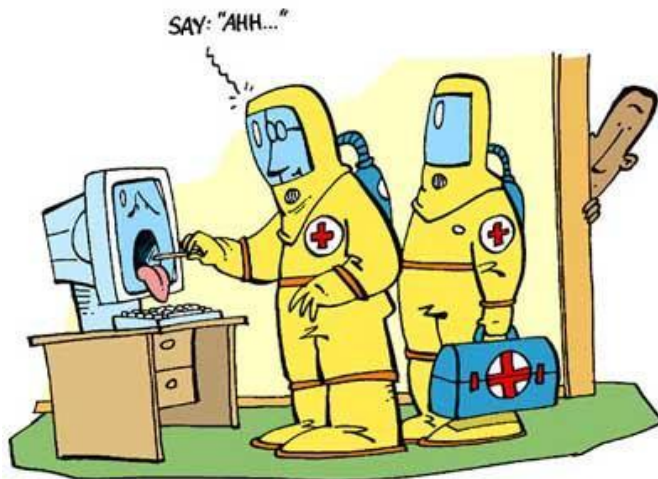


## Expert IT Solutions Newsletter

Issue 4 October 2014

Welcome back to another edition of this newsletter looking at IT from a Small Business perspective. This time we'll look at Anti Malware software as well as another type of cloud computing – Infrastructure as a Service.



### Anti-Virus is Dead!

It might be a little early to throw out your Anti-malware software (AV) yet but the statistics don't lie – there are so many new viruses and variant coming out every day that even very good solutions miss a lot of viruses. There's just no way that they can keep up with identifying and writing a signature for every single piece of bad software out there.

All AV software makers have to be smart about how they spend their resources and identify the malware that is *most prevalent* in the wild and focus on those. Microsoft and Symantec, because of their large market share have a bit of a head start here because they have millions of clients sending reports back that can be analysed to identify the most prolific malware.

When choosing an AV solution for your business network (or home computers) the things to look for are:

- An Exchange specific plug-in that'll be able to scan incoming emails as it reaches your server and before they're delivered to users mailboxes. Ordinary "file scanning" AV can't do this and thus isn't suitable in a mail server scenario.
- A central console for logging infections on any client computer with email notification capabilities.
- Frequent updates – preferably several times a day – if there's a new "popular" virus spreading it's important to be able to catch it as soon as possible.
- It used to be important to have the server download the signatures and then distribute them to all clients but this functionality is becoming less important in today's world of ADSL lines and mobility. A lot of laptops / devices don't necessary spend a long time in the office so they'll need to be able to update themselves wherever there's an internet connection.

Expert IT Solutions recommend ESET and Bitdefender for Anti malware.

Given the heading for this section what else can be done to protect your network and your home computers? Common sense still goes a LONG way to protect your computer:

- Don't open attachments in emails unless it's from someone you know AND it's reasonable to assume that they'd send you that particular file. Oftentimes an infected PC will send out emails to everyone in the address book so an infected email / attachment might be coming from someone you trust.
- If you find a USB stick somewhere such as the parking lot – don't plug it in. This has been a popular way of spreading malware.
- Don't click links on websites that look "odd" or out of place.

If your computer is behaving oddly, showing strange screens that you haven't seen before or asking for permission to run or install pieces of software that you don't recognise, please contact us so we can ascertain if you have an infected PC or not.



### Infrastructure as a Service

Last month we looked at cloud computing, specifically Software as a Service (SaaS). This time we'll look at its brother, Infrastructure as a Service (IaaS). The concept here is simple, you take your servers, pack them up as virtual machines and run them on someone else's physical servers in a remote datacentre. You pay them a fee based on the "size" (amount of memory, number of processors) of the virtual machine(s). They can be linked to your infrastructure on-premises through secure Virtual Private Network links. Using VMs in this way is a great way to expand your capacity when necessary as you don't need to pay for a whole server up-front; instead you pay per hour that you use the service.

I have been experimenting extensively with cloud computing and IaaS over the last year and there's no doubt that if we look five to ten years into the future, the vast majority of IT for small, medium and big business will be using this. The big blocker so far here in Australia is bandwidth which unfortunately doesn't seem to be getting better in the short term.

Next month we'll cover tips for managing the incoming flood of emails many of us face every day and Platform as a Service – the last of the major cloud types.

If you have any questions or suggestions for topics you'd like covered in this newsletter, please email [me](mailto:me).

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