

# THE HAWK I VIEW



Hawk iSolutions Group, Inc.

## What's Inside

Four e-mails you should never respond to.



HiSG would like to thank you for your business!

Happy Thanksgiving!



## Block Pop-Ups!

Pop-up ads are the equivalent of a helpful sales professional...or a pushy traveling salesman. Some pop-ups are helpful. For example, if you click an image to see a larger version, it might open in a pop-up window. Unfortunately, pop-up windows can also be annoying or can be a way for you to download dangerous software (called spyware or adware) onto your computer.

### WINDOWS XP SP2 Users

Pop-up Blocker is turned on in Internet Explorer and set to the medium setting, which means it will block most automatic pop-ups. The default settings for the pop-up blocker allow you to see pop-ups that are opened when you click a link or button on a Web site. Pop-up Blocker will also play a sound and show the Information Bar when a pop-up is blocked. You can adjust these

settings so that Pop-up Blocker works the way you want it to. To make changes to the default settings, open Internet Explorer, go to TOOLS, POP-UP BLOCKER, POP-UP BLOCKER SETTINGS.

### All other WINDOWS Users

If you are not using Windows XP SP2 but still want to eliminate pop-up ads, simply install Google's Toolbar Pop-Up Blocking feature. This is a free program that takes only seconds to download and install from Google's web site: [www.google.com](http://www.google.com)

### ....But for REAL PROTECTION

from spyware, adware, or all other malicious attacks, ask us about Unified Threat Management from WatchGuard Technologies.

## Straight Talk About VPN

It's Not Magic, But It Is The Answer

You're waiting to cross a crowded downtown street at night, when a long black limousine zooms past. Its darkened windows reflect neon signs, giving away nothing about who is inside or what they're doing. You can't help wondering what that sleek exterior hides: Diplomat? Crime boss? Movie star? The light changes, and the limo vanishes into the night, leaving behind nothing but your speculations.

Translate that experience into the world of the Internet, and you can grasp what's cool about VPNs (Virtual Private Networks). Just as the limousine drives the public streets but keeps its contents private, a message sent via VPN travels the public Internet, but is encapsulated in encryption so that its content remains private. Only the originator and the receiver of the message see it in a clearly readable state. Any hacker trying to eavesdrop en route gets nothing but a scrambled mess. The path of a VPN message has "light" at each end but "darkness" (obscurity) at all the between-points, so it is called, metaphorically, a VPN tunnel.

Where private business communications were once the privilege of the largest corporations, who could afford their own private networks, now VPN technology allows almost anyone with a computer and access to the Internet to send and receive data confidentially. VPNs are rapidly moving from merely being a trendy phrase, to being essential for wired business.

How is a VPN used? Is it right for every business? What should businesses watch out for when implementing VPN technology? Answers ahead.

Continued on page 2 . . . .

Continued from page 1 . . .

## Typical VPN Scenarios

While there is no such thing as a “typical” VPN configuration, there are some business scenarios where VPN technology brings outstanding benefit. VPNs are usually used for:

Mobil Users — Branch Offices — Extranets

### Mobile Users

Whether we’re talking about telecommuters who work from home, or road warriors who want access to the corporate network from constantly changing locations, Mobile User VPN (MUVPN) enables connections from remote computers to the corporate network, while maintaining privacy and security.

Sharp network administrators worry about two security problems related to mobile users:

1. Someone tapping the exchange of information between the remote user and the network; and
2. Someone depositing malicious code on the remote user’s computer while it’s connected to the Internet from outside the company firewall – code that the remote user later brings back into the company with them.

MUVPN solves the first problem by encrypting sessions, so that no eavesdropper can intercept plain-text messages.

The second problem is both more likely to happen, and tougher to solve. When a sales representative uses the Internet from the hotel, any worm or bug might crawl onto her laptop. When she returns to headquarters, carries that laptop to the docking station at her desk, and logs into the corporate network, she’s just carried whatever is on her computer past the firewall. To prevent this, any MUVPN solution should also be integrated with anti-virus software and a personal firewall on the laptop – that way, the device that is accessing the corporate network from outside is less susceptible to attack.

### Branch Offices

In this scenario, geographically separated offices within a corporation need to pass data to one another, or to access a common database. For example, in a retail chain each location may need to check inventory in the same centrally located warehouse.

Branch office communications involve sensitive security issues because these locations often send and receive the kind of critical, intimate data exchanged between users inside corporate headquarters. VPN enables confidential connections from site to site.

From a network administrator’s viewpoint, branch offices present another challenge: typically, when the network administrator tries to set up a VPN tunnel to a branch office, there’s no one on the other end qualified to help him.

Traditional solution: the network administrator travels

all over the globe fixing the tough problems at each location. The modern solution: businesses can choose VPN solutions that include remote diagnosis tools and location independent management capabilities. Ideally, the network administrator should be able to manage all VPNs from any location. This eliminates the expenses of traveling to the branch offices, or of requiring technically advanced personnel at the other end of each VPN tunnel.

### Extranets

Using VPN technology, separate business entities who work closely as partners (e.g., a raw materials supplier and a manufacturer; a medical lab and a hospital) can safely and efficiently share information about their mutual business, without having to give each other access to the rest of their networks. These extranet installations resemble branch office implementations, but use vastly more restrictive rules for sharing data. These rule sets are imperative for secure extranet implementation, since each party is opening part of its network to outsiders.

Hardware compatibility presents the biggest obstacle to extranet VPN implementations. To ensure flawless compatibility, large companies usually standardize on one brand of firewall, one brand of router, one brand of switches, and so on. When two independent businesses work together, they usually have each standardized on different gear, and neither party can dictate to the other what equipment to use. The issue of establishing a VPN while using equipment from multiple manufacturers and vendors is referred to as interoperability.

Now you’ve had a whirlwind tour of the most common VPN uses. But implementing a VPN is not a trivial task. To learn about some of the technological challenges of causing a VPN to run smoothly...catch December’s newsletter.

In the meantime, if you have a need to implement a solution for any of these uses, we offer a robust family of products from home-office users to Enterprise solutions from WatchGuard Technologies, Inc.



## **4 E-mails You Should NEVER Open Or Respond To**

1. E-mails that come from your bank warning that someone has set up an account, closed your account, or stolen your identity. Similar scams involve eBay and PayPal accounts. The e-mail then asks you to click on a link to verify your account information. What makes these e-mails even more dangerous is the fact that the e-mail and web site you click through to look legitimate and may have the logos and design of your bank's web site. In some cases, smart criminals will actually take you to your bank's web site and then pop up a window that asks you to insert your account information. Don't do it!
2. The Nigerian 419 Letter. This scam's "419" name comes from the Nigerian penal code that it violates. The story is that a minister from Nigeria has embezzled money and needs an American accomplice to transfer the funds to his or her account in exchange for a cut of the money—usually 30%. But before you can get your share, you must front them money for taxes, transfer fees, legal fees, and other costs. You are asked to travel overseas to complete the transactions. People who have gotten involved have been physically threatened and robbed.
3. The "Congratulations, You've Won..." e-mail. This e-mail says that you have been selected to win an Xbox or an iPod. All you need to do is go to a web site and enter your debit card number and pin to pay for shipping costs. Obviously, the prize never arrives and you start seeing debits to your account that you didn't authorize.
4. The Chase Manhattan and JP Morgan customer survey scam. Recipients receive e-mails saying they would receive a \$20 credit to their Chase or JP Morgan accounts in return for answering a few customer service questions. These scammers then ask you to provide your login information, social security number, and mother's maiden name. The information collected is used for identity theft and credit card fraud.

Trivia Teaser:

Drink Up!



1. What drink is traditionally served to the winner of the Indianapolis 500?  
a-Champagne, b-Orange juice, c-Milk, d-Brandy.
2. What character in a poem died as he was giving a soldier a drink of water? a-Gunga Din, b-The Ancient Mariner, c-Bartelby the Scrivener, d-Solomon Grundy.
3. What TV character's favorite drink is a mixture of Pepsi and milk? a-Laverne DeFazio, b-Uncle Martin, c-Joe Mannix, d-Radar O'Reilly.
4. A standard daiquiri is usually made of rum, sugar, and the juice of what fruit? a-Guava, b-Lime, c-Watermelon, d-Strawberry.
5. What is the main ingredient added to whiskey to make Drambuie? a-Cream, b-Beef broth, c-Honey, d-Chocolate.
6. What beer claimed to be from the "land of sky-blue waters?" a-Coors, b-Hamm's, c-Leinenkugel's, d-Old Style.
7. What fruit gives the drink calvados its flavor? a-Apple, b-Plum, c-Grape, d-Peach.
8. What is the favorite beer brand of Homer Simpson on the animated TV series "The Simpsons?" a-Buzz, b-Billy, c-Omar, d-Duff.
9. Vodka, triple sec, cranberry, and lime juice make up which drink?  
a-Cosmopolitan, b-Kilimanjaro, c-Harvey Wallbanger, d-Screwdriver.
10. In the comic strip "Li'l Abner," who brewed the alcoholic Kickapoo Joy Juice with Lonesome Polecat? a-Joe Bfstplk, b-Hairless Joe, c-Pappy Yokum,

**Let us give thanks..**





Hawk iSolutions Group, Inc.

**Hawk iSolutions Group, Inc.**  
6439 Plymouth, Suite 112  
St. Louis, MO 63133

Phone: (314) 727-1174  
Fax: (636) 230-9905  
www.hawkisg.com

**IT Solutions...helping  
build your business!**

## Services We Offer

- PC repair and troubleshooting
- Printer repair and troubleshooting
- Disaster recovery
- System back ups & data protection
- Virus protection & removal
- Network security
- E-mail & Internet setup help
- Wireless networking
- Consulting & support
- One-on-one computer training
- Hardware Sales

### ATTENTION SMALL BUSINESSES:

Get all of the computer support you need without the expense of hiring a full time IT staff. Ask about our Small Business Computer Support Program.



#### Answers to 'Drink Up!' on Page 3:

1. c-Milk, 2. a-Gunga Din, 3. a-Laverne Defazio, 4. b-Lime, 5. c-Honey, 6. b-Hamm's, 7. a-Apple, 8. d-Duff, 9. a-Cosmopolitan, 10. b-Hairless Joe



### I'd Love To Hear From YOU!

Is there an article or a feature you would like me to include in this newsletter? Do you just want to sound off about something or share your opinion with my other subscribers? Let me know!

**Michele Antone**  
**michele@hawkisg.com**  
**314-727-1174**