DO YOU ETHERNET?

"We offer the whole package..."

Internet service providers are facing a major transition. The traditional TDM services of the past (T1, DS3, OC3, etc.) are quickly being replaced by carrier-grade ethernet. From ISP WAN links to customer connections to metro-nets and more, a converged network consisting of exclusively ethernet is the new standard. An all-ethernet network simplifies management by consolidating functions previously requiring multiple different hardware platforms at different tiers into a much smaller footprint requiring less hardware, which translates into space, heat, and power savings. Many setups can be consolidated to only a few devices in the core network. First Network Group has the tools necessary to assist you. We can help you implement your ethernet network by designing a setup that works for you. We offer the whole package, including the hardware, installation, and ongoing support and maintenance.

Please contact Randy Carpenter, VP of IT Services at 1-800-578-6381, option 2, or rcarpen@network1.net.

Find us on Facebook

www.facebook.com/firstnetworkgroup

If you think someone else in your organization should be receiving this newsletter, visit our website at **www.network1.net** and view our newsletter page. Select the "Sign-up to receive our quarterly newsletter" link and add them to our list. **Thank you!**

FNGi
First Network Group Inc

4-6 Perry Street
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Wapakoneta, OH 45895

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.

www.network1.net

800.578.6381

FNGi FOCUS

In This Issue

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PARENTAL CONTROLS ARE BUILT IN

"With Windows you can select what times of day and how long your child can use the computer."

Keeping your children safe online has always been an issue, but never before has this task been so easy. Both Microsoft Windows 7 and Apple OSX feature built-in parental controls to help you with this task. Now there is no need for third-party applications that can be easy to circumvent or require costly monthly fees to maintain.

On Apple OSX platform you can accomplish this by creating an account for your child with his/her own username and password (done via Accounts in System Preferences). Make sure this account is set to Standard. Select this account and check "Enable Parental controls" and then click the "Open Parental Controls" button.

In Parental Controls you will have options to limit what specific applications the account is allowed to use on the "System" section. To control web browsing, select "Content" at the top and enable the "Website Restrictions" option of your choice. You can even choose specific websites to be blocked. Other options include limiting chat and email to specific contacts and setting online time limits.

On Microsoft Windows 7 platform you can accomplish this by creating an account for your child via "User Accounts" in the Control Panel or by opening Start and typing "User". To access the Parental Controls, open Start and simply type "Parental" and you will see the Parental Controls option appear in the "Control Panel" section of the results. With Windows you can select what times of day and how long your child can use the computer. You can also select age appropriate limits on the computer games installed on the computer or block specific programs. To greatly expand your options you can download "Windows Live Family Safety", part of the Windows Live suite of free programs. By default this enables basic filtering of websites as well as specific websites. A Microsoft Windows Live ID is required for this service such as a Hotmail or Live account.

First Network Group employees are happy to help your users setup the various Parental Control options they may have on their operating system. If you are already use us to provide your End-User technical support, this process is included in the service. If you aren't currently using our End-User technical support services to provide your customers with the best 24x7 service options, contact us today to find out how a solution from First Network Group can help. Contact Cory Lykins, VP of Tech Services at 1-800-578-6381, option 6, or coryl@network1.net.

We Take advantage of our fully redundant network, protected by battery backup and on-site standby generator.

> ## *"There is a common misconception that there are no more IPv4 addresses available to be allocated to ISPs."*

REMOTE PRESENCE

"This direct control allows the technician to check several things faster than the caller."

Contacting technical support can take many forms, from support websites to simple email interaction all the way to talking to a live person via the telephone any time of the a day or night.

Each form of support provides a different level of interaction appropriate to the level of need of the customer. Some customers simply need to know if the SMTP server supports authentication and will find that via a non-interactive means such as your support website. Other users have a unique situation or need and require a bit more interaction so they will seek online chat, email or telephone support.

Then there are times when a customer needs even deeper immersion and interaction than that. In this case our Remote Presence utility is the pinnacle of support and interaction. This technical support feature is a totally secure remote support solution that allows us to directly interact with and view the customers computer. This tool helps when it's hard for the customer to accurately describe a problem that needs to be visualized to be understood.

The software is small, downloads quickly and can be fully customized with your company's logo and credentials. When the software is opened it provides the customer with a way for our technicians to securely connect and view and control their computer. Each session and connection is unique and totally secure.

This direct control allows the technician to check several things faster than the caller. It is also a unique way to show customers how to get the most of out of their computer and online experience. Our Remote Presence software is completely free of charge and is yet another of our support tools that create the best technical support your customers can experience. Unlike some other support centers, we do not charge extra for the feature-rich improvements to our process.

Contact us today for a price quote and evaluation, to find out what others have known for nearly two decades, that First Network Group Technical Support is the leader in value and service. Contact Cory Lykins, VP of Tech Services at 1-800-578-6381, option 6, or coryl@network1.net.

IPv6 REQUIRED SOON, IPv4 STILL AVAILABLE

As an industry, we are getting closer to a point in time in which all Internet service providers will be required to have fully working IPv6 networks in order to deliver a full experience to end-users. It is vital that everyone who provides network connectivity or services on the Internet start their IPv6 deployment as soon as possible.

On the other hand, IPv4 is not going anywhere any time soon. ISPs will need to continue to support and develop their IPv4 infrastructures in parallel with IPv6 for the foreseeable future.

There is a common misconception that there are no more IPv4 addresses available to be allocated to ISPs. This is not the case. While the global pool of IPv4 addresses has been depleted, the American Registry for Internet Numbers (ARIN), who is responsible for allocating addresses to entities in North America, still has a fairly large pool of addresses left.

If you are an ISP that has a direct allocation from ARIN, and are being told that you cannot have any more addresses, it is likely due to improper documentation, or a misunderstanding of the ARIN policies related to number resources. First Network Group can help you understand the policies, and assist in organizing your documentation in order to get the address allocation that you qualify for.

If you are assigned addresses from an upstream provider, and are being told they have no addresses, then your upstream provider is likely in a similar position. They either are lacking the proper documentation, are not following policy correctly, or are simply refusing to provide appropriate services to their customers. We can also help in this situation. We can help you discuss the situation with your upstream provider, or assist you in getting your own address allocation from ARIN.

Let First Network Group help you make your network the best it can be. Please contact Randy Carpenter, VP of IT Services at 1-800-578-6381, option 2, or rcarpen@network1.net.

DHCPatriot 5.1 & IPv5.99999

The upcoming DHCPatriot version 5.1.0 will support DHCPv6 (IPv6 style DHCP) as well as DHCPv4. This initial release will be a somewhat feature limited start on the road to full DHCPv6 support for the DHCPatriot as the DHCPv6 protocol specification continues to develop and be defined. (Much of the needed detail for real world application of DHCPv6 is undefined at this point.) We are watching and lending our voice to the process at the IETF DHCP working group along with others such as Cisco. We hope that our efforts will strengthen the DHCPv6 specification in the coming months.

Initially, the DHCPatriot system will support setting up a shared network and one or more subnets. It will also support prefix delegation. Prefix delegation is important for allocating addresses to equipment connected to customer routers. DHCP logs will also be searchable.

Many features that are currently available with DHCPv4 (IPv4 style DHCP), are noticeably absent in DHCPv6. We are waiting for many of the underlying DHCP standards to catch up. For example, the MAC address is not included in DHCP packets presently. This makes correlating DHCPv4 and DHCPv6 clients impossible. We are working within the industry to rectify these concerns so that we may bring you a more complete DHCPv6 experience.

For consultation on the DHCPatriot, contact Darren Ankney, VP of Product Development at 1-800-578-6381, option 3, or dankney@network1.net.

DHCPatriot™