

## Bryley Tips and Information March 2010

### 1. Internet vulnerability

Mike Carlson, Chief Technical Officer at Bryley Systems, notes that Microsoft recently reported a security vulnerability in Internet Explorer that could result in a malicious program being installed or run. This can happen simply by visiting a web site that contains the malicious code – even in an advertisement. In many cases, the infection can happen without requiring user action.

There is presently no patch available. While Microsoft intends to provide a patch, they have not publicly announced a planned release date.

Windows-based computers running Internet Explorer versions 6 or 7 are vulnerable. (Machines running Windows 7 are not at risk; machines running Vista or XP systems with Internet Explorer 8 are not at risk.) Server operating systems prior to Windows 2008 Server R2 are vulnerable unless running IE8. (As servers are not typically used to browse the Internet, the risk should be substantially less for servers.)

The preferred solution is to upgrade to Internet Explorer 8 (IE8). However, compatibility with IE8 should be verified with operators of business-critical web sites before taking this step.

For those who cannot upgrade to IE8 at this time, Microsoft suggests several workarounds:

- Disable the vulnerable program library.

Microsoft provides a “Fix it” module to implement (and reverse) this change at <http://support.microsoft.com/kb/981374>. However, many things are dependent on this module, including printing and browsing FTP sites. If you use Internet Explorer for browsing only and can work without the advanced features, this is the simplest solution.

- Enable Data Execution Prevention (DEP)

Also in the article at <http://support.microsoft.com/kb/981374> there are a set of fix-its to enable and disable DEP; DEP is effective protection if your computer supports it and if it is enabled.

- Change Internet Security settings

Setting Internet security to “High” is effective. This will likely cause some web sites to malfunction. Adding a site to the “Trusted Sites” group will usually permit it to work, though you will have no protection from this issue when using that site.

Bryley Systems is presently working with our Premier Clients to determine the method that will provide the best protection with minimal impact on essential business functions. We have taken these steps:

- Bryley has contacted all Premier Clients with workstations covered under their Comprehensive Support Program (CSP) agreement to discuss the issue; these workstations have been updated.
- Bryley has updated all servers covered under CSP agreement to IE8 and has applied all recent, appropriate security patches.

For assistance with this issue, please contact Roy Pacitto, Bryley's Technical-Services Manager, at 978.562.6077 x217 or email [RPacitto@Bryley.com](mailto:RPacitto@Bryley.com).

## **2. Cloud Computing**

Microsoft CEO Steve Ballmer revisited the University of Washington in Seattle on March 4th, but this time it was not to sneak into the computer labs to test out ideas with Bill, but rather he hosted his first seminar at the campus that paved the way for Microsoft. The 85-minute presentation, standing and “hanging” room only from the balcony, was on the future of information technology: cloud computing.

Ballmer opened with his explanation of “the cloud,” part of that elusive IT for business jargon that confuses more than it conceptualizes. The cloud, very simply, is a metaphor for the Internet, and cloud computing thusly is Internet-based computing, part of the new Web 2.0 business jargon. But this is far more than just jargon. Web 2.0 and cloud computing are paving the way for information technology in 2010 and beyond. Web 2.0 – a term used to refer to alterations to the World Wide Web post 2004 – is the new state of the cloud. It is all of the new web applications that are simplifying the ability to share information online, such as blogging, video sharing sites, hosted services, social networking sites, et cetera. Within this latest 2.0 version of the cloud software and data become shared resources and are able to be accessed by many computers and devices.

Cloud computing is the direct result of the ease with which people now remotely compute thanks to Web 2.0, completely transforming the delivery and consumption model of IT services. Ballmer then moved on to discuss the five properties of cloud computing, how these properties would impact the world of information technology, and how Microsoft is literally betting their entire company on the cloud.

Visit <http://www.bryley.com/blog/post/Cloud-Computing-and-what-it-means-for-2010-and-Beyond-Insights-from-Microsoft-CEO-Steve-Ballmer.aspx> for the entire article written by Stacey Livingstone of Bryley Systems.

## **3. Announcements, news, and events**

- Bryley attains Identity and Security Competency and recertifies as Microsoft Gold Certified Partner – Bryley Systems retains its coveted Gold Certified Partner status with Microsoft through the hard work of Mike Carlson, Chief Technical Officer, and Scott Gold, Senior Network Engineer, in completing the requirements to attain the Identity and Security Competency.

The Identity and Security Competency is designed to recognize the unique skills and requirements of partners specializing in delivering security-based solutions. Microsoft partners enrolled in this competency have proven their expertise in advanced security solutions to help protect customer information assets by building solutions such as security management and operations, anti-malware protection and network-edge security, and identity and access management solutions.

“Security is a priority for Microsoft, and we rely on our partners to help us deliver security-based solutions to our customers,” said Mark Hassall, director of Security and Access Product Management at Microsoft Corp. “As customers continue to automate business processes, solutions competencies such as this one enable our partners to better identify and showcase their security solutions skills to respond to increasing customer demands to better secure and optimize their infrastructure.”

- March 1<sup>st</sup> was the deadline on privacy statute – Massachusetts new privacy statute, 201 CMR 17.00, activated March 1<sup>st</sup>, 2010 If you need help complying with this statute, please call us at 888.280.5799. Or, email [Sales@Bryley.com](mailto:Sales@Bryley.com).
- Attend our Avaya PARTNER ACS webinar – Join Bryley Systems for a live training webinar on the Avaya PARTNER ACS telephone system on Wednesday, April 14<sup>th</sup> at 9:30am. To register, visit [www.Bryley.com/news\\_and\\_events-events.html](http://www.Bryley.com/news_and_events-events.html).
- Attend our Avaya IP Office webinar – Join Bryley Systems for a live training webinar on the Avaya IP Office telephone system on Wednesday, April 14<sup>th</sup> at 10:30am. To register, visit [www.Bryley.com/news\\_and\\_events-events.html](http://www.Bryley.com/news_and_events-events.html).
- Free webinars on Intelligent Communications – Attend an enlightening discussion on Intelligent Communications and how it is transforming businesses around the world.

These sessions are sponsored by Avaya Inc., a world-leader in communications solutions. Bryley Systems, an Avaya Business Partner, is fully versed in these solutions.

Please register at <https://secure.avaya-news.com/ats/show.aspx?cr=122&fm=437>. You can also call 888.280.5799 or email [Events@Bryley.com](mailto:Events@Bryley.com).

- Monthly service-ticket survey drawing – We hold a drawing each month for those who respond to our service-ticket surveys. (The survey is announced at the bottom of each email notification on the completion of a service-ticket.) Winners receive a Dunkin Donuts gift card and are announced each month in *Bryley Tips and Information*.

**Last month’s winner was Valerie at Antron Engineering.**

- Note on Internet service – If you are advised to change-out your Internet modem or router, please contact Bryley at 978.562.6077. Or, email [TechSupport@Bryley.com](mailto:TechSupport@Bryley.com).

\*\*\*\*\*

## Client service

If you have questions about, or issues with, our client service or response, please contact Beverley 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](mailto:BDenio@Bryley.com) and [GLivingstone@Bryley.com](mailto: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](http://www.Bryley.com) by selecting "Client Login" from the upper-right corner of our 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 Services
- Computer-network performance and reliability
- Computer-network security
- Unified Communications

Email: [Info@Bryley.com](mailto:Info@Bryley.com)

Phone: 978.562.6077

Fax: 978.562.5680

[www.Bryley.com](http://www.Bryley.com)

Follow at <http://Twitter.com/BryleySystems>.

Friend at <http://www.facebook.com/pages/Bryley-Systems-Inc/176028273181?ref=ts>.

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

*Business Technology Solutions Since 1987*

\*\*\*\*\*

## How to Subscribe or Unsubscribe

Bryley Tips and Information is a free e-newsletter sent each month. It provides information and user-level tips on relevant computer and telephone-system issues.

You are receiving this e-newsletter because:

- You are a Bryley client

- You have received a quote or proposal from Bryley sales, or
- You have had business contact with Bryley Systems.

## Subscribe

If you or a colleague wishes to subscribe to this e-newsletter, please e-mail [Newsletter@Bryley.com](mailto:Newsletter@Bryley.com), visit [www.Bryley.com/news\\_and\\_events-newsletter.html](http://www.Bryley.com/news_and_events-newsletter.html), or contact Michelle at 978.562.6077 x216 or via [MDenio@Bryley.com](mailto:MDenio@Bryley.com).

## UnSubscribe

Options to unsubscribe from this e-newsletter:

- Please reply to this newsletter with the word “unsubscribe” in the subject header.
- Visit [www.Bryley.com/news\\_and\\_events-newsletter.html](http://www.Bryley.com/news_and_events-newsletter.html).
- Email [Newsletter@Bryley.com](mailto:Newsletter@Bryley.com).
- Call us at 888.280.5799.

\*\*\*\*\*  
Copyright 1998 – 2010. Bryley Systems Inc. All Rights Reserved.

THIS DOCUMENT IS PROVIDED FOR INFORMATIONAL PURPOSES ONLY. The information contained in this document represents the current view of Bryley Systems Inc. on the issues discussed as of the date of publication. Bryley Systems Inc. cannot guarantee the accuracy of any information presented.

INFORMATION PROVIDED IN THIS DOCUMENT IS PROVIDED 'AS IS' WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND FREEDOM FROM INFRINGEMENT. The user assumes the entire risk as to the accuracy and the use of this document.