

NEWS

STOP USING MICROSOFT SYSTEM ESSENTIALS AS YOUR ANTI-VIRUS OR ANTI-SPYWARE SOFTWARE.

The free Microsoft System Essentials used to be a highly rated anti-virus and anti-malware protection package. Microsoft has slipped and is no longer keeping up on this program. In fact, Microsoft itself is recommending that users purchase one of the commercial packages out there.

With the steady increase of more sophisticated attacks, we highly advise that you do not leave anything to chance. Call your Technology Consultant today for recommendations on an anti-virus solution to keep your business safe.

ADOBE HACKED – CHANGE YOUR PASSWORDS.

How Safe Is Your Data In The Cloud?



it work. Or do they?

Never take anything for granted when you sign up for cloud services. Make sure that you understand the terms of service and exactly what you are getting. For example, Microsoft Hosted Exchange in the Office 365 service does not backup your data in any way at most of the service levels. What? It is true, as of October 2013. While they do provide for redundancy, meaning your data is copied across multiple systems, there is no true backup. If you accidentally delete some or all of your data, it replicates to all of their systems at once. This means that there is no data backup from which to restore. Even if you “do everything right” your data could still be at risk. For example, there is a flaw with connecting Apple iOS devices to Office 365 Exchange at the moment that erases all user data due to a synchronization error. Should this happen, Microsoft will be unable to recover your data in any way. Since the magic of Exchange is that it synchronizes to all of your devices, it will spread out and wipe it out everywhere.

Minimizing Risk

One of the main reasons users decide to put their data into the cloud is because they do not want to worry about infrastructure maintenance or data backup. Part of the magic of “the cloud” is that you pay to use the service you want and someone else worries about all the details of making

EXCALIBUR TECHNOLOGY NAMED AN INC. 5000 HONOREE FOR THE FIFTH TIME!

Excalibur Technology was named to the 2013 Inc. 5000 list. The list honors the fastest growing companies in America, scored by percentage of growth over a three year period of time. This is the fifth time that Excalibur Technology has been featured on the list, including 2008, 2009, 2010, 2012 and now 2013.

DON'T FALL VICTIM TO FALSE “SERVICE RENEWAL” MAILINGS!

A number of companies are sending invoices out for website domain name

Adobe let users know that their servers that contain user information and passwords were hacked. If you use any of Adobe's cloud services, please change your password to keep your account safe. Adobe also warned that credit card numbers could have been stolen in the hack. Watch for any unusual activity on your statement.

Source code to many popular Adobe software packages was also stolen in the hack. This could mean that hackers will have an easier time launching PDF exploits or other similar attacks. Watch out for possible issues in the coming months. Only open PDF files from safe sources, and only when you are expecting them to be sent to you.

SPECIALS

WE'VE MADE OUR HOSTED EXCHANGE SERVICE EVEN MORE AFFORDABLE!

If your company is looking to boost productivity and increase communication reliability, then it might be time to consider upgrading your old POP3 e-mail service to our Hosted Exchange service. Hosted Exchange instantly brings your company all of the benefits of Microsoft's advanced e-mail server without

There are certain ways you can minimize your risk when using cloud services. First, work with a provider that can give your company individual attention and craft a solution that is exactly right for your needs. Typically a local provider is best – especially one that has their own data center infrastructure. Next, do not solely trust your data and your backup to any provider. Insist that a local backup be sent to you every week, month or quarter. That way, if your hosting company has a problem, you have a local copy of all your data. Finally, test your recovery availability with your host. Copy a file to your local system and then delete it from your host. Call them and ask them to recover it. Can they? Lastly, if you choose to use a system with known issues such as Office 365, buy and install one of the third party solutions that automatically backs up your cloud data to your local systems. Tip: Many website hosting companies do not backup your website or your database, if you have one. Ensure that you have local copies of these items and update your backups on a regular basis.

If you have any questions about reliable cloud services, or to test your current systems for recoverability, please call one of our helpful Technology Consultants today.

Make Sure You Update Your Joomla! and WordPress Websites!



A wave of security vulnerabilities hit Joomla! and WordPress users in August and September. Targeting random systems worldwide, hackers were able to force their way into a huge number of websites around the world. Once they were in, they defaced, deleted and stole information. To prevent this from happening to you, ensure that you regularly update your content management system to the latest version available as these will offer the best security and latest patches. Only install third party plugins from reputable vendors and check known lists of hacked plugins to ensure your choice remains safe. Lock down user access, and install a tool to prevent brute force password attacks. Sound like a lot of work? Then just call our professional web developers and they will take care of all of these details and help to ensure that your website and data is safe. And

renewals, DNS backup service, and web directory listings. You might have received any number of these recently. They appear to be invoices and ask for your payment, but they are actually solicitations that will "slam" your service if you send in your payment. And many times, the changes will bring down your e-mail, website, or other services because they only transfer you to their systems, they do not completely setup your service. If you receive one of these notices and have any questions, please call your Technology Consultant for advice.

FREE UPGRADE TO VEEAM v7 EXPIRES SOON!

If you use Veeam to backup your VMware environment, we have good news for you! v7 has been released. If you have a current support contract with Veeam, you are allowed a free upgrade through Nov. 1. Call your Technology Consultant today and claim your free upgrade from Veeam. We

the costs. All of the equipment and maintenance is handled in our Data Center and you simply pay a low price per user. Our most popular plan has now been reduced to \$7.95 per month! Call today to find out more information! If you are a current subscriber to this service, call today to take advantage of one of our new pricing options!

HIGHLIGHTS

**NEW EDUCATIONAL VIDEO:
HOW TO GET FAST SUPPORT!**



Check out our YouTube channel for great informational videos. One of our latest – “How To Get The Fastest Tech Support Possible.” This video provides quick tips and advice on how to receive the best and fastest help from a tech support company like Excalibur Technology or one of your software vendors. To view this video and other helpful informational videos, [please CLICK HERE](#). For additional

remember to regularly change the user passwords in case they get stolen from a user running on a computer that contains spyware.

Update Your Password Strength



Hackers and data thieves are getting nastier and more creative when it comes to stealing information, cracking systems and sending out SPAM using your e-mail system. If your e-mail password is still “password123”, you are way past due for an update. Ensure that your password is at least 8 characters long and a combination of letters, numbers, uppercase, lowercase and special characters. A password of “14me2SEE4u!” is still easy to remember, yet nearly impossible to crack compared to “bob111”. **Special note: If you are using an Excalibur Technology e-mail system, we are further increasing our password requirements. Please ensure that you update your passwords by November 15, 2013.** They must be 8 characters long, contain at least one capital letter, one lower case letter, at least one number, and one special character such as “!” or “)”. If you have a simple password, you might not be able to access your e-mail until you have updated to a stronger password. Do this through the webmail interface. If you need help, please contact our Remote Support Team. There is no charge for the first 10 minutes of help per organization.

Windows XP Support Ending Soon!

Windows XP updates, security enhancements, and technical support will completely and officially end April 2014. If you have any legacy systems still running Windows XP, now is the time to plan an upgrade and migration to new systems before time runs out. You do not want to leave systems unpatched and vulnerable to attacks. If you would like to explore your options or if you would like to schedule an upgrade project, contact one of our helpful Technology Consultants.

Veeam Setting Can Delete Your Backups

will be happy to schedule 1-2 hours of consulting time to install the software and configure it.

VMware vSphere v.5.5 RELEASED

VMware has released a new version of the popular virtualization platform. Make sure your infrastructure is kept current! Call the VMware certified engineers at Excalibur Technology today to help plan your upgrade and maintenance.

ENCRYPT YOUR DATA!

What would happen if you lost your laptop, smartphone, tablet or other device? What information could hackers lift off your device? Think that network password will stop them? Not for a minute. You need to encrypt all of your data, which makes it unreadable and useless to hackers. More on this topic next newsletter...

information about our amazing technical services, please call our office!

Is your company running a VMware vSphere environment and using Veeam to back up your virtual machines? Please be aware that there is a simple misconfiguration possible within Veeam that can cause you to lose all your backup and/or your replication restore points. Even if you had everything setup correctly, this bug can hit you when you upgrade vCenter. If you use VMware and Veeam, we suggest that you have a quick review done by one of our certified Technology Consultants to help ensure that your data stays safe!

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