



“As a business owner, you don’t have time to waste on technical and operational issues. That’s where we *shine!* Call us and put an end to your IT problems finally and forever!”
- Tim Gillen, Terrapin Networks

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*Source: www.ioss.gov



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Tim Gillen’s
CTO Report

“Insider Tips To Make Your Business Run Faster, Easier, And More Profitably”

How To Be Safe And Smart On Social Networking Sites

Did you know?...

- More than 90,000 registered sex offenders were removed from one popular social networking site...and those were only the ones who used their real names.
- According to the Al Qaeda Handbook, terrorists search social networking sites for “government personnel, officers, important personalities and all matters related to them (residence, workplace, times of leaving and returning, children and places visited).
- Social networking sites have become a haven for identity thieves and con artists, and social networking viruses are on the rise.

Think about it: Facebook, Twitter and other social media web sites have become the world’s largest database of personal information, all served up intentionally by the user. It’s practically every scammer’s dream come true!

9 Smart Tips To Stay Safe

Protecting yourself requires some awareness of how cyber criminals use the system against you. Here are a few things you need to know:

1. Keep your firewall’s security and anti-virus software up-to-date.
2. Never log in from public hotspots. Social networking sites generally do not have secure logins available (that’s the https with the lock icon in the search bar). That means your username and password can be swiped at any time. Log in only from trusted wireless networks.
3. Use strong passwords that contain a mix of upper- and lowercase letters, symbols and numbers.
4. Remember the golden rule: If you wouldn’t do it or say it on a public street, don’t post it online.

Shiny New Gadget Of The Month: Camtasia Studio

With online video becoming a hot trend and an effective way of engaging visitors with your web site, you might be wondering how you can quickly and inexpensively create your own web videos. Or maybe you want to create a video tutorial to train employees how to perform a certain process or task without having to repeat the training over and over again. Or perhaps you want to create welcome videos and tutorials for new customers. All these are possible using Camtasia Studio.

Since the software comes in versions for Windows and Mac users, anyone can create professional-looking videos. The cost is \$300; compared to hiring someone to do this for you, it's a steal. There is a bit of a learning curve, but TechSmith (the makers of Camtasia Studio) offer several web videos to assist you. TechSmith also offers a 30-day trial so you can see if you like it before you commit to buying.



5. Be wary of all links and files. Hackers often post links in comments to try and trick you into downloading an "update," "security patch" or "game."
6. Keep an eye on what your friends post about you. Many people have been fired or lost an important client because of online pictures and content.
7. Be careful who you 'friend.' Yeah, it feels great to have hundreds (or thousands!) of friends, but the reality is, you really know only a fraction of those people.
8. Be wary of all add-ons. Many of the games and plug-ins are written by third-party companies, not the social network itself.
9. Do a search on yourself. You might be surprised at just how much information comes up! If it's more than you feel comfortable with, restrict your profile online.

What Are QR Codes And How Can You Profit From Them In Your Business?

The last time you were flipping through your favorite magazine, you may have noticed a small, digital-looking image on one or more of the advertisements. What is it? A "Quick Response" code or QR code for short.



A QR code is a specific matrix barcode (or two-dimensional code), readable by dedicated QR barcode readers and camera phones. The code consists of black modules arranged in a square pattern on a white background. The information encoded can be text, URL or other data.

QR codes have been largely adopted by advertisers that want to target mobile phone users (known as mobile tagging). QR codes can be used to display text to the user, to add a vCard contact to the user's device, to open a URL or to compose an e-mail or text message. Users can also generate and print their own QR codes for others to scan and use by visiting one of several free QR code-generating sites.

Some companies are smartly using this technology to drive sales by allowing people flipping through a magazine or waiting at a bus stop to get more information on a product, connecting the dots to get people to buy much faster than these types of media originally offered. Others are putting QR codes on permanent coupons or on their business cards to allow would-be prospects an instant way to get more information about a business. You can get a free QR code by going to: qrcode.kaywa.com

The Lighter Side...

Important Lessons We Have Learned From The Movies:

- Ventilation ducts are roomy enough to allow anyone to wiggle through them.
- Medieval peasants all had perfect teeth and British accents.
- Everything always works out in the end if you are a good person.
- Striking one match will light up an area equivalent to a football field.
- The moon always shines enough light in the forest so you can clearly see what's going on.
- The Eiffel Tower can be seen from any hotel room in Paris.
- Every police investigation will require at least one trip to a strip club.

Planting The Seeds Of Motivation

An armed robber serving 10 years in prison got a letter from his wife that said, "I'm thinking about planting a garden in the backyard. When's the best time to start?" The prisoner wrote back, "Whatever you do, don't plant anything in the backyard. That's where I buried the money from my last job."

A week later, his wife wrote back, "They're reading our mail! The other day, a team of police officers showed up with a warrant and dug up the entire backyard! Now what do I do?"

The prisoner wrote back, "Start planting."

Can Criminals Use Your GPS To Burglarize Your Home?

The Story: A couple of weeks ago a friend told me that someone she knew had their car broken into while they were at a football game. Their car was parked on the green which was adjacent to the football stadium and specially allotted to football fans. Things stolen from the car included a garage door remote control, some money and a GPS which had been prominently mounted on the dashboard. When the victims got home, they found that their house had been ransacked and just about everything worth anything had been stolen. The thieves had used the GPS to guide them to the house. They then used the garage remote control to open the garage door and gain entry to the house. The thieves knew the owners were at the football game, and they knew when the game was scheduled to finish, so they knew how much time they had to clean out the house. It seems they even brought a truck to empty the house of its contents.

True Or False? While there are cases in which GPS devices have been used in crimes against their owners, this particular story is a "friend of a friend" e-mail legend according to www.Snopes.com. That said, there is a valuable lesson here: Don't leave valuables in the car! GPS devices, like cell phones and laptops, are expensive electronic devices that are attractive to thieves. Plus, you should always make it a habit to lock your electronic devices using a strong password (one that contains upper and lowercase letters and numbers).

Client Spotlight: Clark Manufacturing Co.

Clark Manufacturing Company is a state-of-the-art CNC machining center, located in Traverse City. Their attention to quality and speed has contributed to explosive growth in recent years; requiring a move to a much larger facility in 2008. Clark Manufacturing has made technology an integral part of their expansion, recently making major upgrades to their network to provide for current demand and future growth. Learn more about Clark Manufacturing Co. at their website: www.clarkmfg.com

Would you like your company highlighted here in our "Client Spotlight?" Then call us today at 231.941.2100 or email feedback@terrapinIT.com

Pizza Terrorist?

According to the *Philadelphia Business Journal*, a pizza shop owner was jailed for dumping live mice at his competitors' restaurants. The police are calling this "food terrorism by mice."

Nikolas Galiatsatos, owner of Nina's Bella Pizzeria in Upper Darby, walked into Verona Pizza, a neighboring competitor, carrying a bag and asked for the bathroom.

When the owner went to inspect the bathroom after hearing a banging noise, he discovered footprints on the toilet and a bag tucked into the ceiling. Fortunately, two police officers were in the restaurant at the time and promptly investigated what they thought was a drug deal. However, instead of drugs the officers found several mice.

Galiatsatos was then seen walking across the street to another competing pizzeria, Uncle Nick's Pizza. The police reported that after he left the second pizza parlor they found another bag containing five living mice and one dead mouse in a trashcan.

He was promptly arrested and now faces charges of criminal mischief, disorderly conduct, harassment and cruelty to animals.



How To Get Your E-mails Delivered

Since e-mails are cheap and easy and deliver instant results, there's a good chance you are (or plan on) using e-mail broadcasts to communicate with your clients and prospects. But with so much spam, how can you make sure your e-mails stay OUT of the spam filter and get safely delivered to your recipients' inbox? Here are a few tips:

1. Send e-mails only to people who have opted in or requested to receive e-mails from you. Otherwise, you'll risk being flagged as a spammer and will get your account or server blocked.
2. Use a legitimate e-mail broadcasting service. This goes along with the above recommendation. These services have entire teams of people working to make sure the e-mail broadcasts sent from their servers are delivered – a huge task that is no simple thing in the online world. That's why it's better to use these services versus broadcasting from your own server. It takes only one person to flag you as a spammer to get your server shut down.
3. Send text e-mails instead of HTML. A study by AWeber.com shows that plain text messages are undeliverable 1.15% of the time and HTML-only messages were undeliverable 2.3%. If sending HTML, always send a plain text alternative message, also called text/HTML multi-part mime format.

Who Else Wants To Win A \$25 Gift Card?

Take our monthly Trivia Challenge, and you could win, too!

The Grand Prize Winner of last month's Trivia Challenge Quiz was Luwanna Fautz! She was the first person to correctly answer our quiz question from last month:

In a 1980 April Fools' Day hoax, the BBC reported that the iconic Big Ben would undergo a drastic transformation. What was the transformation?

- a) Become a Swiss watch b) Double the size of the clock c) Go digital

The correct answer is (c) Go digital. Congratulations, Luwanna! Now, here's this month's trivia question. The winner will receive a \$25 gas card.

What was put on sale for the first time in May of 1886?

- a) United States Savings Bonds b) Coca-Cola c) Mother's Day Cards

Be the first to email us the correct answer! Trivia@terrapinIT.com