

**Finally! Your Computer Woes Are Over!
Just Call The Man... The PC Man.**



Glenn Crabtree
The PC Man
Call or email today:
704.344.9379
glenn@homepcman.com

- Has your system crashed?
- Is your computer too slow?
- Want a high speed Internet connection?
- Can't load the latest software or games?
- Need more memory?
- Need virus protection?
- Want to send email to family and friends?
- Bring your children into the internet age.
- Need help choosing new system & setting it up?
- Need to upgrade or have general repairs?

No need to take your system to the shop and wait an eternity to get it back. We come to you!

"I needed someone to help me get the most out of my computer system. Dealing with email and the Internet has always been a bit overwhelming for me. Glenn has made it fun and exciting to use the computer, not frustrating and laborious, for our entire family"
Satisfied Client

Now you can get computer repairs and general help right in the comfort of your own home. Expert service, setup and training.

computer help for the home



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Data Security & Virus Protection
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CDN The Daily Backup

CDN TECHNOLOGY INC

Technology Consulting for the Small Business



A Newsletter from CDN Technology, Inc.

May 2003



*In My
Humble
Opinion*

For very obvious reasons, I cannot imagine a world today without computers. The digital divide is narrowing everyday and many more people are enjoying the benefits of computers.

*We sometimes take for granted the data that we create and depend on every day. My humble beginnings started with the marketing of a Data storage product called Saf-T-Net. It is an effective way to store your data, but it is not the best way for everyone. I preach it everyday but I sometimes forget to stress the importance of **regular** backups.*

*I take being a IT resource very seriously and feel responsible for making sure my clients are adequately informed. Keeping that in mind, I will be adding a series of articles in the coming months covering **The Backup Basics**. You can see the introduction to these articles on Page 2 of this newsletter. I will make it simple to understand the basics and how important it is.*

We have important databases that need to be backed up, we store our pictures, and we do our banking with accounting programs we don't want to be without. I hope that it will be a great education in an area that I feel is paramount to the success of making your computer experience a good one. They can be the greatest tools, but they can also be your worst enemy when you experience a serious loss of data. Be sure to call me if I can answer any questions or clarify any information that I will be covering in this critical area.

Glenn

Three Email Providers Join Spam Fight. Microsoft, America Online and Yahoo together?

Three of the nations largest email providers, normally big rivals, have announced a joint assault on spam. They have jointly vowed to collectively hunt down unwanted emailers and explore industry standards that would curtail the ability to create bulk electronic mailings.

Representatives from America Online, Microsoft, and Yahoo stressed that their efforts will be a first step in what they hope will become a broader industry effort. The specifics of what they are going to do are unclear at this stage.

This is an alliance that is very rare in this industry and it is testimony to how devastating spam has become on digital communications. The volume of spam has exploded in the past two years, now accounting for an estimated 40% of all email traffic and \$8 billion to \$10 billion in costs to business a year.

Collectively, AOL, Microsoft and Yahoo have more than 200 million email account holders, both subscription-paying and free. Those numbers make their services prime targets of spammers. The easy creation of email accounts that are often free, make it easy for spammers to do their deeds. Special computer programs have been created to randomly generate millions of email addresses of the companies' members, many of which match existing account holders. These programs simply pick through common email

address formats and generate millions of similar addresses in hopes of matches.

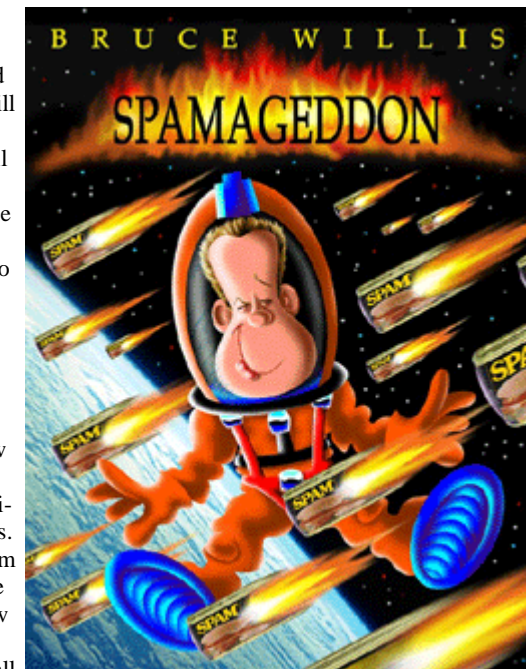
On the legal and enforcement side, the companies said they intend to share more compliant data, building evidence files that can be given to assist state and federal prosecutors in cracking down on emailers that violate existing laws that prohibit fraudulent subject lines,

originating email addresses and other tactics used by email spammers. Anti-spam activists cry foul because they consider the companies as part of the problem. They object to the ease of which they give spammers access to their systems and the firms' own marketing practices. The activists argue that there is no difference between email from legitimate marketers and from spammers who peddle sexually explicit material, fad diets, get rich quick schemes and products for body en-

hancements.

The legislation that has been proposed on Capitol Hill varies; stricter criminal penalties for deceptive marketing, creating a national do-not-email list, requiring that the letter ADV, for advertisement, be put in the subject line of all commercial messages. That way the present anti-spam programs could work to remove spam much easier.

These are positive steps in the eventual reduction of unwanted emails. Millions of dollars will be saved and thousands of businesses will be able to cope with the proper use of sending and receiving digital mail.





The Backup Basics - Part I

Protecting your investment in time and data

Why do we put our data in fate's hands each day?

When it comes to protecting our most valuable computer data, most of us know that we should be making regular backups because a system failure would cause unthinkable hardship. Even with this knowledge, many of us live through each day without a backup for our accounting data, customer databases, digital photos and other data that is important and irreplaceable. Whether it's a small computer at your house or a large server at your place of business the pain would be the same. Why do we work hard to create new information and not take an extra moment to make a backup copy...just in case? Maybe it's because most of us don't know what to backup, where to backup, what to use to make backups or how to use them. As a result, I will be running a series of articles over the next few months which will help you understand the needs, motivations, and procedures that will help protect our critical data. Education and the proactive approach to data storage will be the keynote to making it happen.

These are some of the topics to be covered:

- Why backup? The \$ Costs
- Why backup? What can go wrong
- Where to Backup? What backup devices and methods are right for you
- About backup media
- What to Backup? System and Personal Needs
- Backup rotation schedules
- SAN, NAS, and Advanced backup devices
- Microsoft Small Business Server Backup
- SQL and Exchange - Protecting the heart and soul
- Shutting The Backup Window
- And more...

So stay tuned. Hopefully this will help improve our collective understanding and maybe even motivate you to reward yourself with a new backup routine or disaster recovery plan. The first time you need to restore a lost file or recover a crashed system, you'll be glad you did.

PC Man to the Rescue

Fixing Some Computer Problems is Easier Than You Think > > > >

Be Sure and Leave Your Computer On

It's hard for your computer's maintenance features to work if your computer is off. This is a common mistake among many PC users.

Say your computer's virus protection program is due to scan every Friday at 8PM. But you regularly turn off the computer every day and very seldom use it at night. For the same reason it is impossible for you computer to automatically update the virus definition files if it is off!

As a regular practice I recommend leave your computer on all the time. Just turn the monitor off when you finish using your PC.

Power Cycling your Cable or DSL Modem

If your computer loses its connection to the Internet or you cannot check your email try power cycling your modem. Your modem is the 'box' with the lights on it. The ones marked cable and PC should be solid green.

Follow this procedure: 1) Turn the computer off, 2) locate the power cord on the back of the modem and unplug it, 3) wait 30 seconds, 4) plug the power cord back in, 5) The lights will start to flash. When the lights are solid, turn the PC back on, 6) hopefully that will restore your connection. If not call the company that handles your service or call the man, that is the PC Man.

Web Site of the Month



www.garden.org

This time of year we are all thinking about how we can make the lawn look better, helping out the tress, planting indoor and outdoor plants. This is the site of the *National Gardening Association*.

It gives you access to valuable information about your plants, garden and yard. You learn how to plant, when to plant, how to mulch, and all kinds of great information.

You can join the NGA and order plants online. The resources are endless and the information is great. If you are in to gardening or just like to read about it, access this site and bookmark it for future use. This may give you some inspiration you need to spruce that area of the yard or garden. Plenty of color and very useful during every season of the year.



What do you need to know?

I cannot imagine being without the use of the Internet to find valuable information on just about anything. I find *Google* to be my search engine of choice. *Google* now has expanded choices for its widely used search engine. The buttons there now include: **Web** for searching the Internet, **Images**, which includes the most comprehensive image search on the Web, **Groups**, which includes searching Usenet Newsgroups, **Directory**, lets you search by major subjects, and **News**, which is a great source of news in all major areas. Next time something comes up and you need to know the answer just try looking for it on *Google*. All you have to do is go to www.google.com, then type in the subject just like you would think it, and presto - a large list of resources and web sites comes up to give you information on the subject and related data. Check it out, you



Virus attacks on the rise

Here is the "Top Five" list of viruses for this month.

1. *Worm_Lovgate.F*
2. *PE_Funlove.4099*
3. *Worm_Yaha.g*
4. *PE_Elkern.D*
5. *Worm_Klez.H*

The *Lovgate Worm* is particularly nasty and damaging. It can attack network shares and is a big risk to businesses. The worm also has backdoor functions, opening ports, obtaining information about the system, and enabling the remote user to execute commands on the compromised system.

The *Klez* worm just won't go away. It shows how the self-propagation of these worms will keep repeating. Another virus worth mentioning in this area is the Backdoor Virus. This Trojan Horse is downloaded as a large executable and can allow the attacker to completely control the infected computer. This one gets in is when you leave on remote services that connect to your computer, especially *Kazaa*, *Morpheus* and any other music sharing services.



Automatic Data Backup Services

THE DAILY BACKUP

The entire contents of this newsletter are written and published by CDN Technology & Glenn Crabtree. It does not represent any endorsements of the products and articles within.

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"I wish someone would've told me it takes a scanner to get documents into a computer before I tried cramming them into the back of it."