

## A big 'THANK YOU'

In a very short space of time, things have changed for Robin and I. Just over a couple of months ago, we were dealing with day to day issues and planning for the forthcoming year with Tomorrow's IT.

We have now gone through redundancy, established a new direction and got Strobe IT off of the ground and providing continuity of a seamless line of support for our clients.

I am fully aware how disappointed Andrew Perry was that Tomorrow's IT had to come to an end and, to convey this to the team. However, Andrew has plans for himself and his family that made this unable to continue. Robin and I both wish him and his family the very best of luck.

However, we had a period of trepidation that we could be starting from nothing. That was until we received an over-whelming show of support from the businesses that had been with Tomorrow's IT, and were prepared to put their faith in our venture and what we could provide.

To all of our Maintenance Clients, we would like to extend a huge thank you and look forward to supporting your IT requirements now, and in the months and years to come.

Steve Welsh - Robin Toy

**!!NEWSFLASH!! – Diary date – Please note that on the 26<sup>th</sup> February 2009, Steve and Robin will be attending technical training. We will be checking our messages and will deal with as thoroughly as possible but, will be unavailable for on-site support. We apologise for this inconvenience but, ultimately, we are continuing to improve our technical knowledge and keep it up to date.**

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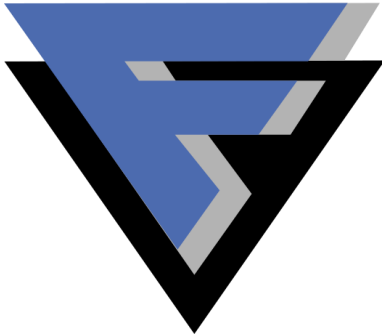
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# F-SECURE®



## First Month, First Award!

Imagine our surprise when we were informed that we had won an award.

F-Secure, our preferred Anti-Virus Partner, contacted us and informed that due to our individual efforts in 2008, and some unprecedented efforts in 2009 for a new business, they wanted to bestow us with the "Small Business System Reseller of the Year – 2008".

Although a little surprised by this, it is

personally for us both, very gratifying to receive this. We have, and will continue to work with F-Secure at a very high level, to make sure the businesses we work with are protected in the best way possible. A particular high note of last year was arranging for F-Secure to come to Heathcoat Primary School and deliver a discussion to parents and teachers, regarding the perils and pitfalls of the internet and Viruses out there.

*"Strobe IT were given this award due to their ongoing enthusiasm and commitment to F-Secure and the new protection service for business product" – Vanessa Davis, Sales Executive, F-Secure*

### Virus prevention

Things to remember to avoid a Virus hitting your PC/Network

- Use strong passwords- a combination of upper/lower case letters and numbers.
- Be cautious when using USB sticks. If you see anything suspicious with the Autoplay folder, remove the USB stick.
- Do not open or run any files that you are unsure of.
- 'Drive-by virus'. Avoid casual surfing. Viruses can be picked up straight off web-pages.

### Downadup Virus

Downadup (also known as Conficker) is a large family of network worms. They are unusually difficult to remove, especially in the case of an internal infection inside a corporate network.

Downadup uses several different methods to spread. These include using the recently patched vulnerability in Windows Server Service, guessing network passwords.

They also have a method to allow distribution using USB sticks. When inserting a USB stick into a PC, a Windows message pops up asking what you would like to do with this USB stick. The virus uses the 'Open Folder to view files' description. You should note that it will be at the top and will be written twice. If this occurs, you should remove the USB stick and contact Strobe IT immediately.

Although, there is some debate over whether it has 'completed its mission', F-Secure have worked in conjunction with a number of other Anti-virus organizations to create a removal tool to control this particularly nasty piece of malicious software (malware).

You may have noticed a particularly large upgrade to your F-Secure Anti-virus software in recent weeks, (do not worry if you have not, it has happened), which has been done in part to combat the Downadup virus.

If you would like more technical information, visit our Anti-Virus Partner on their home page:

[www.f-secure.com](http://www.f-secure.com) or [www.f-secure.co.uk](http://www.f-secure.co.uk)



## What you do not always see – WSUS?

Strobe IT have a belief that prevention is better than cure. As part of this we have systematically working through all of our maintenance clients to make sure you have all of the latest Microsoft updates to improve performance and security.

As the needs for tighter and faster updating procedures are required, Microsoft has improved their Small Business update deployment system called “Windows System Update Services (WSUS). Strobe IT has been deploying this new technology to all existing clients that have a server within its infrastructure. This enables centralized and regular updates reducing the need for downtime.

Strobe IT are committed to reaching all of our clients over the next month to perform direct clean-ups and upgrades where required.

Sometimes these updates require server restarts, which we have to do manually. We aim to perform this restart after the back-up for a day is complete. As back-ups normally start about 11.00pm and take a couple of hours, this means some working in the wee small hours. However, do not be alarmed, we are not entering your premises in the middle of the night. We are able to work on your server remotely to be able to perform these tasks.

## Perimeter Security

Draytek Routers allow you to take control of what web-pages are viewed within your organization. By using ‘Surf Control’ you can make sure that staff only view the web pages associated to their work. Free time can also be configured to allow access during lunch or outside core working hours, so that more freedom can be offered. For more information on this capability contact Strobe IT.



### Local Company – Global Partners

Strobe IT is constantly looking at the best and latest hardware and software that is available.

If we feel that we have a particularly good product or company that we can work with, we endeavor to create a solid working relationship. We are pleased to announce that Strobe IT has formed partnerships already with:

- Microsoft
- Dell
- F-Secure
- Draytek



## Strobe IT

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## Future Support Improvements

### Strobe IT Support Portal

Strobe IT has taken its previous knowledge of its clients and of how they report issues to us and gain the remote/telephone support, and developed a very simple but effective tool.

During the course of the onsite clean-up, with permission, we will be placing our support portal on every desktop.

This portal is designed to be the central hub on how to contact Strobe IT, and easily gain information that can be extremely helpful to us as technicians.

It opens to a page that displays our contact details very clearly. It then has a menu system that can allow us to find some essential details about your PC, through to guiding you more simply through a process which will allow us to gain remote access to your PC. This portal is based on a web browser type of view and takes no system resources up on your PC.

### PC Imaging

Strobe IT has invested time into researching about Hard-Drive imaging as a way of reducing software issues / corruption along with using this to solve major Virus issues, e.g. Downadup.

By using Microsoft's new ImageX technology, we intend to capture an 'image' of every PC within our customer's organization in a good working state every 6 months.

The main idea behind this is the ease and speed of a recovery from any possible problems that could normally require lengthy re-installations or fixes by just taking the machine back to a healthy hard-drive image, which should normally take around 30 minutes to complete.

This also means that if a PC completely dies, we can also place the image on a new piece of hardware.

It is important to state that this is only a 'snapshot' in time. If you store files locally on your PC or not on the dedicated drives on your server, then any changes or additions made will not be recorded.

These 'images' will only be collected with prior permission from management.

### IT Helpdesk

Strobe IT is currently looking into IT helpdesk solutions. We will inform you when this selection is made and if any fault reporting processes should change.