

FITS Launches New Call Tracking Software

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FITS has recently introduced a new software program designed to track your requests and keep you informed of the status of your technical issues.

One of FITS Help Desk features is the ability to email you confirmations and updates of your IT requests.

For those who prefer to keep their email to a minimum, this feature can be disabled. If you are receiving updates and would prefer not to, please let me know at info@FileBankIT.com or (416) 640-2874.

David Mielke

At your Service



David Mielke - Sales & Service Manager

Virus Warning Begets Anti-Virus Warning

With the Conficker worm making the news recently, an ironic twist is that the (supposed) cures can be worse than the disease. Cyber-vultures are out there waiting to pounce on the unsuspecting - offering 'fixes' (such as the conficker worm defence) with the only real intent of taking advantage of you.

Beware the new generation of cyber-criminals specializing in the ability of fooling unsuspecting computer users into clicking on attention grabbing messages. Whether it be a bogus virus alert, banking notice or service offer, the real intent may be to steal personal information or utilize your system for other means. The threat is real and their level of sophistication impressive.

As security is tightened on operating systems and anti-virus programs become common, attackers have shifted to Web browsers and Internet-connected programs (E.g. Adobe Flash , Apple QuickTime...) leading to an age of "drive-by" malware. Computer users are being duped into clicking on Web links that are nothing that they appear to be.

So what can you do..? FITS recommends at least these basics:

1. Keep your firewall turned on.
2. Keep your operating system up-to-date with security updates.
3. Use updated antivirus software from a trusted source. (in some cases a separate anti-malware or anti-spyware program may provide improved defence) and scan your drives, including your portable USB keys on a regular basis.
4. Use strong passwords, especially on your network.
5. Be suspicious of anything that appears while connected to the internet (Web browsing or reading email.)

When in doubt, call FITS before you make a decision and let us deal with it. Better a short IT call to properly shut something suspicious down than dealing with a malware infection (which can take several hours to clean-up before rendering your system useable again)...or maybe worse scenarios. - "Better safe than sorry."

SPECIAL of the Month:

Acer 19" LCD Monitor



\$159.00

This monitor has a native resolution of 1440x900, large enough to have two documents or Web pages side by side without any overlap. I bought one myself & may get another to benefit from a dual monitor setup.



Microsoft Internet Explorer 8 (IE8) is released...

...No need to rush out and download.

You may be better off with your current browser.

Some reports indicate IE8 could do more harm than good, so why fix what isn't broken?

Question of the Month:

What Adobe product was recently targeted by hackers?

Send your response to info@FileBankIT.com before 15MA09 to be eligible to win a **\$10 Tim Hortons Gift Certificate**



Last Month's Winner:

Kristen McCausland

Q: What is the acronym RAID short for?

A: Redundant Array of Independent (or Inexpensive) Disks

WEEE - Are into Electronics Recycling

The Ontario Waste Electrical and Electronic Equipment (WEEE) program has been introduced by the Provincial government for the purpose of promoting the reduction, reuse and recycling of electronic waste in Ontario.

Phase I of the program commenced April 1, 2009 and includes the following products:

- desktop computers
- portable computers
- monitors
- computer peripherals
- televisions
- various printing devices.

Phase II of the program is planned to come in effect on July 10, 2009 and will include more EEE products.

The bad news is that we will now be paying additional fees for electrical and electronic equipment. The good news is that all fees collected will be used by OES to operate the WEEE program... Let's just hope it's a well run program and Ontario is a bit 'greener' because of this initiative.

For additional information on this program see: <http://www.ontarioelectronicstewardship.ca/>.

Q: *Is Your Business Data Backed Up? Have You Ever Tested a Restore?*
What About Your Home Computer? - All Your Photos, Music and Documents..?
A: *Contact FITS for Backup Strategy Advice at Sales@FileBankIT.com*

Questions or comments please contact us at info@FileBankIT.com or call (416) 640-2874

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