

## Month's Focus

### Welcome

New Employee  
Dustin Hess

Dustin has been brought into the PC Works Plus Family and will be working with our Level 2 team. He will be making on-site visits and helping with Help Desk escalations.



### Holiday Hours

Our office will be closed:  
Nov 23rd for Thanksgiving  
Dec 25th for Christmas  
Jan 1st for New Years

We hope you all take time to enjoy your family, friends and co-workers during the holiday season.



### Feed Back Welcome

The monthly newsletter is written by Terra Wertz, CFO and co-owner. If you have any feedback or would like to see an article about a special topic, please email with your comments and suggestions to:

[Twertz@pcworksplus.com](mailto:Twertz@pcworksplus.com)



**There is so much to be thankful for during this Holiday Season**

We would like to take this time to thank our clients for having confidence in our services and our employees for helping PC Works Plus move to another level of IT. As you have all seen in our newsletters, special emails and in conversations, we are moving more into the realm of security. This is really the S word of the IT world, due to some of the uncertainties and fears.

This past week, David and I attended ITNation in Orlando, FL. This is an annual conference of 3500 IT professionals that come together for education, networking and good conversation. The most important thing that we have learned is that we are heading in the right direction for our clients.

Many of you might be on the fence with the new world of CyberSecurity. This is mostly due to the unknown. The "I don't think it will happen to me" is the worse case scenario of thinking.

One buzz phrase that we heard during the conference was, "Pre-Breach Plan". This pretty much assumes that you WILL be hacked. Our goal is to make the risk of the hack low and the data less vulnerable. No one can guarantee a NO HACK policy. There are just too many variables... hardware, software, and employees. These are the defenses that can work for and against you.

To help with the education of the Cybersecurity world, David Wertz has started a [BLOG](http://www.pcworksplus.com/blog/) <http://www.pcworksplus.com/blog/>. This blog will help give some additional insight, tips, statistics and tricks for dealing with cybersecurity, employees issues, industry compliances and how to keep your company safe. We would love you all to be part of the conversation.

We are also planning some lunch and learns in 2018. If you would like to schedule a one-on-one conversation with your company, please contact us at [compliance@pcworksplus.com](mailto:compliance@pcworksplus.com). David Wertz will come to your office to speak to your board members, employees and clients when you are having any special events or company meetings for FREE. This is a great way to help people understand the importance of the future of security and compliance in your company. We hope you take advantage of this education.

**Our PC Works Plus Family wishes you all a safe and Happy Thanksgiving!**

# EOL can mean an avenue for Hackers



When a product is at End Of Life (EOL), the manufacturer is telling their clients that they will no longer be providing security patching or support.

Here are some EOL products to look for in your network environment:

Firewall and Switches—Any appliance that is over 5 yrs old. Security and performance issues are decreased with the age of these items.

Sonicwall TZ100, 100W , TZ210 , 210W & NSA240

Windows Exchange Server 2007—April 2017

Windows SBS 2008—April 2017 (because of Exchange EOL)

MS PC operating system XP—April 8, 2014 **(This is a red flag. These PCs need to be replaced ASAP)**

MS Vista— April 11, 2017

Phone systems— Vodavi DHS, DM16, STS and STSe (SBX if your system is over 10yrs), NEC Aspire, and NEC UX5000

You also need to be concerned with all devices that are connected to your network and the internet. An [Oral & Facial Surgery Center in Arkansas](#) was without x-ray files due to a ransomware hack that targeted their imaging system. If you have any devices that you rely on for running your business, it is important to make sure the device is up to date and has a current maintenance plan. This will help to make sure your device is secure and patches are applied.

Cybersecurity Ventures, a research company, predicts that Cybercrime damages will cost the world \$6 Trillion annually by 2021, up from \$3 Trillion in 2015.

**Being vigilant can help your company survive an attack. Contact us to help with your pre-breach plan today!**



## Using Inbox Rules in Outlook

Inbox rules can help you organize your folders in your outlook email. One suggestion is to automatically move all your PC Works Plus incoming emails to a PC Works Plus Folder. [Making this folder a favorite](#) will help to keep all the communications you receive from us in one place for quick viewing and reference. We know that we can sometimes send you a lot of emails about tickets, recommendations and now with the push for more security, you will see more alerts. So that you do not miss important information, a PC Works Plus Folder will be a great way to get organized.

To learn more about Inbox Rules, [CLICK HERE](#) to learn how to organize your Inbox.

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