

**Richard Gee**

---

**From:** Deb Hann [deb@kinetics.co.nz]  
**Sent:** 29 September 2006 13:28  
**To:** Richard  
**Subject:** Update from Kinetics!

## October 2006 Update from Kinetic

---

### Services

- *Network Audit*
- *Network Engineering*
- *Proactive System Maintenance*
- *Disaster Recovery*
- *Security Audits*
- *Software Development*
- *I.T. Consulting*

*Kinetics Group Ltd*

*Ground Floor,  
Building 3,  
666 Great South Rd,  
Penrose, Auckland  
P O Box 109-477  
Newmarket  
Auckland*

*Tel 09 3798200  
Fax 09 3798210  
[www.kinetics.co.nz](http://www.kinetics.co.nz)*

### **Hello Richard ,**

This month, we have two new services to add value to your I.T. investment after the I.T. systems, and the other looks after you.

We are very happy to launch our new **Managed Support Service**. We monitor your networks for you, and be alerted automatically to problems, allowing us to act before they have a major impact or cause a system outage.

The system we have invested in, plugs into your network, monitoring PCs and infrastructure components. It gathers data, 24/7 and sends it to our management server. This data gives us new capabilities – we can baseline performance to help us find unexpected variations, we can be alerted if there are problems or thresholds such as low disk space, backup errors, antivirus updates, and many others. And we can login securely and remotely to your network. We even get inventory reports to help you track licenses and see what is installed on your system – and .. you can login over the web to see what you want! More information on the [Kinetics Website](#).

Our other innovation this month is a special deal with **ACE Training** that gets the most out of the software you already have helps you get better value from your investment. To say nothing of your people investment! Microsoft reports that the features most requested for the next version of Office are already in Office. See the [Ace Training Offer](#) for details on how to participate.

Thanks for your feedback over the year. These new services are a direct result of your suggestions – so thank you and keep the suggestions coming!

Regards

*Andrew Hunt*

CEO

## Inside This Issue

---

[New!! Kinetics Managed Support Service](#)  
[Upskill your staff! Special Ace Training Offer!](#)  
[Access your work PC from home with Internet Explore](#)  
[Typosquatting](#)  
[Handy Hints](#)

---

## NEW!! Kinetics Managed Support Service

---

Kinetics is proud of its innovation. This month we launch our new M Service. If it suits you, simply use our platform to monitor your network GoldPlus and SilverPlus support contracts to have us proactively watch networks and keeping them in perfect health 24/7.

You will benefit from:

- Network availability & Health Monitoring (eg system performance baselines, uptime calculations)
- Website monitoring & performance measurement (Intranet, etc)
- System event logs
- Security, (Firewall performance & vulnerability, Antivirus, Web)
- CPU, Disk, and Memory utilisation of critical machines
- Key applications monitored – e.g. SQL, Exchange, CRM
- Backup Logs
- Windows updates
- Uninterruptible Power Supply loads (depends on the UPS)
- Key network services and critical network KPIs

Our Managed Support Service also includes an audit and inventory facility to easily log in online and obtain information about your network details of PCs, Servers and deployed software. This makes system performance audits considerably easier.

GoldPlus and SilverPlus clients will receive a monthly summary report on network status, highlighting any issues and key 'uptime' statistics. A report will be brought to your attention with recommendations for appropriate action. Early detection of imminent problems avoids costly downtime and is much easier to deal with later.

With our remote server administration, we can even undertake many system updates and configuration changes remotely, as you need it!

For more information and a demonstration talk to your account manager.

the benefits and peace of mind SilverPlus and GoldPlus provide.

[Back to Index](#)

---

## Upskill your staff! Special Ace Training Offer!

---

Ace Training has established itself as one of the country's premium pro computer training. With training centres in Auckland, Wellington and Training delivers both Microsoft and IBM authorised applications, tech certification.

Kinetics is pleased to be able to work with Ace Training to make this more accessible to you.

**As a special for our clients, the first 10 companies to sign up for t or GoldPlus Managed Support Service will receive a voucher enti 20% discount on any training course provided by Ace Training... \$145!**

Talk to your account manager today about the exciting new service!

[Back to Index](#)

---

## Access your work PC from home with Interne

---

**Yes!** – With no extra software, it is now possible to use your work PC Internet Explorer.

When Small Business Server 2003 was released, it included a feature ca Workplace to allow you to take over your work PC from home. At the Kinetics investigated this feature but had concerns about the level of s Since then there have been a number of service pack enhancements so now be able to offer this feature to our clients.

There are a couple of prerequisites – your network server must be Smz your work PC must be Windows XP Professional, and your server and have all current service packs loaded. When you want to access it, you turned on (but not necessarily logged on) - and no one else can be usir you wish to access it.

Remote Web Workplace is not a replacement for a Terminal Server. T multi user device and does not have the advanced remote printing or r abilities that a Terminal Server has. It needs to be setup on every PC a before you can use this feature.

The system is secure. Access has to be specifically granted which mea this feature up to all your employees or only selected ones. The soluti encryption (SSL technology) for security. As with all security technolo protect you from poor passwords. Kinetics always recommends that y passwords and change them regularly.

If you are interested in taking advantage of this feature, call your Kinet

manager or ask your site engineer about it on his next visit.

[Back to Index](#)

---

## Typosquatting

---

In the early days of the Internet and domain names, great upset was caused by squatters, people who registered desirable domain names in the expectation that a legitimate user would be forced to 'purchase' the domain name from them. This, not surprisingly, resulted in a few lawsuits where registered trademark names were involved and is something that fortunately seems to largely disappear over the years.

Recent times have seen the emergence of 'typosquatting'. This is where someone counts on the chance of someone making a typo when entering the web address of a popular site into their browser. They register the typo version of the domain accordingly and will often set up an advertisement based website to which unsuspecting visitors are directed. There is of course also the potential for the webmaster to have more malicious intent such as for a phishing site or virus infection however.

In response to typosquatting, some companies have themselves registered their own domain names. Type in [www.google.com](http://www.google.com) for example, and you are nevertheless directed to [www.google.com](http://www.google.com), type in [www.microsoft.com](http://www.microsoft.com) and you go to the correct website of [www.microsoft.com](http://www.microsoft.com).

For these reasons, it is always best to double check that you are entering the correct spelling when typing in a web address.

Source: [www.symantec.com](http://www.symantec.com)

[Back to Index](#)

---

## Handy Hints

---

### Microsoft Word – Split panes to easily manage large docs

Sometimes when you are working on a large document, it can become difficult to get around to edit different parts. To make this easier, you can split the document into two panes, enabling you to edit two different parts of the same document at the same time.

1. Open the document you want to edit
2. Click on the **Window** menu on the toolbar and choose **Split**.
3. Position the split where you need it and click to put in place.
4. To remove the split, click on the **Window** menu again and simply choose **Split**.

The pane you click your mouse into becomes the 'active' pane. Changes made in one pane are reflected in the other...remember you are still editing the one document.

This split function has many possible uses including:

- The ability to position a split so you see the Contents of a document in one pane and the body of the document in the other.

- When moving or copying text in the document, position the source pane and the destination in the bottom.

## Microsoft Excel

### Changing the default number of spreadsheets in a new workbook

In MS Excel, each new workbook has three spreadsheets by default. Most users use one spreadsheet and the other two remain unused, while others require complex requirements for several spreadsheets. The number of default spreadsheets can be changed however to meet your needs.

- To change the default, select Tools, Options and click on the General tab.
- Increase or decrease the setting for Sheets in new Workbook and click ok.

Note: Also under the general tab, you can change some other handy settings such as the number of recently used files that are displayed under the File menu as well as the font and text size used.

### Change the colour of worksheet tabs

In Excel 2002 and higher it is possible to colour code worksheet tabs. To change the colour of a tab you wish to colour, right click and select Tab Colour. Select the colour you wish and click ok.

### [Back to Index](#)

---

If you do not wish to receive such email updates, please email [deb@kinetics.co.nz](mailto:deb@kinetics.co.nz) to remove you from the information list. We wish to inform not offend. Pub:

---

**Kinetics** – your IT experts for networks including effective email solutions!

[www.kinetics.co.nz](http://www.kinetics.co.nz) or email [support@kinetics.co.nz](mailto:support@kinetics.co.nz) to organize network support.

Ph 379 8200 Fx 379 8210.

---

This e-mail message has been scanned for viruses and improper content by Kinetics Group's NetIQ MailMarshal Server.