Ekaru Connecting People With Technology

Technology Workshop
Travelling with Technology

February 29, 2012
Lunch & Learn Webinar

Microsoft Small Business Specialist

Microsoft CERTIFIED Partner

Welcome!

- Thank you for joining us today.
- In today's call we will cover a tips for **Travelling with Technology**. The call will last approximately 35-45 minutes
- If you want to follow from your office, go to www.ekaru.com / Go to "What's New" near the bottom of the page. Presentation will open in a browser, click the down arrow in nav bar to advance slides.

Format

- This is a "listen only" voice call.
  - (Reason, cut down on ambient noise, avoid "call on hold music" – a bit tough though, because I can't hear you!)
- If you have questions, please eMail to info@ekaru.com and we will try to include Q&A at the end of the call – we will be reviewing email live during the call.
- Call 978-692-4200 for help.

Workshop Mission

- Help you get more from the technology you already have.
- Introduce you to new technologies you need to know about.

Overview – Travelling with Technology

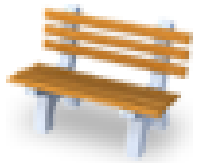
- *How do you stay secure on public networks?*
- *When is it smart to encrypt your portable data and when is it required by law?*
- *What can you do if your laptop, tablet, or smart phone is lost or stolen?*
- *How can you keep your mobile data costs from ballooning when you travel?*
- *How can you securely access your office computer while you're away?*

Ask Questions: info@ekaru.com

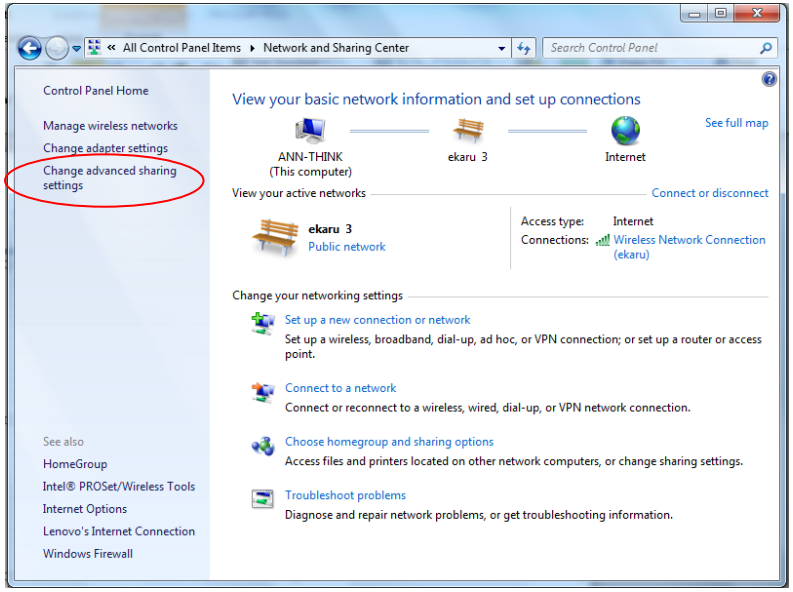
Security with public WI-FI

- Router that connects to Internet has a firewall to protect users from outsiders
- BUT, on a local network, you are basically trusting everyone there unless you use precautions.

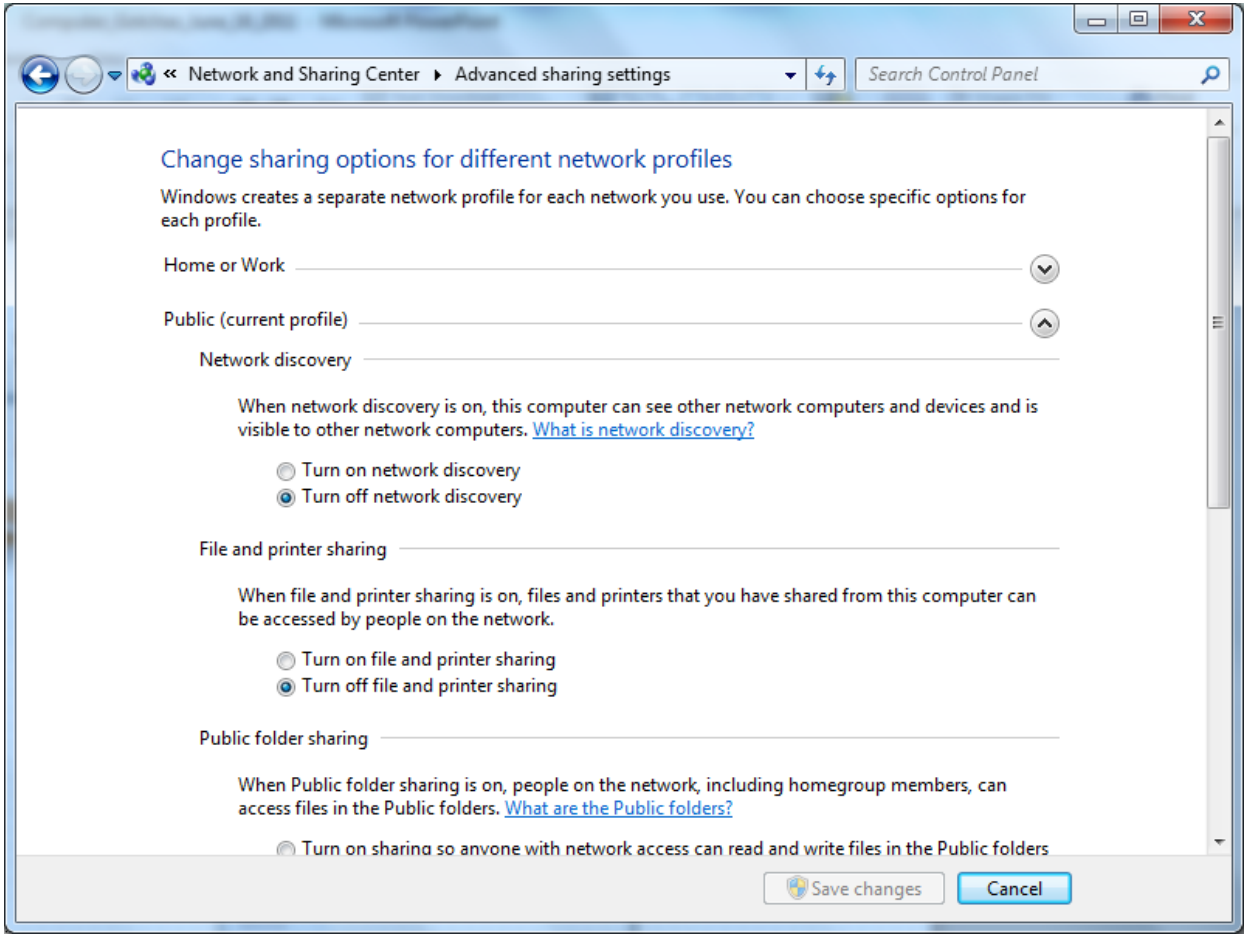
Set your security to "Public Network"



- To see what your current settings are and to change them, go to **Control Panel**, **Network & Sharing Center**. For a Public Network, the icon is a Park Bench. To see the individual settings, click on "Change Advanced Sharing Settings".



Public Security Settings



Public Security Settings

1) **Turn off Network Discovery** - When Network Discovery is ON, your computer can see other computers and devices on the network and they can see you.

2) **Turn off File and Printer Sharing** - When File and Printer Sharing is ON, files and printers you have shared on this computer can be access by other people on the network.

3) **Turn off Public Folder Sharing** - When public Folder Sharing is ON, people on the network can access Public Folders.

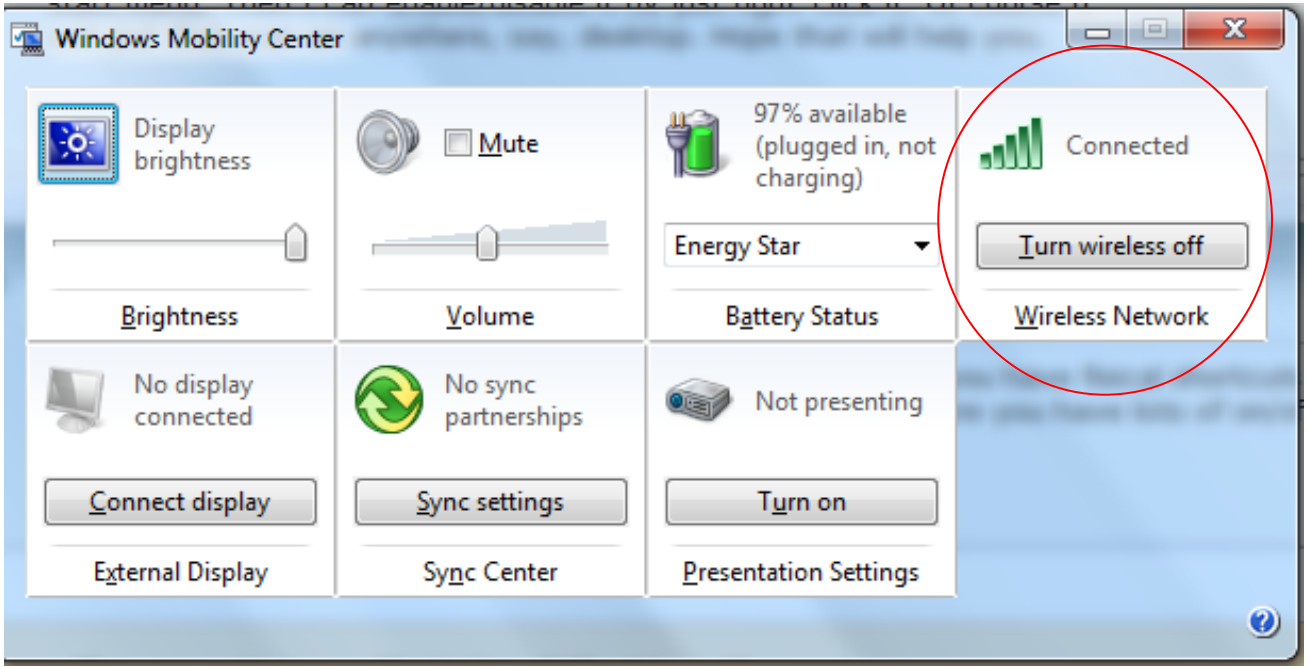
4) **Turn on Password Protected Sharing** - *if you are going to share files and folders, make sure Password Protected Sharing is ON so that only users with a user name and password for your system could access the files.*

5) **Additionally, Turn ON Windows Firewall**. Go to Control Panel, Windows Firewall and check that its ON. The firewall helps prevent other systems on the network (all the people you don't know in the coffee shop) from potentially spreading malicious software or accessing your system.

6) When accessing web sites, look for **SSL encryption** to make sure your transmissions are protected. Look for "**HTTPS**" in the web address.

Turn of Wireless if you don't need it!

- Hit "Windows Key" + X – Lots of on/off switches



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Encryption of Portable Devices

- **Required by the MA Data Security Law**: "Encryption of all *personal information** stored on laptops or *other portable devices***;"

* *Personal Information = (First name or initial)+ last name + (SSN or Financial Account Number or Drivers License, etc).*

** *If technically feasible*

Encryption of Portable Devices

- Think of all the data that walks out the door of your office each day
- What are employees storing on personal devices?
- What would you do if all your customer contacts were released?
- Encryption of portable devices is a smart idea above and beyond the law.
- Password ≠ Encryption !!!

Security for Mobile Users

- Get Full Disk Encryption!
  - PGP
  - TrueCrypt (open source)
- DO NOT FORGET YOUR ENCRYPTION KEY! There is no “back door”!!
- MA Data Protection Law

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What to do – stolen laptop

- Change all your online passwords – banking, credit cards, amazon, etc
- Change your email password
- File a police report

You can prepare

- ***Before***: Make model, serial number ("service tag" for Dells)
- Full disk encryption
- Make sure your data is backed up!
- LoJack for laptops

Lojack for Laptops

- How it works:
- When LoJack for Laptops is installed, a small piece of software, the Computrace® Agent, is embedded on your computer. It is very difficult to detect and resists deletion.
- Once you activate your LoJack for Laptops subscription, the Agent starts contacting Absolute's Monitoring Center via the Internet at regular, frequent intervals.
- Should you request a **Lock** or **Delete** procedure, the Agent receives and executes these commands the next time it contacts the Monitoring Center. If your laptop is stolen, the Theft Recovery Team can use the Agent to obtain forensic data used to guide local law enforcement in recovering it.

Smart Phones

For our managed service clients (Q2):

- Include mobile agent support for **iOS**
- Device and network information
- Configuration for mail and passwords
- Lock phone, remote wipe if lost
- Remote troubleshooting via LogMeIn
- We expect to add this functionality for other mobile devices later in the year.

Smart phones

- With Exchange, your phone can be deleted and locked remotely.
- With “Pop mail”, plan ahead about how much mail you want to keep on your phone.

Think Twice about Travelling Overseas with your Laptop

- Customs agents don't need probable cause or reasonable suspicion to seize your laptop at the border
- This is being argued in court (to declare the searches "invasive", but for now, this is the rule)
- Think twice about what you bring with you – it could be weeks before you get your system back!

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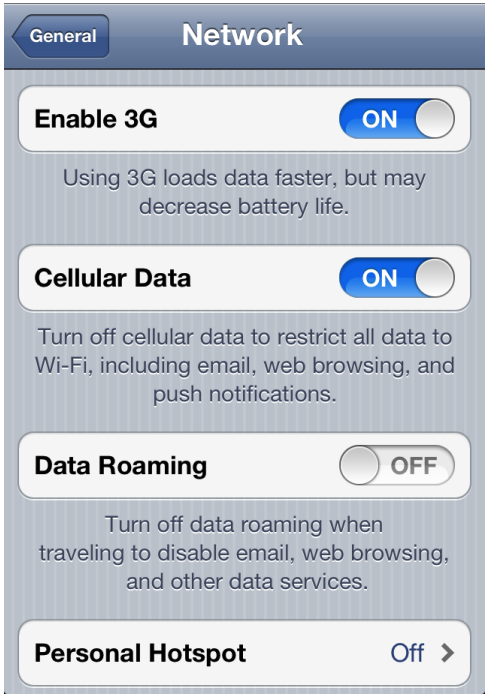
Turn of Data Roaming

http://support.apple.com/kb/HT4203

Turning off Cellular Data does not affect your ability to make or receive phone calls or to use Wi-Fi networks for Internet connectivity, but you will be unable to:

- See the Cellular Data icon in the status bar: , , or .
- Send or receive MMS messages. However, SMS and iMessages can still be sent and received.
- Retrieve or listen to new Visual Voicemail messages. To retrieve these messages, enable Cellular Data.
- Use Personal Hotspot.
- You can adjust this setting from **Settings > General > Network**

iPhone – Shut off data roaming



Blackberry

- **Turn off data service**
- Depending on your wireless service plan, you might be able to turn off data service (email, PIN and MMS messages, and browser service) on your BlackBerry® device so that only phone and SMS text messaging services are available. For more information, contact your wireless service provider.
- In the device options, click Mobile Network.
- Perform one of the following actions:
  - To turn off data service, change the Data Services field to Off.
  - To turn off data service when roaming, change the Data Services field to Off When Roaming.
- Press the Menu key.
- Click Save

NOTE – All devices and carriers are different.

Backup Services – Mozy

- Network options – Turn off 3G. This will stop the backup when your laptop is on 3G.

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Access your Files Remotely

Two main strategies:

- Put files in a central location "cloud" that you can access anywhere
- Use Remote Access to get to an office computer

Dropbox

- Dropbox is a file hosting service
- Users store and share files and folders with others across the Internet using file synchronization

DropBox Security

- Dropbox uses modern encryption methods to both transfer and store your data.
- Shared folders are viewable only by people you invite
- All transmission of file data occurs over an encrypted channel (SSL).
- All files stored on Dropbox servers are encrypted (AES-256)
- Dropbox website and client software have been hardened against attacks from hackers
- Public files are only viewable by people who have a link to the file(s). Public folders are not browsable or searchable
- *Last year there was a serious security breach at DropBox during which for several hours, any user could access any account with any password.*

Other file sharing options

- Jungle Disk / Rackspace
  - (This is what Ekaru uses)
  - Synchronize: Files available off-line.
  - Transfer files too large to email (>10M)
- Mozy/Stash (only consumer version is released).
- LogMeIn for Managed Service Clients
- Remote Desktop, GoToMyPC
- Other solutions available…

Q: Mobile Scanning

Fujitsu ScanSnap S1100 Color Mobile Scanner - $199

"providing *digital nomads* full page document and business card scanning inside or outside of the office"

Mobile Scanning

- http://droidscan.com/

Summary

- Careful on public networks
- Encrypt your portable devices
- Protect yourself from theft
- Don't let your mobile data roam
- Find a way to securely access your data

Prepare in advance!
We hope you found at least one suggestion that will make a difference for you!

More Questions?

- We love to hear from you! Send us questions/topics for future blog posts or webinars.
- If there are any questions that didn't get answered today, email us at info@ekaru.com or call us at 978-692-4200.

Ekaru Blog

- Get training every week: www.ekaru.com/blog
- Suggest a topic!

Thank You!:

For more information:

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