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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



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!**



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As a valued customer, you may receive a survey from First Network Group soliciting your ratings of our performance and suggestions for improvement.

Please consider participating in this process to assist us with the constant and neverending improvement of FNGi products and services.

Sincerely,

S.C. Walter, President/CEO

FNGi FOCUS

YOUR CONNECTION TO THE LATEST NETWORK NEWS.

APRIL-SEPTEMBER 2013

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LET THE GAMES BEGIN!



2013 will be a huge year for gaming. Microsoft and Sony have both announced their newest consoles, the XBOX One and the PlayStation 4. And while the previous consoles, the Microsoft XBOX 360 and the Sony PlayStation 3 aren't leaving the entertainment space, the new gaming consoles are poised to dominate this holiday buying season.

This will mean even more expansion of Internet usage in today's digital living rooms. We have seen Smart TV sales surge, but nothing trumps the undisputed king of online access in the living room - the video game console. The XBOX 360 and PlayStation 3 boast more than 70 million active online users combined. According to Microsoft, XBOX 360 users spend an average of 40 hours a week on the service. Our own internal tracking puts game console calls in the top 20 of systems for help requests.

This means more and more customers are not only seeking faster Internet speeds but also a vast array of assistance to consume and enjoy this content. In addition, it's not all just fun and games. Over the past year, the amount of time spent watching TV or a movie on a video game console has grown 157 percent! It also means that customers will want to expand their current local networking options in their homes: this means new routers, new connection practices, network keys and new security concerns.

First Network Group's Technical Support department has your customers completely covered in all these respects. We can easily guide any level of user thru the unboxing and setup of a wireless router, and connecting any gaming console out there. We take our time and explain each step of the way so the customer understands the benefits of different setups and best practices in wireless security standards.

If you are already providing superior customer service and technical support to your customers by using First Network Group Technical Support, then you can rest assured that this explosive demographic of customer is completely supported from beginning to end. If you have not yet had a chance to find out how our technical support service can provide total support coverage, I urge you to give us a call and find out just how we can make sure your customers are getting the most out of your product.

FNGi
First Network Group Inc

Instrumental in developing and supporting Internet networks across the U.S. since 1993.

NETWORK SECURITY: THE FUNDAMENTALS



From foreign governments to domestic villains, hackers have made big headlines in the first half of 2013. Fears range from the next virus to cyber attacks that take down nationwide utilities or telecommunications. It is quite possible that Network Security (or Cyber Security) will soon rise to the level of the Y2K scare from the turn of the millennium. Unfortunately, the hyperbole that drives the media will not make your network more secure, nor will many of the “experts” that will be created during the frenzy. The good news is that Network Security is computer science, not rocket science, and it begins with solid fundamentals.

DESIGN. Good Network Security begins with solid network design. As an ISP or NSP, your network is only as solid as your upstream provider(s) – the first consideration in your network design. From there, security needs to be integral in the design of your own network infrastructure. While it is tempting to use consumer grade equipment in your network, low-end devices

are rarely designed with security as a top priority, and often lack ongoing support to keep them up to date. The same applies to Operating Systems. Multi-user is not the same as true enterprise class. Deploy secure network segments (VPN) where needed, do not rely on simple Network Address Translation to protect your valuable data or equipment – NAT is not security. Secure networks fundamentally rely on an OS that is designed with security in mind and has updates available as technology and threats change.

MAINTENANCE. From firmware (think BIOS) to Daemon (think Web or Mail Server software) to your OS, updates need to be installed once they are field proven. Whether a Patch Level Update (PLU) or a full upgrade to a new version, security fixes should be installed as they become available. This applies to your ROUTERS too. Put your trust in someone who is a full-time administrator who is an expert in the field and who stays abreast of necessary changes. Legacy equipment that is no longer supported by the manufacturer is inherently insecure. Make replacement of obsolete equipment a part of your security budget.

MONITORING. Monitoring your network and reviewing the relevant logs greatly increases your odds of finding a breach, or even an attempt. Monitoring the activity and performance of your network is a critical component of a secure network.

Those of you who are First Network Group IT Services Customers already work with a security savvy IT staff who can deliver a level of Network Security that will let you sleep at night. If you are not yet working with the FNGi IT Services staff, contact Randy Carpenter rcarpen@network1.net or 1-800-578-6381 option 1 to get started today.

Next Issue: The Forgotten Side of Network Security: Personnel and Policy.

Our best wishes to all for a safe and happy summer.

Steve

Stephen C. Walter, President/CEO

“First Network Group has always been able to resolve our network problems quickly and in a proactive way that anticipates our future requirements.”

Bruce Hanway General Manager, Monon Telephone Co. Inc.

“For a comprehensive list of supported devices, please visit: www.network1.net.”

BY THE NUMBERS

The end-user Technical Support Services department at First Network Group has been operational for more than 18 years. Beginning with a solid operational foundation, our knowledge and insight has grown to cover a dizzying array of devices and setups. Our support is flexible for any device or service you provide, but we probably already have you covered.

Here is a sample of what we fully support:

- 18 different Operating Systems for the PC
- 23 major Operating System revisions for the Mac
- 95 DSL Modems by 37 different manufacturers
- 31 Cable Modems by 15 different manufacturers
- 43 Cell Phone models in 15 brands with 8 different Operating Systems
- 25 other devices – from tablets, gaming consoles to Smart TV’s, etc.

For a comprehensive list of supported devices, please visit: www.network1.net

Contact us today to find out how our budget friendly technical support services will allow your customers to benefit from the knowledge, dedication and experience of First Network Group, Inc.

Cory Lykins, V.P. of Tech Services
1-800-578-6381 option 6
coryl@network1.net
www.network1.net

THE LATEST ON DHCPATRIOT

The DHCPatriot has always been a leading edge solution to the varied needs of ISP’s and networks nationwide. Server virtualization is at the core of many server technologies and now you can harness the power of the DHCPatriot in a virtual server environment. The DHCPatriot has always been a leading edge solution to the varied needs of ISP’s nationwide. A recent advancement in dynamic solutions is the virtualization of many core technologies, such as mail and DNS. Now you can harness the power of the DHCPatriot in a virtual server environment.

Many of our customers are using the default Linux kernel implementation called KVM (Kernel-based Virtual Machine). Red Hat Enterprise Linux features support for KVM and is widely used in this capacity. DHCPatriot v5.2.0 is available as a virtual and will run on a KVM virtual machine.

Virtualization offers many advantages, chief of which is hardware flexibility. If the system begins reaching capacity, more hardware can be allocated to the system. If your entire virtual platform must be replaced, the existing DHCPatriot system can be migrated to the new hardware platform. Conversely, if only a relatively small amount of devices are using the DHCPatriot services, less hardware may be allocated if appropriate.

Presently, only the KVM virtualized environment is supported. There are other virtual server platforms available. We will evaluate deployment to other brands of virtual environment based on customer demand.

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Visit our website for more info at www.network1.net

