

## Bryley Tips and Information April 2010

### **1. Email-scam alert**

A Bryley client alerted us to an email that stated "...notify you that we have temporarily prevented access to your account. We have reasons to believe that your account may have been accessed by someone else." (In the original email, temporarily was spelled "temporanly"; misspelled emails are often a clue that they originate from someone using English as a second language.) The email asks the user to click on <http://limpadoralimptec.com.br/instructions.exe>. (Note: We intentionally removed the colon after *http* to prevent anyone from accidentally accessing this site. This site is now listed as unsafe when you try to access it.)

DO NOT click this link: It runs a program that will infect your computer.

Any request from an unknown source to click on a link that ends with *.exe*, *.com*, or *.bat* should be avoided since these are links to software programs that will execute and run on your computer, usually with undesired results.

If you have any questions or concerns, please call Bryley Systems at 978.562.6077.

### **2. The smartest Smartphone for your business**

Seeing as a Smartphone is really a small mobile PC with telecommunicating possibilities, it is really no wonder why they are becoming a hot business tool the world over, often beating out the notebook as it can perform all the same functions and is even more portable. A recent study conducted by Gartner Research predicted that by 2013 more people will be using Smartphones than PCs (Moran). Arming your employees with Smartphones will certainly increase their productivity, but how do you go about choosing the right model for your small-medium-business? Joseph Moran, a writer for Small Business Computing, has a few pointers.

Please visit <http://www.bryley.com/blog/post/The-Smartest-SmartPhone-for-your-Business.aspx> to review the entire article.

### **3. McAfee fiasco**

McAfee, an anti-malware software company, released an automatic update on Wednesday, April 21<sup>st</sup>, that caused significant problems with Microsoft Windows-based computers. (The source was a virus-signature file that wrongly identified a necessary Windows-system file as a virus and quarantined this file.) Some computers, after downloading and applying the update, lost their "Start" menu, others continually rebooted, and many lost their network connections.

[Http://www.computerworld.com/s/article/9175928/The\\_McAfee\\_update\\_mess\\_explained?taxonomyId=64&pageNumber=1](http://www.computerworld.com/s/article/9175928/The_McAfee_update_mess_explained?taxonomyId=64&pageNumber=1) contains a detailed account from Gregg Keizer at Computerworld on what went wrong.

Although McAfee recognized and corrected the mistake promptly, thousands of computers were affected and needed significant, immediate repair. (Technicians at Bryley Systems spent most of Wednesday and Thursday correcting this McAfee-induced problem for our clients.)

Although we continue to support McAfee anti-virus, primarily due to its large installed base, we have changed our prioritized recommendation of anti-malware vendors to these vendors:

- Kaseya EndPoint Security (based on AVG, but integrated into Bryley's Kaseya console)
- AVG Anti-Virus Business Edition
- Symantec EndPoint Protection

We also respect Trend Micro, Sophos, Kapersky, and others, but have relatively few of these solutions at our client sites at this time.

Please feel free to call Bryley at 978.562.6077 to review options.

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

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).

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).

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).

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 Mohan Nannapneni.**

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#### 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.

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## 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

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

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- Call us at 888.280.5799.

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