

# UnderstandIT

From **MAY DAY CONSULTING LIMITED** in association with **FACILITATORS UK**

A publication designed to inform and enable businesses to understand the implications, costs and advantages of using Information and Communications Technology. Distributed through Chambers of Commerce.

## PHOTOCOPIERS COULD BE A SECURITY RISK

Do you know if your photocopier has a hard disk under its cover? If it is one of the later models from almost any supplier, it probably does. If this is the case, beware when you either allow the supplier to take it away for repair, or otherwise dispose of it.

The hard disk inside the copier is used to store images of the documents that you have copied, scanned or maybe even faxed (if it has a fax facility built in).

Many companies have fallen foul of business espionage. There have been cases where unscrupulous service engineers have removed and replaced the copier hard disk (which can be done very easily), and retrieved hundreds of documents from the disk, some of which were confidential or contained sensitive or financially useful information.

There are also risks from hackers, who may be able to access your copier if it is attached to an office network (many copiers can be used as a network printing device as well as copier, scanner and fax facility).

The situation with regard to photocopiers is similar to that of office computers, in that sensitive information is often left on the system's hard disk when the computer is taken off site for repair, or disposed of.

Make sure that you have an appropriate service agreement in place with your supplier that ensures that you can retain the copier's hard disk when it is either repaired or you dispose of the copier. You can then make sure that the disks' contents are securely erased before disposing of the device.

## THUNDERBIRD E-MAIL CLIENT FROM MOZILLA

In the November 2004 edition, we covered the recent successes of a new Internet web browser – Mozilla Firefox. The same company is now aiming to repeat their success with a new e-mail client program that they have called Thunderbird.

The company claims that it will not be vulnerable to the same security flaws as other e-mail client software like Microsoft Outlook.

If you are interested in trying it out, you can download a copy from:

<http://www.mozilla.com>

## UK BROADBAND SERVICES LAGGING BEHIND

BT has recently announced that it will be doubling the speed of its broadband internet access services. This means that their "starter" service will be at 1Mbps with 2Mbps services available in some areas.

Superficially, this seems like a dramatic step forward. Maybe it is for BT, but in other countries, the speed and cost of broadband services is far superior to that of the UK. For example, in Japan, a 50Mbps service is available (in Tokyo) for around £20 per month! Even in South Korea, 10 and 20Mbps services are common, with a 100Mbps service promised for the near future.

These offerings make the BT services look pale in comparison. One of the problems of course, is that many of the 2<sup>nd</sup> and 3<sup>rd</sup> world countries have newly installed telecommunications infrastructures. Here in the UK, the old copper telephone distribution infrastructure is aged and not capable of supporting greater transmission speeds. Technological improvements are increasing the effective speed, but this is now reaching its limit. A major investment is needed to improve this sad situation.

## MICROSOFT - NOKIA TO COLLABORATE ON MOBILE TECHNOLOGY

It was recently announced at a trade fair in Cannes that Microsoft and Nokia have agreed to collaborate on the development of operating systems for mobile phones. At the same time, Microsoft also announced a joint venture with a leading US digital media provider, Loudeye.

The result of this announcement will see Microsoft operating system components being incorporated into future mobile phones produced by Nokia. It also follows the path being trodden by Microsoft into the area of mobile entertainment.

Many future mobile phone models will include improved ability (and capacity) to deliver multimedia (music and video) services to the user. It also follows the current trend towards combining media entertainment (downloaded music, video, radio and games) and mobile telephony.

Unfortunately, some of the recent forays into this field have not been too successful. Many existing leading-edge devices can usually deliver entertainment or good telephony services, but not both in a reliable way!

## INTERNET TELEPHONY (1)

### LOW-COST STD AND IDD CALLS

In the December 2004 edition of Understand IT, we covered the subject of Internet Telephony – the ability to make free telephone calls via your computer and existing Internet connection.

Skype Technologies, a small (but fast-growing) company has produced innovative computer software that has now been downloaded by an estimated 24 million users. The software enables a user to make a free telephone call to another Skype user via their computer, providing it is equipped with sound and a microphone.

Initially, this emerging technology has only been able to connect you to other Skype users who are online simultaneously. However, this is changing (perhaps predictably), following a deal signed between Skype and Hutchison, a major telecommunications provider based in Hong Kong. This deal will provide a link between the Internet and the global telephone network via a Hutchison telephone “portal” in Hong Kong. You can now make calls to any subscriber in the world at an extremely low rate.

The facility is available by downloading the standard Skype software which allows you to make calls to other Skype users. To make calls to off-network locations (regular telephone numbers), you need to purchase credit online, which is applied to your existing account (set up when you install Skype).

The standard top-up is €10, which will provide around 10 hours usage. For example, calls from the UK to the USA and Australia are a little over 1p per minute. For a full listing of rates, which are standard and global (they are the same whether you call from the UK to USA or USA to UK, or even UK to UK numbers), go to the following page:

[http://www.skype.com/products/skypeout/rates/all\\_rates.html](http://www.skype.com/products/skypeout/rates/all_rates.html)

If you have not downloaded a copy of Skype software, you can find it here:

<http://www.skype.com>

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## INTERNET TELEPHONY (2)

### FREE OR LOW-COST MOBILE CALLS

In a similar vein to the article above, Skype have also signed a deal with Motorola, with a view to producing “skype-ready” mobile phones. This will enable users to make calls at either no, or low-cost. However, it remains to be seen if mobile network operators will co-operate with something that will reduce their revenue!

We wish to acknowledge with thanks that some of the material contained within this publication has been sourced from Computer Weekly.

May Day Consulting Limited and your Chamber of Commerce have endeavoured to ensure the accuracy of the information contained in this publication, but do not accept liability for any inaccuracy or omission contained within it.

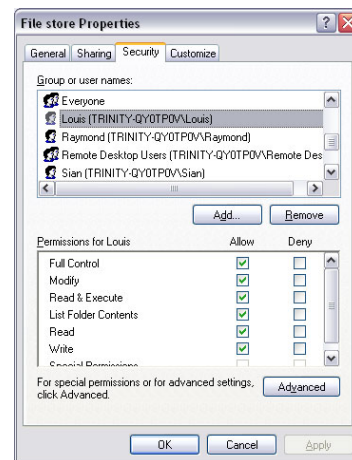
Information on other Business and IT services can be found on our web site at: <http://www.maydayconsulting.co.uk> or by calling Alan Finch on 07968 262079.

## APPLYING SECURITY ATTRIBUTES TO FOLDERS

The security built into Windows XP Professional is quite extensive. Facilities include the ability to create different logon accounts, with a set of separate private folders allocated to each user. These folders cannot be accessed or even seen by other users providing logon passwords are created for each account.

Further, the administrator, or a user with administrator privileges can assign various attributes to general folders stored on the computer’s hard disk. The attributes that can be applied to any folder include Modify, Read and Execute, Read, Write, and List Folder Contents. Full Control can also be applied, which includes all the above attributes. These attributes can be either allowed or denied, depending on the administrator’s requirements.

The attributes are applied to each user by highlighting the folder concerned within Windows Explorer and right-clicking on it. Then select the SHARING AND SECURITY option from the resulting drop-down menu. Finally select the SECURITY tab (see below).



Select a user, and apply the attributes required by clicking on the appropriate check boxes under either the ALLOW or DENY columns. Finally, click the APPLY button to assign the attributes to the folder.

In future, when the user concerned logs on to the computer, he will be able to see the folder, but will only have the abilities defined by the administrator.

These notes briefly describe the basic security. There are more advanced facilities that can be used and applied to high-level folders with the option of cascading the same attributes to sub-folders or not. If you require assistance in securing the information on your computer systems, then call Alan Finch on (01224) 697457.

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