FNGi
First Network Group Inc

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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

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FOCUS Newsletter

As First Network Group approaches another fiscal year end, I'd like to thank our customers for another great year. We certainly enjoy providing our professional services to you and your customers and are honored to be your vendor of choice. I'd like to extend a special thank you to those of you who have expanded your use of our services, including our Customer Service Center handling more of your customer's needs (maybe you added your Telephone, CATV/IPTV or Cellular customers to our care) or maybe you expanded your use of our IT Services department for your IP Network Engineering, your server deployment, or for your security or routing needs.

From all of us at FNGi, we wish you a safe and happy Fourth of July and an enjoyable summer. And we are here to help you maintain the premium quality of your IP offerings and to help keep your customers happy.

Sincerely,

Stephen C. (Steve) Walter, President/CEO

FOCUS

DHCPatriot

DHCPatriot Version 6!

With the release of the DHCPatriot 6.0, we've updated the underlying custom Linux operating system to now be fully 64-bit. This offers vast improved functionality, particularly with memory usage and file system / file size area.

DHCPatriot 6.0 will require 64-bit hardware, so users on the old 32-bit only architecture will need to upgrade (Models 2007-1 and older). Using our Trade-Up Program will allow you to obtain our latest hardware model to enjoy DHCPatriot version 6. Or if you are running a 64-bit model DHCPatriot(2008-1 and newer) you can upgrade to the the higher performance hardware for our 2016-1 model.

If you carry a current DHCPatriot Maintenance Contract you will receive a steep discount when replacing your aging hardware. We handle the cut-over to the new system copying data and changing IP addresses so that nearly nothing needs to be done on your end.

Our last hardware refresh was in 2013. We purposefully refresh the hardware specification only when there is considerable advantage to performance preferring a stable hardware model rather than several incremental upgrades. Our 2016 model is an amazingly powerful upgrade over our 2013 hardware revision. We are packing in twice the amount of RAM topping out at 16GB. And for the first time, Solid State Drive (SSD) drives will ship in every DHCPatriot. Previously these were only available in our Pro model or custom builds. The RAM boost will give the system faster data access and an all around better performing system. The SSD gives us a blistering fast ten times faster disk I/O compared to the current DHCPatriot system with traditional spinning hard drives. And we achieved all of this while reducing the device's physical footprint by 4 inches in length.

Don't worry, even if you don't need to upgrade your hardware to support version 6 of the DHCPatriot system software, we can still offer the trade-up deal to you as long as you have an in-force DHCPatriot Maintenance Contract. By the time you read this, the 2016-1 model of DHCPatriot system should be in general availability. Contact us for further information today!

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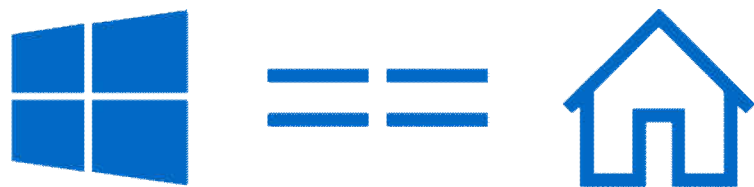
BASH is Coming to Windows

With the Summer release of the Windows 10 Anniversary Update, something that was unfathomable over the last 20 years is about to happen, Microsoft is embracing Linux and in a way that no one could've ever imagined … Linux is coming to Windows.

This is not a virtualized version running in HyperV or some other emulation trick. A special version of Ubuntu can be installed directly inside of Windows and all the power of the BASH prompt can be accessed and used natively in Windows. Microsoft has written a Linux command interpreter to translate the kernel commands to the Windows kernel and aside from that BASH and other Linux applications will not know the difference. Virtually all well known functions will work, ssh, apt-get, git access, etc.

To take advantage of this feature, make sure you have received the Windows 10 Anniversary Update (as of this article the release date is still "Summer TBD") then enable Windows Subsystem for Linux inside your installed Windows Components via the Settings App or Add/Remove Programs.

Someplace very warm, just got a whole lot colder, folks!

Did You Know?

The first consumer-based computer assisted sewing machine was the model JN-100, sold in Japan. It was powered by a Nintendo Game Boy Color and featured individual "game" cartridges that contained patterns of popular video game characters that it could embroider on fabric.
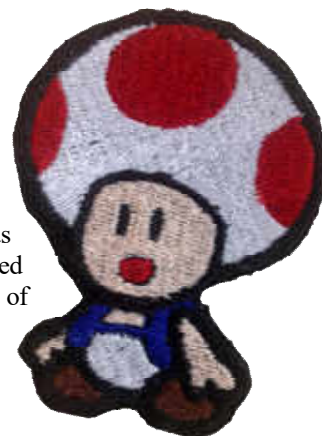
Good Catch!

A few astute readers caught an error in our IPv6 sample from last month's issue. The example for the hex for 0000101000110100 is actually 0a34 and not 0abc. Nice catch!

Building Rapport with a Caller: Confidence

CONFIDENCE
Trusting that what comes out of your mouth won't come back to burn you later.
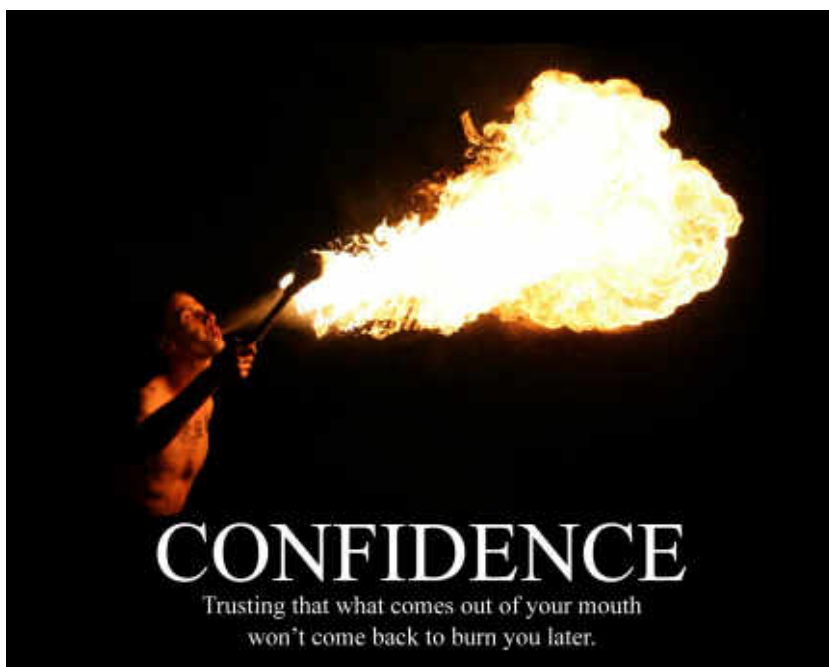
A customer service or tech support call may be your customer's first contact with your company after they've signed up for service. These calls can come in the same week that their install happened or even years later.

Even though it's not a first impression of your company, it could be the most important impression. When a caller is asking for help, they are vulnerable and exposed. It's vital to build rapport with the caller quickly and effectively to make assisting them that much easier and painless.

Building rapport with a caller breaks down into several key areas, one of the easiest and most effective: Confidence. The caller needs to have confidence in your ability to help them. The more confident they feel about this, the easier the call will go and the happier they will be when you reach a resolution.

This is NOT about faking confidence. Fake confidence always comes off over the phone as insincere. So there are two ways to make sure you are confident and sound that way.

1) Know your product, service, tech info or where to locate this information.

Make sure your knowledge resources are fully available, organized and easily accessible by all members of your team. Even the most mundane or seemingly random information should be documented and at your fingertips. Has your install department changed the style of wall jack they deploy? You need this info. Has your company decided to no longer support an old Operating System or program? You need this info. Callers will ask the oddest questions or a resolution to their problem could hinge specifically on something as basic as correctly identifying the color of a piece of hardware. Be confident that you know the answer or know exactly where to find it!

2) Take on the caller's problem as your own.

It may seem counter-intuitive, but one of the best things you can say to a caller is "I don't know." Caller's will respect the fact that you are being honest with them and you're not going to give them a wrong answer because you assume you know what you're talking about when you don't.

After stating that you don't know, follow it up with a personal commitment that you will research and investigate their problem to find a resolution. Take personal ownership of the customer and their issue, make it your own and make sure that they realize you are treating it this way. Make a personal commitment to follow-up during the process at specific times. When the customer is confident that you are on their team and together you will find a resolution the process will be much easier to work.

— **Cory Lykins**
VP of Tech Services
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Google Cheat Sheet

Type This	Get This
fast car	Find pages with the words "fast" and "car" in them, either as a pair or separate.
fast car or boat	Find pages with either "fast car" or "fast boat".
"We the people"	Find pages that contain the exact phrase: "We the people".
fast –train	Find pages that contain the word "fast", but not the word "train".
fast ~vehicle	Find pages that contain the word "fast" and synonyms for "vehicle", such as car, boat, train, etc.
fast site:network1.net	Find the word "fast" but only on the site www.network1.net.
link:fast.com	Find pages that link directly to fast.com.
fast related:amazon.com	Find the word "fast" on pages that are similar to amazon.com, but no pages for amazon.com itself.
internet * provider	Use an asterisk when you're not sure what one word in a phrase might be. This would find results like "internet service provider".
fast filetype:pdf	Find the word "Fast" but only in PDF files. Most any file type can be used.
info:network1.net	Finds information about the website www.network1.net.
cache:network1.net	View Google's cached copy of the website network1.net.
miles to km	Convert a mile into a kilometer. Works for any type of conversion, cups to ounces, etc.
2 + 2	Solve any math problem by simply searching it.
IP	Find your current public IP address.
define fast	Find the definition of a word.
do a barrel roll	Make Google do a barrel roll.
askew	Make Google lean just a bit.

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