

# *LANsultants Times*

**Your official Source for LANsultants News**

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## **HAVE YOU MET THE NEW LANSULTANTS?**

In August, three persons have joined the LANsultants' team, Joe McNutt - Senior Network Consultant with over 20 years network service experience, Francis Marquez - Junior Network Consultant with 6 years experience and Jeff Fletcher - Entry Level Technician. This is in addition to Ron Spzindor who started in May.

LANsultants is now fielding the largest and most experienced technical staff in our history!

Though we are really excited about the experience and skills our new team members have, the new guys are not yet familiar with your office system. Please show them around when they first visit your office.

## **.Anti-Spamming tip for Outlook Users**

Spammers are using the preview pane in Outlook to verify valid recipient addresses. What happens is that they send an HTML-formatted message that acts as a web page in the preview pane. The HTML requests for images embedded in the e-mail are actually encoded with identifiers. When the spammer's web servers receive a request from one of these pages, they are able to use the request to identify which message has been opened and read. That indicates which messages reached valid recipients. Thus, spammers are able to determine which of their messages hit their mark. In plain English, this means that if you minimize your use of Outlook's 'Preview pane, you will reduce the number of spammers who acquire your email address.

Never use an unsubscribe service as that is used by spammers to confirm e-mail addresses.

## **SERVICING OF TENANTS/CO- COUNCIL COMPUTERS**

We are experiencing a growing problem when we are asked to service computers belonging to tenants and other non-employees of our clients who are physically in the same office suite as our client and attached to our client's network for more than just Internet access. The problem arises when the service call is placed by our client, but then we are asked to invoice the tenant and/or other entities directly. This has become a collections problem for LANsultants and effective August 1<sup>st</sup> LANsultants' will be billing our client for work provided on computers, no matter who they belong to if the computers serviced are connected to your network for purposes of sharing data and printers. Tenants and other entities whose computer system is isolated from yours or simply share high speed Internet access will be billed independently.

## **Blaster Worm Update**

The Blaster Worm was found on only one computer on LANsultants' client's office systems. When the security lapse this virus takes advantage of was first announced in July, we evaluated the risk and realized networks configured by LANsultants were as secure from this threat as is reasonably possible. As a precaution we did install the specific Microsoft Service Patch, run the Blaster Fix utility and double check Firewalls for open ports on those networks most at risk. We actually experienced more problems with the power outages in Center City on August 12<sup>th</sup> and temporary Internet outages on August 14<sup>th</sup> due to the blackout in NYC than the Blaster Worm.

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