

Bryley Tips and Information July 2009

1. Malware news: Trojan horses top the list

A Trojan horse is computer-malware that tells the user it is doing something useful (loading a helpful utility, for example), but is actually trying to gain unauthorized access. Trojan horses do not replicate (like a computer virus or worm), but do require interaction from the hacker to activate: They can lie dormant, awaiting a call to action at any time, until removed.

Trojan horses accounted for almost 75% of malware discovered this past fiscal quarter by Panda Software, a leading malware-prevention firm. Panda also reported that Trojan-horse malware caused 34% of the infections discovered by the firm; the most-common Trojan horse being *Downloaded.MDW*.

See http://www.pcworld.com/article/168268/trojans_cause_most_new_malware.html for details. Or, call Bryley at 888.280.5799 for information on our PC Cleanup service.

2. More Malware news: Problem with Internet Explorer

Mike Carlson, Bryley's CTO, notes there is a security-vulnerability in Microsoft's Internet Explorer (versions 6 and 7) that is receiving exposure in the national media because:

- Microsoft has apparently known about this issue since 2008, but just now went public.
- There are reports of this vulnerability being exploited by hackers.

This vulnerability can be exploited through an ActiveX control that supports video streaming. (ActiveX controls are reusable software utilities required by some web-based applications.)

Relevant details:

- Microsoft plans to include a fix in an upcoming patch release.
- Windows XP and Windows Server 2003 are susceptible to this vulnerability, although Windows Server 2003 has built-in protection that limits its exposure.
- There is a published work-around (via manual registry edits) that will protect against this vulnerability, but it has not yet been tested to see what problems it may cause.

Mike recommends these cautions when browsing the web:

- Avoid visiting unfamiliar web sites, especially from a business-critical PC.
- If prompted to download an ActiveX control, decline unless you know who is asking you to download this control and why it is needed.
- Be very suspicious of e-mails prompting you to go to a web site, especially if it is to see a slideshow or a video.

When the patch and details are available, Bryley will expedite the release of this patch to our Managed-Technology clients covered under Comprehensive Support Program (CSP) agreement. (Non-CSP clients may request assistance by calling our tech-support team at 978.562.6077.)

[Http://www.computerworld.com/s/article/9135370/Microsoft_admits_it_knew_of_critical_IE_bug_in_early_08](http://www.computerworld.com/s/article/9135370/Microsoft_admits_it_knew_of_critical_IE_bug_in_early_08) details Microsoft's revelation; <http://support.microsoft.com/kb/972890> has the security advisory and recommendation.

3. Windows 7 upgrade policy

Windows 7 is scheduled for October 22, 2009, but Microsoft is offering a free upgrade to purchasers of Windows Vista from 6/26/2009 through 1/31/2010.

See <http://mcpmag.com/articles/2009/06/25/windows-7-pricing-discounts-unveiled.aspx> for info.

4. Announcements, news, and events

Executive Summary Reports – Bryley's Comprehensive Support Program (CSP) clients will receive Executive Summary Reports at the end of each month detailing:

- Network-health score (with a target of 90% or better)
- Status on Microsoft patching, disk-space used, system-cleanup activities, etc.

These reports are generated through Kaseya, Bryley's managed-technology tool. They quantify specific metrics that demonstrate the effectiveness of our CSP program.

Although distributed monthly, they can be requested at any time by our CSP clients.

Bryley invoices – Bryley now distributes invoices by email to preferred clients. All invoices are generated from ConnectWise, Bryley's ERP (Enterprise Resource Planning) tool, and are always available through our Client-Service Portal located at the upper-right part of www.Bryley.com.

Please call 978.562.6077 to acquire a login to our Client-Service Portal.

Complying with 201 CMR 17.00 – Please join Bryley Systems for a free, how-to seminar on complying with Massachusetts 201 CMR 17.00, Standards for the Protection of Personal Information of Residents of the Commonwealth, to see how it will impact your business and what you will need to do to meet its physical and electronic (computer-based) requirements.

201 CMR (Code of Massachusetts Regulation) 17.00 requires all organizations that have personal information on even one Massachusetts resident to protect this data. It implements the provisions of Massachusetts General Law c.93H and sets the standards for compliance. It takes effect on January 1, 2010. (Below is a reprint on this topic from our October 2008 newsletter.)

These seminars will be held on Wednesdays at 9:00am at Bryley's second-floor conference room in Hudson, MA. Refreshments will be served.

Seminar dates and times:

- September 16th, 2009
- October 14th, 2009
- November 11th, 2009

- December 9th, 2009

To reserve a seat:

- Call 888.280.5799, extension 216, and register with Michelle.
- Visit www.Bryley.com/news_and_events-Events.html.
- Email Events@Bryley.com.

5. 201 CMR 17.00 – Massachusetts personal information regulation (reprint)

In September, 2008, Massachusetts introduced 201 CMR 17.00: Standards for the Protection of Personal Information of Residents of the Commonwealth. Originating from a directive to the Massachusetts Office of Consumer Affairs and Business Regulations (OCABR), 201 CMR 17.00 was initially slated to take effect January 1, 2009, but has been pushed back to May 1, 2009.

This CMR (Codes of Massachusetts Regulations) is extremely significant to any person or organization that collects and retains personal information on even one Massachusetts resident. Under this CMR, personal information is defined as a Massachusetts resident's first name (or initial) and last name combined with social security number, driver's license number (or state-issued ID card), or financial account number (including credit or debit card number). 201 CMR 17.00 is designed to safeguard the personal information of Massachusetts residents by defining standards for collecting and handling this data, both physically and electronically.

Basic provisions of 201 CMR 17.00:

- Develop and maintain a comprehensive, information-security program that limits the amount of personal information collected and retained, and restricts access to this information, both inside and outside the organization
- Identify all possible locations where personal information is stored and restrict both physical and electronic access to these locations
- Monitor the information-security program regularly and review the scope of its security measures at least annually
- Document and review all breaches of information-security policy
- Take disciplinary measures when a breach of security occurs

It also states these computer-system-security requirements relative to personal information use:

- Provide secure, restricted access and require authentication to all computer systems
- Encrypt all records transmitted wirelessly or over a public network (i.e.: the Internet)
- Encrypt all personal information stored on portable devices (like notebook computers)
- Protect all computers connected to the Internet with a firewall, patch these computers regularly, and deploy and maintain malware-resistant utilities on these computers
- Monitor computer systems for unauthorized use or access to personal information
- Educate and train employees on these security measures

[Http://www.mass.gov/?pageID=ocamodulechunk&L=1&L0=Home&sid=Eoca&b=terminalcontent&f=idtheft_201cmr17&csid=Eoca](http://www.mass.gov/?pageID=ocamodulechunk&L=1&L0=Home&sid=Eoca&b=terminalcontent&f=idtheft_201cmr17&csid=Eoca) documents 201 CMR 17.00 in its entirety.

Client service

If you have questions about, or issues with, our client service or response, please contact Bev Denio, Client-Service Manager, at 978.562.6077 x201, or Gavin Livingstone, President, at 978.562.6077 x215. (Respective email addresses are BDenio@Bryley.com and GLivingstone@Bryley.com.)

Bryley's Client-Service Portal

Over the past years, Bryley has made significant investments in our business systems and infrastructure to enable real-time communications regarding the timeliness and quality of services we deliver. A result is that client-service requests (with resulting service tickets) may now be added, viewed, or updated through our Client-Service Portal.

This real-time environment is available 24 x 7 at www.Bryley.com by selecting "Client Login" from the upper-right corner of the home-page. Registered users may perform these functions:

- View the current status and details of their service tickets
- Enter new service requests
- Review invoices
- View reports

To use this capability, please contact Beverley at 978.562.6077 x201 to setup a username and password. Training is also available at no charge.

Contact Bryley Systems Inc.

Bryley Systems is a full-service, end-to-end provider of business-technology solutions, fulfilling the information-technology needs of organizations throughout New England since 1987. Areas of expertise include:

- Managed Technology
- Computer-network performance and reliability
- Network security
- Unified Communications

Email: Info@Bryley.com

Phone: 978.562.6077

Fax: 978.562.5680

www.Bryley.com

Bryley Systems Inc.
12 Main Street
Hudson, MA 01749-9990

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