

# THE HAWK I VIEW



Hawk iSolutions Group, Inc.

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Way To Send  
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Millions  
of  
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An Important  
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5 Rules To  
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## Help! My Computer Is *Haunted!*

You start seeing strange pop-up ads that seem to come from nowhere, even when you aren't surfing the web...

Your web browser's home page mysteriously changes on its own...

Your CD drawer starts opening and closing by itself and strange files suddenly appear...

You find emails in your Sent Items folder that you didn't send....

Some of your files are moved or deleted or the icons are blank or missing.... Ooh ...

Could It Be That \*Gulp\* Your

Computer Is HAUNTED?

Probably not, but you are most likely infected with spyware. Around Halloween, we tend to think about unseen things that terrorize us at night; but spyware is probably the hidden ghost on your computer that is doing a lot more harm than keeping you awake at night.

Spyware is Internet jargon for hidden programs advertisers install on your PC without your permission to spy on you, gather information, and report this information about you and your online activities to some outside person.

Spyware is NOT harmless; it can be responsible for delivering a boatload of spam, altering your web browser, slowing

down your PC, and serving up a bounty of pop-up ads.

In some of the more extreme cases, spyware can also steal your identity, passwords, e-mail address book, and even use your PC for illegal activities.

Most spyware finds its way onto your computer network via file downloads including free programs, music files, and screen savers. While you \*think\* you are only downloading a legitimate program to add emoticons to your e-mails, you are unknowingly also downloading a heaping spoonful of spyware programs. All it takes is one employee downloading a questionable file to infect your entire network.

How Does Spyware Work?

Spyware piggybacks the download and runs undetected in the background collecting information about you and sending it back to its originator until it is removed. Although spyware has malicious components, it is not illegal, and it is not considered a virus because it doesn't replicate itself or destroy data.



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## Halloween Humor:

A tourist in Vienna is going through a graveyard and all of a sudden he hears some music. No one is around, so he starts searching for the source.

He finally locates the origin and finds it is coming from a grave with a headstone that reads: Ludwig van Beethoven, 1770-1827. Then he realizes that the music is the Ninth Symphony and it is being played backward! Puzzled, he leaves the graveyard and persuades a friend to return with him.

By the time they arrive back at the grave, the music has changed. This time it is the Seventh Symphony, but like the previous piece, it is being played backward.

Curious, the men agree to consult a music scholar. When they return with the expert, the Fifth Symphony is playing, again backward. The expert notices that the symphonies are being played in the reverse order in which they were composed, the Ninth, then the Seventh, then the Fifth again.

By the next day, the word has spread and a throng has gathered around the grave. They are all listening to the Second Symphony being played backward.

Just then the graveyard's caretaker ambles up to the group. Someone in the crowd asks him if he has an explanation for the music.

"Oh, it's nothing to worry about" says the caretaker. "He's just decomposing!"



## HOW TO SEND AND RECEIVE LARGE FILES WHEN E-MAIL WON'T WORK

If you want to share audio, video, or large graphic files with others, but can't send it via e-mail because of the large file size, you may want to look into zmail (www.zmail.com), an almost-free web resource for transferring large files. Another suggestion: visit 'you send it' at (www.yousendit.com).

After setting up an account, you simply upload the file you want to

share via your web browser. Then you send your friend an e-mail with a special link to retrieve the file.

There are a few drawbacks, but overall, this is an incredibly cheap and easy way to share large files with others.



## A QUICK LESSON IN E-MAIL ETIQUETTE...

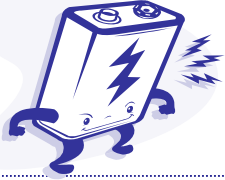
Even seasoned e-mail users step over the lines of e-mail etiquette from time to time. If Dear Abby were around, here are 5 tips she would have for sending e-mails:

1. Don't send large attachments unless requested. Large attachments can cause e-mail problems for the recipient. Wherever possible try to zip or compress attachments.
2. Make sure your anti-virus software is up-to-date. Here's another problem with attachments: they are vehicles for viruses. You'll quickly lose friends and customers if you send them documents full of viruses!
3. Don't write in ALL CAPS. It's the online equivalent of yelling.
4. When sending an e-mail to a group, use the BCC (blind carbon copy) field instead of

the To field. By copying everyone in the same e-mail, you are publicizing their e-mail address to everyone else on the list. In some cases, this might be appropriate, but many people are very private about their personal e-mail address and will be annoyed by your lack of discretion.

5. NEVER send personal or confidential information by e-mail. Once you hit "send," you lose all control over where that message ends up. This goes double for credit card numbers, bank accounts, and passwords to secure websites, as well as personal information about other people.





## CONSUMER ALERT: DELL & APPLE RECALL MILLIONS OF LAPTOPS THAT COULD SUDDENLY BURST INTO FLAMES!

Dell recently issued a recall of 4.1 million Sony-made laptop batteries sold between April 2004 and July 2006 because of a fire-hazard risk.

Following Dell's announcement, Apple has also issued a recall for 1.8 million laptop batteries for the same reason: the batteries can overheat and cause the laptop to ignite.

### Is your laptop at risk?

If you own a Dell laptop and want to see if it is one of the models being recalled, go to: [www.dellbatteryprogram.com](http://www.dellbatteryprogram.com) You will be prompted to enter the product number written on the inside of the battery.

Potentially affected batteries were sold with the following models:

**Latitude:** D410, D500, D505, D510, D520, D600, D610, D620, D800, D810

**Inspiron:** 500M, 510M, 600M,

700M, 710M, 6000, 6400, 8500, 8600, 9100, 9200, 9300, 9400, E1505, E1705

**Precision:** M20, M60, M70, M90

**XPS:** XPS, XPS Gen2, XPS M170, XPS M1710

If you own an Apple laptop, go to: [www.apple.com](http://www.apple.com) and type "battery recall" in the search option.

This recall is for laptops with PowerPC chips. Newer Mac laptops with Intel chips are not affected by the recall.

### The Problem May Be More Widespread

Dell confirmed that it worked with Sony over the last few months to improve the battery manufacturing process. However, Sony batteries are used by many different laptop manufacturers, which means the problem may be more widespread than Dell laptops.

At the moment, Sony is not issuing a recall of the batteries used in its Vaio laptops, but a Sony spokesman says the company will check with other laptop makers to see if there are any other open investigations.

Battery recalls are nothing new, but this recent recall is considered the largest in consumer electronics history.

### Not Sure What To Do?

If you have a laptop and you're concerned about the battery overheating, give us a call. We'll be more than happy to investigate whether or not your battery needs to be replaced.

**Run Your Laptop Off  
An Electrical Outlet  
Until You Can  
Replace The Faulty  
Battery!**

### Why Consider IT For Your Company?

A new global study by Keystone Strategy suggests that *how well* you equip your company with information technology (IT) has become a more important factor to increasing profitability and revenue than *how much* you spend. Keystone Strategy is a global research organization formed by professors from the Harvard University Business School.

This study found that the role of IT is critical to corporate revenue growth because it can enable companies to scale. In other words, businesses appropriately equipped with IT are more effectively able to manage and accommodate the necessary increases in complexity of processes, organization, and business model that accompany business success.

This ability to scale business processes without serious organizational disruption is not, as some may assume, simply a result of the amount of money a company invests in IT. In fact, it can be easy to spend considerable sums on IT yet

realize very few overall benefits.

To find out how information technology actually does impact business performance, the Keystone Strategy study team developed an approach that measures the effect of IT investments on 40 different business scenarios across all major areas of a company, including sales, marketing, finance, operations, product development, supply chain management, human resources management, and technology infrastructure. Taken together, these scenarios provide a comprehensive view of the real impact IT can have on company performance as a whole.

The results dramatically demonstrate that the amount of money invested in IT alone is not the determinant of business success. Rather, companies that focus their technology budget on building high-capability IT systems are able to grow faster than those that do not--while also increasing both profitability and revenue.



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- 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.

*Is My Computer Haunted, continued from page 1...*

One of the most dangerous aspects of spyware is its ability to cloak its existence. Hackers and the authors of malicious spyware and malware programs go to great lengths to create programs that are difficult to identify and remove. They are also highly experienced at finding tiny, overlooked loopholes in your security to access and infect your network undetected. That means a malicious program can be downloaded and doing its dirty work on your network long before you are aware of it.

### How to get Rid of Spyware



Some spyware/adware/malware can be easily removed. Programs such as Spybots's Search and Destroy, Ad-Aware, and Microsoft's Defender offer varying degrees of effectiveness....for FREEware. Symantec Antivirus is a robust product and represents a solid basis for protection. All of these protections operate on the desktop, protecting one workstation/server at a time. When these programs are outsmarted, the results can sometimes be a painful removal process or, worse, "format-reload".

Unified Threat Management (UTM) is a proven technology that stops attacks at the gateway before they can harm your network. More than a simple router or firewall, UTM appliances offer URL filtering, spam blocking, spyware protection, intrusion prevention, and virus protection at the gateway. Multi-Layered Security allows a single device to isolate threats that deviate from internet standards, exhibit suspicious behaviors, and remove high-risk files.

Call us to discuss UTM. We can keep "spooky" software from ruining your Halloween.

### 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!

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