

Your RMSCare Package

What's Inside

Considering Windows 10?

Page 1

Keep Safe From Cyber Attacks

Page 2

Shiny New Gadget of the Month: Musical Lightbulbs

Page 3



Are you kidding me? I have just started putting 2015 on everything and now it is 2016? They say time flies by when you are having fun, so I must be having a great time!!

Speaking of fun, we had our annual RMS Christmas party at The Old Vinings Inn and had delicious food and a great time together! We are blessed to work with employees who are good at what they do but also who enjoy spending time together!

We at RMS wish you and yours a wonderful, safe and prosperous 2015, umm I mean 2016!!! (At least I caught it this time!)

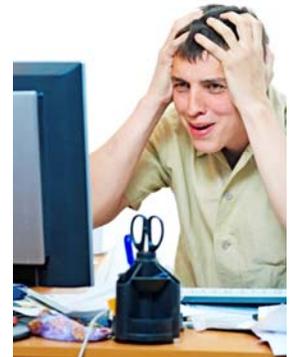
Upgrading To Windows 10? Avoid Headaches, Downtime And Frustrations By Following This Advice

For the past few months, we've been getting more and more questions about Windows 10.

If you're wondering whether now is the best time to upgrade your system, here's what you need to know:

First and foremost, if your organization relies on your computers in any way to make money or save lives, consider the risks carefully.

As with any software upgrade – but especially your computer's operating system – you've got to weigh the advantages of upgrading now against potential downtime if there are problems with the new code.



A good rule of thumb regarding any operating-system upgrade is to wait six months after the product release before deploying it into any system or group of systems that your business depends on.

Since January 29 marks six months since the Windows 10 official release date, it's a good time to look at whether it's wiser to upgrade now or wait for further fixes and improvements. That being said, here are a few of the key questions we've been fielding – and pitfalls to avoid:

Q. It's free for a "limited time" – don't I have to act now?

A. No. You have until July 2016 to take advantage of the free upgrade. And, if your system hasn't prompted you to upgrade yet, you'll need to wait. If and when your system is deemed capable of adapting to the upgrade, your current Windows OS will notify



Missing Just One of These Could Instantly Open Up Your Computer Network To A Cyber Attack



Welcome to the brave new world of cyber-warfare. Gone are the days when software patches were just for nifty little feature add-ons or updates. Today, a software update notice could mean your whole computer network is suddenly at risk. Dangers include data theft, crippling malware attacks and mischief you may not discover for months, or even years...

As with graffiti on your garage door, if you don't pay attention and clamp down on bad behavior, your problems have likely just begun... And, like those who hire a professional security firm to keep thieves out of the warehouse, thousands of CEOs and business owners are now waking up to the fact that it's absolutely imperative to hire a pro when it comes to securing your data network.

Here's why you need a professional handling this:

#1: Speed is of the essence.

"If you didn't update to version 7.32 within seven hours, you should assume you've been hacked." That's what software maker Drupal told millions of its customers around the world last year. It's just one example of what can happen if you don't respond with lightning speed. Once a security breach has been identified, hackers rush in. On "Day Zero," cyber-crooks around the world go

after at-risk targets. You've got to be quick to patch the gap, or else you risk a system compromise. Unless you have the time, knowledge, experience and tool set to respond instantly, you are far better off leaving this to a professional IT firm you can trust.

#2: It's not just the big boys they're after.

Sure, the top news stories are about the attacks on companies like Target, Home Depot and Sony, yet your business is just as vulnerable, if not more so. Chances are, you simply do not have the resources that giant corporations have to manage a data disaster. The statistics bearing this out are shocking: more than 60% of small businesses close their doors following a serious data breach. The threat is not confined to giant corporations. Small and medium businesses are being attacked every day, and, unfortunately, your business is no exception.

#3: Dealing with data breaches requires specialized knowledge, skill and experience

Here are just a few of the things a competent data guardian must be able to do to effectively protect your systems:

Review documentation and monitor forums. Sometimes your software vendor doesn't tell the whole story. It's critical to check online forums and other communities to see if anyone else is having issues with the new patch before jumping in with both feet.

Know when to apply a patch immediately and when to wait. Typically, somewhere around 95% of patches work hassle-free. The trick is to spot the 5% that don't — *before* installing them. This requires identifying unique patching requirements, and applying exceptions accordingly. For instance: *Does the patch deal only with a security issue?* Or does it just add new features or fix non-security-related bugs? Obviously, security issues get top priority. *Is the system currently having issues?* If not, and if the patch doesn't address a security issue your system is vulnerable to, it may be better to heed the old adage "If it ain't broke, don't fix it." *What security gaps does it address?* How severe is the threat to your particular network? If, for example, the only way a virus can enter your system is through an e-mail attachment and this functionality has been disabled for all users, perhaps the threat needn't be a great concern.

Keep options open in case of complications. Once a patch has been applied, if things aren't working, it's critical to restore the data network to pre-patch functionality, with little if any downtime. That means having good backups in place along with a tested and proven recovery process.

Does just thinking about data security give you a headache? We strongly advise that you let us handle this critical part of your business for you.

Call 770 988-9640 and schedule our no-cost Security Update Audit today. You'll discover how easy it is to rest assured that your network is secure 24/7.

Shiny New Gadget Of The Month:



Who Wants A Little Music With Their Light?

The next time you replace a lightbulb, you can now pick one that will stream your favorite music and light up your life in your choice of over 16,000 colors, all with a tap on your phone.

In case you haven't noticed, some LED bulbs now include a Bluetooth- or Wi-Fi-controlled speaker. And at least one, the MagicLight® Plus, available on Amazon, also lets you pick a light color to suit your mood.

At anywhere from \$15 to \$129 or more, these bulbs can add music – and light – throughout your home or office in a matter of minutes, at a fraction of the cost of a wired-in sound system.

How's the sound quality? It depends on the one you select. And it may not resonate like Carnegie Hall live...but hey, it's a lightbulb – what did you expect?

Upgrade to Windows 10? *Cont. from Page 1*

you. Either way, you have until July 28, 2016. If you do plan to upgrade, we strongly advise that you get it done well before that date, in order to avoid any last-minute scrambling.

Q. It's better and/or faster, right?

A. Maybe... It depends. Here's what we're seeing:

- Windows 10 radically changes how your system operates, compared to Windows 7. While some computers make the change with no problem at all, it can cause older systems to lose key hardware drivers rendering them an "instant brick."

- Some systems, even those certified by their manufacturers as "Windows 10 ready," start misbehaving after being upgraded. That means undue downtime while you reinstall or upgrade MS Office or other software – or even revert back to your older OS.

- Some older systems actually run slower on Windows 10 than on Windows 7 or 8.1.

Q. Will my computer work with Windows 10?

A. Age is probably the biggest factor for any Windows-based device. Anything older than three years may not be worth upgrading. After three or four years, your machine is nearing the end of its useful life. You might be better off leaving the old operating system in place and waiting for Windows 10 until you upgrade to a new computer.

Q. I've heard Windows 10 transmits all of your personal information to Microsoft. Is this true?

A. This is true, unless you opt out of some of the most attractive features, such as the MS Store and Cortana, the voice-controlled virtual assistant. According to Windows 10 terms of service, Microsoft can:

"access, disclose and preserve personal data, including your content (such as the content of your emails, other private communications or files in private folders), when we have a good faith belief that doing so is necessary to protect our customers or enforce the terms governing the use of the services."

If you decide that giving that kind of control of your personal and business data to Microsoft is not in your best interest, you can still install Windows 10 but will need to disable certain settings to keep all your information from being sent to Microsoft.

Q. We use some custom software here. Will it run on Windows 10?

A. Until your custom software vendor blesses Windows 10 for that program, the answer is no. In all cases, we advise against upgrading to Windows 10 until your custom programs are 100% fully vetted, compatible and supported for it.

For our current RMSCare clients, we are currently developing migration testing and transition plans to move users to Windows 10 before the deadline.

Deciding when to upgrade to Windows 10 isn't as simple as Microsoft and some pundits would have you believe. But if you know the pitfalls we've laid out for you here in advance, you've at least got a fighting chance for a smooth, headache-free transition.

Want help setting a target date and plan for your business to upgrade to Windows 10? Call us at 770-988-9640 or e-mail us at rrowe@rmsatl.com to schedule a free Windows 10 Readiness Assessment.



RMS Associates, Inc.

1850 Lake Park Drive
Suite 200
Smyrna, GA 30080
www.rmsatl.com
Phone: 770.988.9640
Fax: 770.988.9695



Services We Offer

- ◆ Cloud Solutions
- ◆ Technology as a Service
- ◆ Total Business Continuity Protection
- ◆ Proactive Network Maintenance/Monitoring
- ◆ Network Design & Implementation
- ◆ Network Security
- ◆ SPAM & Virus Remediation & Prevention
- ◆ 3CX VOIP Phone System



Happy New Year!

© MAZK ANDERSON, WWW.ANDERSTOONS.COM



"Like how the people in the story configure their wi-fi?"

"Like" RMS Associates, Inc. on FaceBook to get the latest IT news, tips, and even an occasional laugh at facebook.com/RMSAssociates



Check out our blog at mysupportguys.com/blog

We Would Love To Hear From YOU!

If you have noticed an RMS associate going above and beyond the ordinary for you either on-site or over the phone, please let us know so we may reward them! Please e-mail me at rrowe@rmsatl.com. Thanks!

Subscribe to our RSS feed at mysupportguys.com/feed.



This newsletter is printed by Imagers, a long time client and friend. If you need quality specialized printing, please call them at 404-351-5800 or see them on the web at www.imagers.com.

