



HAVING A CHOICE IS THE BEST CHOICE 1



CAPTIVE PORTAL AUTHENTICATION..... 1



MANAGED HOSTED SERVERS AND OFFSITE STORAGE NOW AVAILABLE..... 2

FNGi focus

INSTRUMENTAL IN DEVELOPING AND SUPPORTING INTERNET NETWORKS ACROSS THE U.S SINCE 1993
CALL CENTER/TECH SUPPORT • IT SERVICES • DHCPATRIOT

Having a Choice is the Best Choice

In the past, the growth of the Internet, from a user's perspective, was hampered by the lack of available web browsing platforms. Microsoft's operating system dominance lead to a dominant position for their Internet Explorer web browser as well.

Lacking a clear advancement track, standard-compliance, and plagued by security issues, Internet Explorer's flank was left open to new and emerging browsers; specifically the Netscape Navigator (and later Communicator) platforms. This marked the true birth of the "Browser Wars". Everyone jockeyed for a position, leveraging new and emerging tech quickly such as JAVA, Flash, and ActiveX to drive dynamic content.

The paradigm began to shift from the browser as an "also" app to the "must have" app to leverage customer interest in computer sales. Some companies took sides and formed partnerships

based on specific browsers. There was a large push to lock users into a specific scenario with desktop bundling and service discounts for browser recommendations.

Thankfully the "Browser Wars" are over. No one survived unscathed except the user. The typical internet user now has more choice in their web browsing platform than ever before. They are more educated as to what makes a good browser and are much faster to adapt to emerging platforms and standards.

Today Google is offering version 10 of its powerful and quick Chrome browser. Safari is a strong contender on the Apple platforms. The Mozilla group has officially released version 4 of Firefox. Even Microsoft has come to terms that they must provide a more simple and standards compliant offering with version 9 of Internet Explorer.

Being in this industry I am often asked



what web browser I use and recommend. A few years ago my choices were limited. Today they are not. And while you'll find me spending most of my time in Google Chrome, I still use Firefox for the majority of my "heavy-lifting".

Choice is good.

Cory Lykins, Vice President-Technical Support

Captive Portal Authentication



Many Internet Service Providers are struggling to find methods of authentication for their broadband subscriber base. In the dialup era, this was easily done, and was almost a requirement with PPP and a RADIUS server being the de-facto standard. What most ISPs wanted during that era was the count of minutes spent online by their subscribers. This was used for billing purposes. ISPs are no longer billing per hour overage charges to their broadband subscribers who have an always on connection, so why would an ISP need to authenticate broadband users?

The Internet has become much more saturated with customers. With the ability to download movies, audio files and other material, and also the sheer numbers of people that are on the Internet, abuse complaints are more widespread and growing in number by the day. Internet Service Providers have turned into a kind of gatekeeper that responds to complaints from copyright holders about infractions via download, scams being run by or on their subscriber base, illegal pictures of minors, and old fashioned unauthorized access of computer equipment. Without PPP and authentication from the dialup era, how can an ISP easily track and maintain records of subscriber identity?

One solution is captive portal authentication of broadband subscribers. With captive portal authentication, subscriber identity can be correlated with MAC and IP address during given time periods, session records, the same as was done during the days of dialup. The DHCPatriot system from First Network Group, Inc. can provide this service on the ISP's broadband network. The DHCPatriot can provide captive portal authentication against an external RADIUS server or using its own built in authentication. It keeps local session records, and also sends these records to the RADIUS server, if applicable. For more information visit www.dhcpatriot.com today!

<http://www.network1.net>



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First Network Group, Inc. is located in historic downtown Wapakoneta, Ohio. FNGi has been instrumental in developing and supporting Internet Networks across the U.S. since 1993. The FNGi team can assist you with all phases of your internet Network from initial planning through long-term support.

DHCPatriot and IPv6 Update

Due to the impending exhaustion of IPv4 addresses sometime in late 2011, FNGi has modified the DHCPatriot release schedule to integrate IPv6 support into the product as soon as possible. Current plans are to release version 5.0.0 as scheduled. **5.0.0** does not have IPv6 support. **5.1.0** will be released in the early summer, and will contain some important non-IPv6 features. **5.2.0** is scheduled for an early fall release, and will contain support for addressing the DHCPatriot at an IPv6 address and using an IPv6 addressed RADIUS server. **5.3.0** is planned for the winter of 2011, and will contain full IPv6 support.



Managed Hosted Servers and Off-Site Storage Now Available

Do you need to host a server at a remote location for redundancy or disaster recovery? Just need to host an important application, and don't want the hassle of having to deal with the hardware and software yourself? Do you require off-site storage for backups or disaster recovery?

First Network Group, Inc. now offers fully managed servers, hosted at our location, as well as hosted storage solutions to meet all of your needs.

FNGi has a broad range of offerings, from shared web hosting to dedicated virtual servers to colocation of your own servers. Let us build you a solution that fits your needs. We specialize in ISP solutions for hosting mail, web, DNS and other services. Whether you need to cover a few users, or thousands of users, we have you covered.

Take advantage of our fully redundant network, protected by battery backup and on-site diesel generator. Virtual servers are hosted on a redundant server cluster which utilize a cluster of NetApp storage systems for ultimate resiliency. We also have options to have data replicated to an off-site system.

If you wish to host servers at your own location, but need off-site backups, we can do that too. From simple backup storage to live synchronization of NetApp storage systems, we can cover your data backup and disaster recovery needs.

Contact Randy Carpenter at 800-578-6381 Opt. 1 for details or to request a custom quote.

NetApp Storage Systems



Today's world revolves around data. Making that data highly available while scaling for the future is more important than ever. There are also increased needs for data retention and off-site backup for compliance and business continuity.

NetApp storage systems are highly available and scalable. A single software platform across all systems provides for easy management, and easy upgrades. Integrated features provide for point-in-time snapshots and easy data mirroring to other systems in remote locations to protect your data. Thin provisioning and de-duplication allow for ultimate storage efficiency, greatly reducing the amount of storage needed. SAN and NAS connectivity provide for flexible solutions that are a must for server virtualization configurations.

First Network Group, Inc. is a NetApp Gold Partner. FNGi can build a NetApp system that meets your needs for performance, scalability and resiliency.

For more information, contact Randy Carpenter at 800-578-6381 Opt. 1.

Call Center Services

In 2009 FNGi sat down with some of our valued customers and crafted our 24/7 Call Center Answering Service. We are now available to accept calls 24/7 for television, telephone, cellular support, emergency, alarm systems, and other 611 issues for any customer. We have already logged over 22,000 calls to this service, with a goal of doubling that number this year.