



# README.TXT

A Newsletter from  
KPEnterprises Business Consulting, Inc.

Web: [www.KPEnterprises.com](http://www.KPEnterprises.com)  
Phone 916-928-0888

Email: [sales@KPEnterprises.com](mailto:sales@KPEnterprises.com)  
Copyright © 2009 KPEnterprises  
Business Consulting, Inc.



## Good Service Is More Than Luck!

Please note the following tips when you need assistance from KPEnterprises:

- The **fastest way** to get support is by entering a new **service request**
- The second fastest way is to call **916-928-0888** ext. 2

When you enter an SR, our pager goes off and the person catching calls will see it right away.

If you call, we might all be working on someone else's computer.

The **slowest** way to get support is to call or email a specific technician. He might be busy, or even taking a day off!


### Inside This Issue


Notes From the Field	1
Good Service is More Than Luck	1
Free Virus Scanning Is On The Way	1
Virus Activity Moves to Orange Alert	2
Don't Sign Yourself Up For Spam Lists	3
Right-Click That Tab	4

## Notes From The Field By Karl W. Palachuk, CEO



 **Spring is Here!** Let's hope it brings a big step in the right direction for the economy!

 **This newsletter** has two very important articles on protecting yourself on the Internet. Please feel free to make copies for everyone in your office.

 **Thanks Erin!** After two years with KPE, Erin Ortega has graduated and is moving on. We thank her for her service and wish her tremendous luck in the future.

 **And if we can help . . .** Give us a call. 916-928-0888

## Free Virus Scanning Is On The Way!

If you're a Platinum Level Managed Service client, you will soon be on the way to Free virus scanning.

As we find ways to make your dollar stretch just a littler further, KPEnterprises has enrolled in a special program at Trend Micro that allows us to buy (and sell) virus scanning licenses on a per-user, per-month basis.

This is great for Silver and Gold clients because they can buy only the licenses they need. If they drop a workstation, they save money. If they add a workstation, it's covered right away.

Overall, this system will help us create a higher level of service because all desktops will be secured — legally — from day one.

For Platinum clients it gets even better.

KPEnterprises will be including full virus scanning on a month-to-month basis for all Platinum clients. You can rest assured that every "covered" desktop is really covered.

In addition to saving some money, this service should give you piece of mind that your systems are safe and secure at all times!

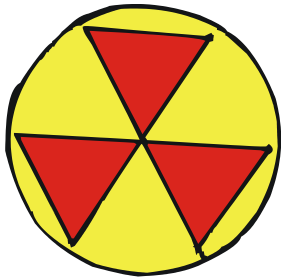


Networking Infrastructure Solutions

## Virus Activity

### Moves to “Orange” Alert Status

This newsletter has been published since 1995. For about five years, we had a monthly “watch” article regarding viruses, spam, and spyware. We dropped that over a year ago because things have been so quiet.



Viruses have become very controllable, especially with secure operating systems like Vista and Server 2008. Add almost-universal spam filtering and it gets even better. Add security tools inside Office/Outlook 2007 and **the systems we can control** are nearly perfect.

But we can't control everything.

The virus-spreading community is filled with truly evil people who don't care how disruptive they are to your business. Their idea of fun is to ruin your computers.

Unfortunately, we've entered an era in which 99.99% of all viruses can only infect your system if **YOU give them permission**.

Here's how it works:


Somehow, the evil people put something in front of your face. It might be a fake anti-virus warning. It might be a fake survey (see below). It could be anything that requires you to **CLICK** your mouse.

Even if you click on “Cancel” or “No Thanks” they have designed the message so that any click is really connected to code that installs viruses on your computer. **YOU** are giving them permission to install something.

No virus scanner can stop that.

No operating system can stop that.

You have given them permission to install something. Once you do that, they can install whatever they want. In some cases, they proceed to install several things. One goal is to spread more viruses. Another is to use your computer to send out spam emails to more people.



### Customer Satisfaction Survey

You have been chosen by Walmart to take part in our Customer Satisfaction Survey. If you decide complete this survey, Walmart will send \$150 to your confirmed Credit or Debit Card Account Just for your time.

Helping us better understand how our customers feel, benefits everyone. With the information collected we can decide to direct a number of changes to improve and expand our services.

The Survey form is attached to this email. Please download the attachment, open it, and follow the instructions on your screen.

---

Walmart, as the party who controls the data collected in this survey, may use your responses together with data it has about you to ensure its products and services meet your needs. Walmart will treat data collected from you in accordance with the Walmart privacy policy. The data submitted by survey form will be transmitted over an SSL encrypted connection (128 bit Secure Socket Layer).

**How Can You Stop This?** Here are a few simple rules:

1. When dealing with email, never open any attachments unless you asked that person to send you that attachment. Delete it.
2. If a window pops up (in email or on the web) never click on anything except the **X** in the upper right hand corner that closes the window. Don't click yes, no, cancel, etc.
3. Be aware. Assume that anything unexpected is an attempt to attack your computer.

## Don't Sign Yourself Up for Spam Lists!

Aaaaaaaargh! Have we mentioned how much we despise Spammers (along with the other computer low-lives out there)?

### Background

One of the ways we fight spam is through laws that require mass email marketers to sign up for lists and to be removed whenever they wish.

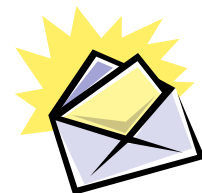
So, if you maintain a legitimate email list, you have to have a way for people to “opt out” of the list. This is good and this system generally works. Well.

This is different from the SPAM which has always been sent anonymously from servers in other countries. Email servers have learned who the legitimate mailing houses are, and they let that traffic through.

Until now.

### What's Happening Now

You may have received an email similar to this:



```
Hello karl,  
  
We have received a request on your behalf to be added to our Business Opportunity  
System.  
  
In order to ensure that all information in request is valid, please confirm before  
we will allow any information to be sent to you.  
  
Please click on: http://gringoef.com/shr.pl?ptd=1&m55=60cc4c9c5dd0e5f8 to confirm.  
If you cannot click the link above, please copy and paste it into your web browser.  
If you did not make this information request, please simply delete this email. No  
further action is required on your part.  
  
Once confirmed, you will receive information on these topics:  
  
    Home Business Opportunities  
  
    Free Software Tools  
  
    Discounted Vacation Packages  
  
    Free Products
```

Of course you never requested this. But they're hoping you **forgot** that because you've seen legitimate messages like this before.

If you “confirm” you will be added to a *legitimate* email list and all of the spam they want to send you will be white-listed throughout the system. You'll be spamming yourself.

This will continue until the list-serving company shuts them down.

You need to be hyper-vigilant about these things. If you don't remember requesting this information, delete it without a second thought!

Please call us if you have questions. 916-928-0888.

## Be More Productive Today

### Right-Click That Tab

When you're browsing with Internet Explorer, you frequently find yourself with several "Tabs" open at once. Here's a tip you may not have tried:



Click with your right mouse button ("right-click") on one of the tabs in Internet Explorer and you'll see the menu pictured here.

"Close" closes the current tab.

"Close Other Tabs" keeps the current tab open and closes everything else. That's cool.

"Refresh" will refresh the contents of the current tab. This is handy for stocks and other information that gets updated from time to time.

"Refresh All" will refresh the contents of all tabs.

"New Tab" (of course) opens a new tab.

Take a computer lesson from the young people in your life: Poke around and click on stuff. There's a lot of functionality just below the surface. This is particularly true with newer programs.

It used to be the case that computers made us do everything one way. Now they conform to the way we think things should be done. A much better approach, don't you think?

If we can help with anything, give us a call. Phone 916-928-0888.

## **KP**Enterprises Business and Technical Consulting Services

PMB 345  
2121 Natomas Crossing Dr., #200  
Sacramento, CA 95834

Phone: 916-928-0888  
Fax: 916-457-2924  
Email: sales@KPEnterprises.com

Web: [www.kpenterprises.com](http://www.kpenterprises.com)

Blog: <http://kpenews.blogspot.com>



Networking Infrastructure Solutions

Address Correction Requested