

# UnderstandIT

From **MAY DAY CONSULTING LIMITED** in association with **Facilitators International LLP**

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.

## MS LIVE ONECARE - UPDATE

Following on the article in the last edition about Microsoft's OneCare "all-in-one" product, we have become aware of some potential flaws in the product and feel that users should be made aware that the protection being afforded by the product may not be as robust as Microsoft would have us believe.

Firstly, it has been reported that the OneCare product recently failed tests carried out on it by two organisations – Virus Bulletin (<http://www.virusbtn.com/index>) of Abingdon in the UK, and AV Comparatives (<http://www.av-comparatives.org/>) of Innsbruck, Austria. In both cases, OneCare failed to detect a large enough sample of viruses to warrant its being given a pass rating.

Secondly, it would appear that a bug has been discovered in the latest version (Version 1.5) that potentially deletes or makes a user's Outlook mailbox inaccessible. It occurs when the product detects a virus in an email message in an Outlook mailbox. If it has been configured to quarantine such instances, it quarantines the entire Outlook mailbox file, making it inaccessible. Even worse, if the user has configured the product to delete any virus infections, rather than quarantine them, then the entire mailbox file is promptly deleted, thus involving the loss of all emails!

There is of course, also the issue of Microsoft becoming both game warden and poacher. Live OneCare is designed to protect users computer systems from various threats, many of which are permitted by vulnerabilities their own products!

In view of these revelations, our advice at this point is to delay any plans you may have for installing Live OneCare until such time as these bugs have been resolved. We will continue to review the status of this software and provide an update in the next edition.

## WiFi ROUTER SECURITY

In a past edition of Understand IT, we covered the security features of WiFi (wireless) routers/Internet gateway devices. These devices form the "backbone" of a home or small business network, providing a single link to the broadband internet link and access for any WiFi enabled desktop, laptops or other WiFi enabled hand-held devices.

Since the network created by these devices is wireless, we have stressed the importance of enabling the encryption facilities available on them.

This will ensure that any unauthorised user who may come within range of the router is denied access to the network unless he/she provides an encrypted pass-phrase that will have been provided to all authorised users of the network.

There is another potential loophole of which administrators of these WiFi routers should be aware. In order to gain access to the router's administration facilities, it is necessary to enter a User ID and password, typically by accessing the router's built-in web page (address is usually 192.168.1.1). However, often the User ID and password is not changed, but left as the defaults provided by the manufacturer. This is potentially a major security flaw, leaving your network open to intruders.

In addition, it is known that if anyone on the network visits one of a number of malicious web sites, a small program can be downloaded to your PC that gains access to the router settings (using the default information provided by the manufacturer). They can then over-ride many of the security settings, providing open access to the network for malicious purposes.

If you use one of these wireless router/broadband gateway devices, either at home, or in your office, you should ensure that the default User ID and password, provided by the manufacturer to gain entry to the setup features, is changed immediately and kept secure. You should then proceed to ensure that the wireless network encryption features are enabled and the appropriate pass-phrase is communicated securely to all authorised users of your network.

## RENAMING MULTIPLE FILES

We recently discovered a small, but quite useful tip that you can use when needing to rename multiple files with the same root name, but maybe adding a sequential number to the end of each file name. This is particularly useful, for example, if you have downloaded photographs from a digital camera to the hard disk of your computer and you wish to rename them, perhaps to indicate where they were taken.

In Windows Explorer, find the files that you wish to rename, and highlight them all. Then right-click on the first file in the list and a menu will appear.

Select RENAME. You can then rename the first file and place "(1)" (or other number) at the end of the file name. Hit enter and all highlighted files will be renamed with the name you provided but the (1) will be changed sequentially. Neat, and very handy.

## PIRATE SOFTWARE – GOVERNMENT TO GET TOUGH

Section 107A of the Copyright, Designs and Patents Act comes into force on April 6, 2007. This new section in theory gives Trading Standards officers wide ranging powers to enter premises, without a warrant or any prior warning, to inspect any software currently in use and the relevant licence documents.

FAST (the Federation Against Software Theft) has lobbied hard for these new rules to be brought into law and this results directly from the principal recommendations of the government-backed Gower Review of Intellectual Property.

Under the circumstances, all business managers (and others) should ensure that all software that is currently used on computer systems that are directly or indirectly owned by them is original, and has appropriate licence documentation. The penalties for contravening the new legislation are likely to be much higher than the cost of purchasing the original software.

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## MS OUTLOOK – A SINGLE INBOX FOR ALL MAIL

Like most of us, you may have managed to generate a number of different e-mail addresses over time – each one set up for a different purpose, and probably with a different service. You will have published the various addresses to correspondents and advising everyone of a new address can be difficult and confusing for your correspondents. Managing your mail in this way is therefore often a problem.

You might have Microsoft Office on your computer and use the Outlook program to retrieve e-mail from your principal account. For example – your Internet Service Provider who allocates a mailbox as part of the range of services included in your monthly subscription. Outlook retrieves mail from the ISP server and stores it in a local mailbox on your computer.

You may then use Webmail to view or send email messages received via one of the other many webmail services – these might include include Hotmail, Yahoo Mail, Google Mail and a whole plethora of other webmail services.

The problem with this scenario is that your incoming mail is located in a number of different locations – one on your own PC (in Outlook), but the others on the remote mail servers of the various services listed above and accessible usually via the web.

Many Microsoft Outlook email client users are unaware that it can be used as a local repository for mail from a number of different services, and can therefore ease this problem of managing multiple e-mail accounts.

For those who are unfamiliar with using Outlook, the method of configuring a new email account is by selecting the TOOLS menu item, then E-MAIL ACCOUNTS and then ADD A NEW E-MAIL ACCOUNT. You will be presented with the following dialogue box:

Insert all the information required, most of which should be provided by your ISP. You can then test the settings and Outlook will simulate a “send” and “receive” and you should receive a test message in your inbox to signify that you have configured the account correctly.

In the case of webmail services, many now also provide POP3 (Post Office Protocol – version 3) mail access. This means that by creating a new account in Outlook (as detailed above), you can use the settings provided by the webmail services that offer this option in the same way as indicated above. You will then be able to retrieve mail from each of your accounts and it will be desposited automatically in the one inbox on your computer.

Many will argue that by downloading all your mail into a mailbox on your computer at the office (or home), it would not be accessible whilst travelling. However, if you own a laptop, you can use the laptop in any remote location (providing you have Internet access of course) and download mail in the same way as though you were in the office, or at home.

If you are not a mobile user, but would like to be able to view your mail whilst away, then you can configure Outlook to download your mail, but to leave a copy on the Webmail server. You can then access the webmail service from anywhere and still view or reply to your mail.

If your require more assistance on setting up Outlook in the way described here, please call Alan Finch on 01224 697457 for help.

We wish to acknowledge with thanks that some of the material contained within this publication has been sourced from Computer Weekly, PC Pro, BBC and other reputable sources..

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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.

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