Gonna Call? Ghostbusters!

(Continued from page 1)

As the song says, call a professional before strange things happen.

Feel free to call us anytime, even if it's just for the reason given in the song that beat out "Ghostbusters" for Best Original Song at the 57th Annual Academy Awards which was "I Just Called to Say I Love You." We love our clients and believe they love us too.



OUR CLIENTS SPEAK OUT:

THE BUZZ

"I've been in practice in the Rockaway area for more than 30 years and a client of IT Radix from its earliest days. The company has grown and managed to maintain a high quality of personal service for its customers. I don't hesitate to recommend IT Radix for installations and maintenance.

As a dentist, however, I must caution people about the upcoming Halloween holiday. Some offices will buy back candy and dispose of it. I suggest a little "think before you eat" strategy. Avoid anything sticky. Hard candies aren't a great idea either; and if you want chocolate, choose a dark, semi-sweet variety."

– Dr. Dario Cunico, DDS

Who's Watching Me?



"I always feel like somebody's watching me" is one of the haunting lines from the Motown hit and Halloween favorite "Somebody's Watching Me" by Rockwell. This

1984 release by Rockwell had a disturbing music video released to promote it. Listen to the song closely to hear Michael Jackson on background vocals.

While no one wants to be tailed by the zombies from that video, it can make sense for a business owner to put employee monitoring software onto employee workstations. One of our clients in a highly confidential and sensitive business needs to verify and track what their staff is doing at all times. They have engaged us to control and track employee internet access and usage, monitor progress of employee training programs, reduce the risk of virus and malware attacks, and even find ways to re-engineer workloads among the staff.

Have a similar need, give us a call to learn more about how Employee Monitoring software can work for you.

Proudly folded & stuffed by ESC School of Morris



SPECIAL OFFER

Oh, What a Tangled Web We Weave!

Sign up for IT Radix's Dark Web Monitoring service during the months of October, November and December, and get the 1st month of monitoring service free.

Visit **IT Radix** at www.it-radix.com to learn more about our services!

Stuck in a Time Warp Runnin' with the Devil



If your business technology is "Runnin' with the Devil" as in Van Halen's infamous song, then you are living "life like there's no tomorrow." By running out-of-date or unpatched software and hardware, you risk exposing your business to cyberattacks and more.

Why is this risky? When the patches are released, the cyber criminals dissect the update and reverse engineer it—identifying the security hole that was fixed. Then, they target machines that aren't patched or older operating systems that are no longer patched. If you're on an unsupported operating system, you're an even easier target because there simply is no patch to protect you. Additionally, the patches give hints to other vulnerabilities that have not yet been discovered, in essence, providing a guidebook to discovering other unexploited vulnerabilities. Perhaps you're replaying *The Rocky Horror Picture Show* and keeping your computer hardware or software in "The Time Warp." While you want to squeeze all the bang from your hardware buck, by continuing to use outdated hardware and software can result in lower productivity, increased downtime and higher levels of user frustration, ultimately, draining your company's bottom line. Or you may find that 3rd party hardware and software no longer support the older technology you're using. So, when a new issue pops up, the vendor simply will not fix the issue because you're using obsolete versions. Again, you risk critical business functions going down or no longer working properly. Of course, in industries with compliance requirements, continuing to use unsupported technology means that you are not compliant. Period.

End-of-Life for Windows 7 and Windows 2008 Server is January 14, 2020.

So how do you escape "The Time Warp" and stop "Runnin' with the Devil"? Get serious about life-cycle management and planning—making it a priority, not an afterthought. Proactively managing your technology life cycles will allow your business to derive more value from your investments.

Windows 7 users beware: Microsoft has announced the end-of-life of Windows 7 as of January 14, 2020. The time to start planning is now. If your hardware is relatively new, 3 years old or younger, you may wish to consider upgrading to Windows 10. However, if it's older than 3 years old, we recommend you carefully evaluate upgrading versus replacing your hardware or perhaps consider some type of desktop-in-the-cloud solution. Our recommendations are similar for your Windows 2008 server technology.

Don't Risk Your Business Over Old Software and Hardware



The first step is to create an inventory of your hardware and software. Then identify the purchase dates and details of your technology. Now, you can assess your vulnerabilities and start planning to reduce your exposure and ensure your business is protected.

Concerned about your aging computer technology and need help? Give us a call today.

“What does matter is the size of your heart and the strength of your character.”

— Herman Munster



“WHY CAN'T THEY MAKE A SPELL CHECKER THAT KNOWS HOW TO CHECK SPELLS???”

From the desk of: Cathy Coloff
Subject: IT Radix and You — Make Beautiful Music Together



October is Cyber Security Awareness Month, specifically designed to call even greater attention to cyber security and encourage vigilance by all computer users. While we had some fun with seasonal song titles in our newsletter, cyber security is no laughing matter...nor is it, as some of us at IT Radix like to say, convenient. Barack Obama was noted as saying, “Cyber threats pose one of the gravest national security dangers the United States faces.” Pretty scary coming from our nation’s most prominent leader. The perpetrators of cybercrimes are getting more and more sophisticated, using social engineering as one of its best weapons. Sadly, we’ve had a few clients become victims of these attacks, losing substantial sums of money in the process.

When I first started my IT career, I was fortunate to work at Exxon who were in my naïve, just-out-of-college opinion over the top about security and controls. However, it turns out that 30 years later, Exxon was on to something and the training and awareness that they drilled into every employee and built into their processes has kept me in good stead. I must admit a certain level of fatigue in hearing about all the cyber threats and crimes; but at the same time, I know we cannot let our guard down. We must always be looking for new ways to protect ourselves and our clients. So, if I sound like a broken record about IT security policies, I apologize, but the danger is real—just ask our clients who fell prey.

A long time ago, one of my friends dressed up as a software pirate for Halloween. We had a good laugh at the clever costume with floppy disks strung together as ammunition bandolier. I’m not sure what I’d wear as a cybercriminal—I guess the classic hooded guy at a computer or something similar. However, I think I’ll put aside my cyber security sword and armor and simply dress up as something fun. Happy Halloween!

 **Enter and Win Trivia Contest**

The first person to send an email to resource@it-radix.com with the correct answer to our trivia question will win a Trick-or-Treat Candy Basket!

Q: Which of the following songs was written by the Canadian rock band, Rush?
(Witch Hunt, Pet Sematary or Voodoo Child)

July Trivia Challenge

Q: Which was the first national park to be recognized for “works of man?”

(Answer: Mesa Verde)

Congratulations to Kaitlin Blanco of EMC Inc., recipient of a Bluetooth speaker!

The Monster Mash



Bobby “Boris” Pickett had a knack for impersonations—particularly, the voice of Boris Karloff, earning him both his fortune and a permanent middle name. He wrote the song, “Monster Mash,” in just one afternoon. In October 1962, it was the No.1 song in the nation! This song was not the only graveyard smash during that decade!

Two “monster” family sitcoms shared our living rooms in the 1960s—*The Addams Family* and *The Munsters*. These bone chillingly funny sitcoms have an eerie amount in common. Both aired one week apart in September 1964. They were both shot in black and white and mixed dark, kooky comedy showcasing non-conformity and genuine family love.

The Addams Family was the brainchild of cartoonist, Charles Addams, and first appeared as a cartoon in *The New Yorker* in 1938. They were an eccentric, oddball, human family where each character was weird in their own special way. Their dry, razor-sharp humor is macabre in nature with satirical undertones. Their mysterious wealth make this human family even more peculiar.

The Munsters was a satirical mix of the classic monster movies and wholesome family sitcoms that were both popular at the time. Aside from cousin Marilyn, the beautiful, human teenager, all the other family members were monsters—Frankenstein, vampires and a werewolf. Herman’s working-class status and family-centered demeanor make him more relatable and beloved. He would frequently impart fatherly advice to his son, Eddie.

The Addams family may be creepy, kooky and all together ooky, but every evening it’s Halloween at the Munsters!