# Gulfcoast Networking Newsletter

## Your IT Management Experts

## December 2021

Hello! We're pleased to send you this monthly issue of the Gulfcoast Networking Newsletter. It's our way of saying that you're important to us and we truly value your business. Please feel free to pass this newsletter on to friends and colleagues. Enjoy!

### MONTHLY QUOTES:

*""Perfection is not attainable, but if we chase perfection we can catch excellence."*

**Vince Lombardi**

*""There are two ways of spreading light: to be the candle or the mirror that reflects it."*

**Edith Wharton**

*"No act of kindness, no matter how small, is ever wasted."*

**Aesop**

### IN THIS ISSUE:

## Exciting Changes Are Coming

We have so many exciting changes in progress, it is hard to know where to start. In no particular, here are the most significant ones:

New anti-malware software for both consumers and businesses.

We've been offering Avira to individuals and Avast to corporate customers. Changes in the respective companies' distribution systems has made it impossible for us to continue to offer these products.

For over 15 years, we've been using a Bomgar remote access appliance to provide remote support. We've upgraded hardware on multiple occasions and maintained an annual support agreement. Our current appliance is no longer being supported and replacement looked to be prohibitively expensive.

Fortunately, we already have a solution: The remote monitoring and management (RMM) service we've been using for several years for our managed clients comes with a VPN solution. We've offered this VPN service (Splashtop) for our clients who have needed to have employees work from home during the pandemic.

A general transition that we've been making from physical servers to the cloud prompted us to look at replacing the Bomgar appliance with the Splashtop remote service.

An added bonus has been that the excellent Bit Defender anti-malware product can ride on top of Splashtop.

We are currently migrating our email clients from servers located in our office to servers in the cloud. In addition to the new servers not being in our office's Level A hurricane evacuation zone, the new servers support IMAP, webmail, and MUCH larger mailboxes.

The most recent new offering is a secure email service that is easy to use and should be quite popular with any of our clients that are in the financial services, real estate, legal, or medical fiends. The service provides end to end encryption and secure storage on the mail server. It also includes incoming and outgoing virus scanning and options like email archiving.

We are excited to see all of these improvements in our service offerings. We hope that you will be as excited as us as these changes continue.

# How to Choose What Happens to Your Data After You Pass Away

It's not always easy to talk about, yet statistics show that 100 percent of individuals will die someday, in some form or another. This fact presents several difficult questions: What happens to your personal belongings? Who will look after the people you love if you die? And what about all the images, papers, emails, and gifs you leave behind; who will have access to your digital life?

**Google:** Google uses what it calls an Inactive Account Manager tool to inform you of your mortality. Go to your Google account page, click Data and privacy on the left, and then make a plan for your digital legacy. If you haven't started the procedure yet, you may do so by clicking Start. Input the data in the format requested by Google. You can add the contact details of up to ten people who will be contacted and provided with access to your data if your account lies dormant for a set length of time. You may choose how long this period of dormancy should last, as well as which Google applications and services your friends will be able to use.

**Apple:** Apple is set to release a new account-holder function that operates similarly to Google's method: You can choose up to five legacy contacts who will have access to your

iCloud records and folders after you pass away. There are a few obstacles to overcome, though, because Apple still requires evidence of death to ensure that your friends aren't attempting to snoop on you even when you're alive.

**Facebook:** Although you may not maintain all your vital information on Facebook these days, it is probably going to be a point of contact for many individuals in your life, both past and present. After you pass, your Facebook profile can either be deactivated or memorialized, which means that your friends and family will be able to post a remembrance on your timeline, and all your images and posts will remain intact.
Facebook, like Google and Apple, allows you to designate legacy contacts who will handle and maintain your page if you want to commemorate it.

No other platforms are as well prepared for mortality as Apple, Google, and Facebook are. If you are seeking to access an individual's account after they've passed away, Microsoft recommends obtaining legal advice. For now, if you have essential Outlook emails you want to share with others after you have died, you'll have to share your access details with them now.

# News Bytes

**Chromebooks may now be used as scanners, thanks to a new Chrome OS upgrade.**
Google began rolling out Chrome OS 96 on Tuesday, and the cameras on Chromebooks have learned some fresh stuff. According to a Google blog post, the update adds the option to scan photographs using your camera and transform them to PDFs or JPEGs. You can utilize the functionality with both cameras if your Chromebook includes a front-facing camera and a webcam like the HP Chromebook x2 does.

You may send the produced file by email or other common methods. You can also use Nearby Share to share the scanned document with other Chromebooks and Android smartphones. Nearby Share, like Apple AirDrop, allows you to share data rapidly through Bluetooth, WebRTC, or peer-to-peer Wi-Fi. In June, Google introduced Nearby Share to Chromebooks for the first time. The business is also now beta testing a service that allows users to use Google Assistant to operate the Camera app, even launching it.

**IT Spending Set to Reach $4 Trillion in 2022**
According to Gartner, IT expenses are expanding at their quickest rate in ten years, primarily to infrastructure software and device acquisitions. Global IT expenditure is expected to reach $4.5 trillion in 2022, up 5.5 percent from 2021, according to the latest Gartner predictions, with IT budgets expanding at the quickest rate in ten years.
Gartner claims that all IT spending sectors will expand next year. However, infrastructure software investment is expected to deliver the fastest increase in enterprise software in 2022, at 11.5 percent. As remote work, telemedicine, and remote learning became more popular, global expenditure on devices increased by over 15%.

As organizations continue to rethink the future of work, they are focusing their expenditure on ensuring their infrastructure is robust and supporting increasingly complicated hybrid work structures.
Cyber and data security top the list of anticipated IT investments for 2022, according to a Gartner poll, with 66 percent of respondents planning to raise their spending. Business intelligence/data analytics (51%) and cloud platforms (48%) come in second and third, respectively.

# What Exactly is a Zero-Trust Network, and Why Should You Care?

**Question:** *What are dead pixels, and can they be repaired?*

**Answer:**

One of the most disappointing things you might encounter when purchasing a new screen is a strange black dot: The dreaded dead pixel.

Before you leap right into restoring dead pixels, you need to understand how pixels operate in a display. Liquid Crystal Display (LCD) is a major monitor technology.

It works by sandwiching a layer of liquid crystal between two polarizing filters. Liquid crystal is a form of liquid that may display crystal-like qualities. A backlight supplies the source of light that you see from your display behind that sandwich. Every element in the sandwich is transformed by electrons as the light goes through, producing either light, no light, or a gradient somewhere between the two. These are known as electrodes and are the building blocks of LCD displays.

Color LCDs to have three layers of filters—usually red, blue, and green. You may change the tone and strength of the filter by modifying the quantity of electrons that are input into each color. This gives you a precise RGB value. As a result, each pixel consists of three electrodes, one for each color.

The fundamental reason for a pixel problem is that one, or even multiple, electrodes are malfunctioning in some way.

You can run across a variety of pixel difficulties. If you're lucky, you won't come upon a dead pixel. The dead pixel is the most dangerous since it indicates that the electrodes behind the pixel have entirely failed.

Is it Possible to Resurrect a Pixel?

Sadly, there is no direct method to fix a dead pixel because it is almost always a manufacturing flaw or a shipping issue.

## How Can You Tell If an App Is Safe to Use?

Zero Trust security is a security model that involves stringent identity verification for everyone wanting to access something stored on a private network, regardless of whether they are internal or external to the network. To put it another way: A typical IT network security trusts everyone and everything on the network. On the contrary, Zero Trust architecture trusts no one.

The castle-and-moat idea is used in conventional IT network security. Outside access is difficult to get with a castle-and-moat security system, but all the devices that connect to the network from inside are trusted by default. The issue with this strategy is that if an attacker obtains access to the network, they can subsequently gain complete control over everything inside that network.

**Verification and constant monitoring:** A Zero Trust network assumes that there are attackers both internal and external to the network; as such, no users or devices should be trusted without verification. User identification and privileges, in combination with device identity and security, are all verified by Zero Trust. Furthermore, users are evaluated on an ongoing basis.

**Least-Privilege Access:** Least-privilege access entails granting users only the level of access they require, like an army general providing intelligence to their soldiers only in situations when they need that information. This decreases the amount of time each user can access areas of the network that are critical.

**Control of device access:** In combination with human access constraints, to achieve zero trust, strict device access constraints are required. Zero-trust systems must keep track of how many distinct devices are attempting to connect to their network, verify that each one is permitted, and ensure all devices have not been compromised.

**Multifactor Authentication (MFA):** Zero-Trust security also emphasizes MFA. MFA refers to the requirement to provide multiple pieces of evidence to validate a user; simply inputting a password is not sufficient. The two-factor authorization (2FA) used on online sites like banking sites, and social media platforms are common forms of MFA. Users who activate 2FA for these services must input a code delivered to another device, such as a smartphone, as well as the password, giving multiple aspects of evidence that they are who they say they are.

# Gulfcoast Networking Newsletter

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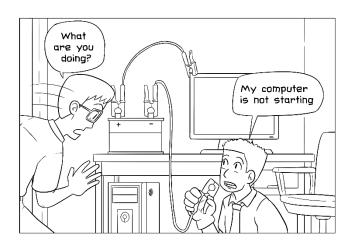
## APP OF THE MONTH: VINEGAR

'Vinegar,' is a Safari plugin that uses the HTML video player as a substitute to YouTube's default video player on both YouTube.com and embedded YouTube videos hosted externally. With Vinegar, you can view a video on YouTube just like any other HTML video by substituting the YouTube video player with a simple HTML <video> tag.

This means no YouTube commercials, no user monitoring, Picture-in-Picture functionality (which was previously only accessible to Premium users), and the option to play YouTube in the background.

Vinegar is listed the 'Utilities' category on the App Store for $1.99 USD and is fully compatible with macOS, iOS, and iPadOS.



**Gulfcoast Networking, Inc.**

## FROM THE DESK OF:
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If you don't have a managed-service agreement in place, please let us know and we'll conduct a needs analysis and provide you with a proposal free of charge!

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## OFFER OF THE MONTH

Call us for a demonstration on how encrypted email works.