

# FNGi *focus*

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

## Defend your Mac from Mac Defender

For over 10 years, Apple users have been nearly 100% virus and malware free. That was until May 2<sup>nd</sup> when some unscrupulous group of hackers released the “MAC Defender” malware attack.

The infection occurs when visiting an infected web page and will spawn as a warning pop-up describing that a virus has been found or that your system is infected and includes a red “Cleanup” button.

This trick pop-up makes it appear that another legitimate program or even the operating system itself is giving you this information and asks you to proceed with providing your administrator password to begin the “scan”. If the password is provided the software is installed and the program then attempts to scare the user with other fake infection alerts until a full version of the software is paid for by entering a credit card number and completing the transaction.

There are several methods to further protect yourself from this threat. What

this new breed of malware or scamware is attempting to leverage in its favor is password security and social scare tactics.

To combat the first issue, make sure you are using long and complex passwords. The key here is complexity so mix in some upper and lower case letters, numbers, and even symbols such as \$, # or &. Do not use full words or numbers otherwise associated with you alone. Good passwords are hard to crack, but also hard to remember, so try to make a password that you can sound out, but doesn’t actually spell anything. For example, start part of it with your phone number, then some random letters, and end it with your birth year in reverse.

Then know when to use your password. If it’s the administrator level password for your computer ONLY enter it on official prompts from the Operating System. Programs like MacDefender try to simulate these prompts, so familiarize yourself when you are asked for it and to be safe ALWAYS be suspicious when providing this very important password.



The second issue is don’t fall for the scare tactics. If you are like 99.999% of us you do not have any nuclear launch codes stored on your computer and you don’t require military strength protection. That being said, you do need an antivirus program if you are running Windows. If you are running an Apple product you should be safe as the operating system is designed differently and can’t be infected in some of the same ways Windows can. Still you can install anti-virus such as ESET Cybersecurity software directly from [www.apple.com](http://www.apple.com).

For more information on Mac Defender and how to remove it, please visit: <http://support.apple.com/kb/ht4650>

## Not Just Authenticated DHCP

For many years the DHCPatriot system was synonymous with authenticated DHCP and rightly so as the first eight years of its existence, that is all it supported. In 2009, with the introduction of version 4.2, the DHCPatriot became a fully functional standard DHCP server as well as an authenticated DHCP server.

Many of our customers had been asking for this functionality for some time. They wished to take advantage of the redundancy of the DHCPatriot system on their non-end-user equipment networks such as those with Fiber-To-The-Home (FTTH) Optical Network Terminal (ONT) devices, or cable modems. Time and Trivial File Transfer Protocol (TFTP) services were also required for these types of networks. It would be a major advantage for these customers if the DHCPatriot system could support these necessary services and do so redundantly.

FNGi spent some time adding these features in 2008 for release in January 2009. The DHCPatriot system, when 4.2 was released, became a fully functional DHCP server that could be used to be the centrally located DHCP server in the ISP network replacing all other DHCP servers. In addition, the DHCPatriot system also began supporting Time of Day (TOD), Network Time Protocol (NTP), and (TFTP) services in the trademark redundant fashion.

Customers could now use their DHCPatriot system in their cable modem network, for example, while providing critical services that the cable modems need with full high availability. The DHCPatriot became able to provide the settings file to the cable modem via TFTP, and the critical timing services via TFTP.

These new services could be provided even while the DHCPatriot system continued to provide authenticated DHCP to the end-user equipment on the ISP network. That was true then and is still true today as we near the release of version 5.



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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.**

## Version 5 Enters Beta

The DHCPatriot software version 5 has officially entered beta status! At the time of this writing, we have one field beta test running. By the time you are reading this, we will have added several more participants.

The install process is smooth if a bit long. The following references to time are based on our largest customer with 18 million sessions in their database. The upgrade process consists of only up to an hour and a half of downtime which we will happily perform during your maintenance window. It may take up to 3 days for old sessions to start showing up, as well as a longer window for complete conversion (up to 208 days). The sessions are converted in reverse chronological order so that the newest sessions appear first. FNGi can get any session data for you during this time if needed.

# Is Your Network Ready to Scale?



Internet Service Providers are under constant pressure to adapt their networks to meet the demands of their customers. Online services that require more bandwidth feed the demand for higher speed connections, while mission-critical business applications are driving the requirement for high availability via redundancy and robust network engineering.

Are you ready to meet your customers' demands? Do you have a redundant and robust highly available network? Do you have redundancy and disaster recovery plans for services (mail, web, etc.) that you offer your customers?

First Network Group, Inc. can help you assess your network's resiliency and readiness to scale to meet the needs of your customers. We offer network hardware from Juniper Networks, Cisco and others. We are a NetApp partner, providing highly scalable redundant storage systems to drive server virtualization, backups and disaster recovery. We offer custom server solutions to meet your needs from low-power single servers for simple tasks, to high-end virtualization platforms for maximum performance and redundancy.

We have years of experience in managing internet networks and our system of ongoing monitoring and maintenance ensures that your network performs to the best of its ability. We are experts in deploying virtual server environments and provide the necessary maintenance and support to keep your servers running at peak performance.

We can also host services off-site in our datacenter for backup and disaster recovery, or to eliminate the need for the equipment in your office. Our virtualization platform allows you to deploy whole virtual servers, so that you may run whatever software you require, without having to compromise with the needs of other customers.

You can choose a whole package of gear and services, or just the pieces that you need. Contact Randy Carpenter at 1-800-578-6381 Opt. 1 for more information.

## Do you speak IPv6 ?

Is your network ready for IPv6? As the last of the available IPv4 addresses in North America are being handed out, it is time to have a plan for IPv6. First Network Group, Inc. has the expertise to assist you in evaluating your needs, and to help you deploy IPv6. Don't be intimidated by the new protocol. Let FNGi help you understand how it all works, and get it routing on your network. You may be surprised as to how easy it is! Contact Randy Carpenter at 1-800-578-6381 Opt. 1 for more information.