

# AlphaNews

The newsletter for Alpha NetSolutions, Inc. Editor – Tim Shea April 9, 2007 edition

## Fail-Not-So-Safe At the State of Alaska

While working on a server for the Alaska Department of Revenue, a computer technician accidentally erased a server volume. On that volume was a \$38 billion data account. He tried to restore from backup, and wiped that too. Other tape backups were also useless. So the State had to manually recover the data from paper records, a recovery effort that cost \$200,000. By the way, this story only surfaced because the \$200,000 showed up as a line item in the 2007 budget for the Department of Revenue...

Human error is still one of the primary causes for data loss. So make sure your backups work, and make sure you know how to restore from them! For more on this story: [www.technewsworld.com/rsstory/56414.html](http://www.technewsworld.com/rsstory/56414.html)

## Router Hack Attack Could Expose Home Network Users

Symantec & Indiana University have released a report on "Drive By Pharming" attacks that show a disturbing new attack on home and small business users by hackers.

These hackers are exploiting DSL and Cable Routers by attacking them with the default passwords put on these devices.

Many users who have setup their own Internet connection (rather than using a Network Engineer to do it) leave their Routers with the default password setup by the manufacturer. These passwords are well known (there's even a list of them available on the Internet!).

This issue is well known to manufacturers such as Linksys, NetGear, and D-Link, as well as other less-well-known vendors. All these vendors have instructions in the setup documentation urging customers to change these passwords, but few do.

This same issue of default passwords may also effect other equipment on your network, such as Wireless Access Points, printer, and switches. For more on this story: [www.technewsworld.com/story/55820.html](http://www.technewsworld.com/story/55820.html)

## Microsoft Office 2007

Microsoft Office 2007 is on the streets. Should you consider upgrading? Here's some key new features:

- ✓ **The Ribbon** – new interface to replace the toolbar and menus.
- ✓ **The Office Button** – menus are here now.
- ✓ **Contextual Tabs** – commands specific to the object you've selected, like a graphic or a table.
- ✓ **Galleries** – samples of document looks to allow simple point and click reformat of your document.

**Benefits** of this new version? The goal of the new interface is to allow you to get the results you want faster. **Downside?** Learning curve.

**Alternatives** – if you look at 2007 and it's not for you, there are a couple alternatives out there that you might want to consider:

- **WordPerfect Office** by Corel – WordPerfect is still out there, at about ½ the cost of Microsoft Office. They have many different bundles, like Microsoft, so you can get the components you need.
- **OpenOffice** – OpenOffice is FREE! This Open Source Project was started by Sun Microsystems, and has now been embraced by the Open Source community. I've been using OpenOffice for 5 years now, and I've been very happy with it. Did I mention it's FREE? [www.openoffice.org](http://www.openoffice.org)

## Coming Soon – SpamAnswer v.2.0!

We are working on a new release of our Spam & Virus Scrubbing Service. New Features Include:

- **Per-User Quarantine MailBox**, so each of your users can monitor their own quarantined emails
- **Auto-Provisioning of Quarantine MailBoxes**. The first time a new account gets a mail message, we check with your mail server to verify that the new account is valid. We then create the mailbox and send a welcome email to the new user, with instructions on how to get to their quarantine and their starter password.

We will roll this service out one client at a time, over the next few months.



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