

What The Heck Is A Website Certificate And Why Should You Care?

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As the Christmas season approaches, all of us are going to be making purchases online.

If you do, you must know how to quickly determine if the web site you are about to buy from is secure.

A secure connection is an encrypted exchange of information between the web site you are visiting and the browser you are using.

Encryption of data is simply a process of converting the information you type in (your name, address, and credit card number) into an unreadable format that only the receiving web site can decipher.

Encryption is done through a document the web site provides called a web site certificate. When you send information to the web site, it is encrypted at your computer and decrypted at the web site to prevent hackers from intervening and stealing your credit card information. So how do you know if a site has a certificate and a secure connection?

There are two things to look for. Just note that these two checks only apply to the web page where you actually enter your credit card information, NOT the entire site itself.

Once you are on the actual order page, look for a tiny yellow padlock in the bottom right corner of your web browser. Depending on your browser version, the Security Status bar may be located on the top of the browser and to the right of the

Address bar. The padlock should be closed (locked).

Next, look at the actual URL. It should begin with "https" rather than the standard "http." If you are on a web site and you see these two things, the site will have a certificate. You can view the certificate by double clicking the yellow padlock.

Upon clicking, a certificate dialogue box will pop up that contains information about who the certificate is issued to, who it was issued by, and when it expires.

Another way you can view a site's certificate is through your browser's menu options. In Internet Explorer, go to File, Properties and then click on the Certificates button. The same dialogue box will then come up for you. In Firefox, go to Tools, Page Info and then click on the Security tab. You can then click on the View button to see that site's certificate.

If you ever get a warning that there is a problem with the web site's certificate, it could be due to a number of problems such as the names on the certificates don't match up with the web site or the certificate has expired.

If this happens, you may want to call the company and place your order by phone rather than going through their web site.

If you have any questions or concerns or if you want to get a secure certificate for your website, email us at shikha@tdcnet.ca or call us at (416)913-8998.

Recent post from www.tdcnet.ca/blog

9 Ways To Prevent Your Server From Crashing

When dealing with technology in general, there are many little things you can do to prevent future headaches. Here are a few simple things you can do to prevent your server and network equipment from overheating and crashing:

- 1) **Tidy up the server room:** a neater room will increase air flow.
- 2) **If more than one server:** arrange them in a row so that the cold air comes from the front and is expelled out the back.
- 3) **Keep doors closed:** Keep the doors to the server room closed and seal off the space.
- 4) **Aerate the equipment:** Make sure cold air reaches all the equipment.
- 5) **Redundant air-conditioning:** Have a redundant A/C that is specifically designed for computers.
- 6) **Rack enclosure:** Buy a rack enclosure where the cooling is built in to the bottom of the rack.
- 7) **Keep temperature low:** Keep the temperature at no more than 77 degrees.
- 8) **Blanking panels:** Use blanking panels over any empty

spaces on your server rack.

9) **Virtualization:** Consider virtualization or hosting in a cloud environment so you are generating a lower amount of heat in the first place.

If you're interested in learning more, or are concerned over the disastrous state of your server room, let us know and we'd be happy to help!



Check out the TDCnet Blog for the new **Tech Tip**—tips and tricks to help you use technology more effectively. Go to www.tdcnet.ca/blog.

TECH TIP OF THE MONTH

How to Clear the Internet Cache in Firefox 6

1. Open Mozilla Firefox 6.
2. Click the Firefox button and then choose **Options**.
Please Note: If using the menu bar, choose **Tools** and then **Clear Recent History**. Skip to Step 5 below.
3. With the Options window now open, click the **Privacy** tab.
4. In the History area, click the **clear your recent history** link.
5. In the Clear Recent History window, set the Time range to **Everything**.
6. In the list at the bottom of the window, uncheck everything except for **Cache**.
7. Click on the **Clear Now** button.
8. When the Clear Recent History window disappears, all of the files saved (cached) from your Internet browsing activities in Firefox will have been removed.

Techie Dictionary

Firewall: A device or software program designed to protect your network from unauthorized access over the Internet. It may also provide Network Address Translation (NAT) and Virtual Private Network (VPN) functionality (We will cover these terms in the future).



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The TDCNet Tech Tip Launches!

Tips & tricks to help you use technology more effectively

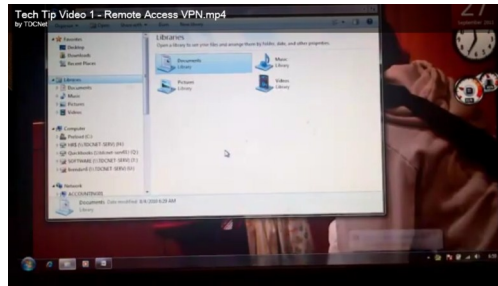
Technology can either be a blessing or a curse. Used properly, it can help you do things faster and get more done in a day and allow you to spend more time with your family.

Used improperly and with some bad luck, it can ruin your day, keep you from your family and cost your business tons of money.

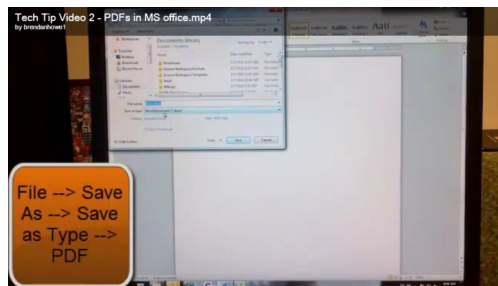
The latest addition to our educational efforts is designed to help you turn technology into a blessing. The TDCNet Tech Tip is part of our ongoing proactive efforts to help our clients use technology more effectively.

We launched it as a video series last month on our website (www.tdcnet.ca) to give you easy to understand tips and tricks on using common programs and doing common tasks more effectively.

It is as much for business owners as it is for members of



A screenshot from TDCNet Tech Tip #1 on remote access



A screenshot from TDCNet Tech Tip #2 on making PDFs using Microsoft Office

your staff, as the topics will help your entire company.

The first Tech Tip is on remote access and the difference between VPN and Remote Desktop. We get asked all the time about options to work remotely and this Tech Tip explains the two most popular ways to do this.

Tech Tip #2 shows you how to create PDFs in Microsoft Word. Many people think you need to buy Adobe Acrobat or download a PDF creation program to turn your documents into PDFs. Not true! This Tech Tip shows you how to do it.

We know everyone is really busy so we're making sure our Tech Tip videos are less than five minutes long and packed with useful tips.

Please let us know what you think

and if you have any ideas for Tech Tips you would like to see, please email shikha@tdcnet.ca or call us at (416)913-8998.

Does Your Data Backup Suck?

We spend a lot of time meeting with small business owners and find that when it comes to their backup, it downright sucks. We're not going to sugar-coat this because too many people just don't get it. If you don't have a good backup for your data, you are playing Russian Roulette with your business.

If you want to know if your backup system sucks, ask yourself these 3 questions:

- 👉 How do you know your backup is running?
- 👉 When was the last time you tested your backup to ensure it's working properly?
- 👉 If your backup was to FAIL today, would you be able to work tomorrow?

If you answered "I DON'T KNOW", "UNSURE" or "NO" to any of the questions above then you MUST call us! We will give you a FREE Data Security Audit to check your backup and see if it's truly protecting your business.

All you need to do is call (416) 913-8998 or email mybackupsucks@tdcnet.ca and say "I think my backup sucks." We'll give you this FREE audit (a \$500 value!)

NEWS & NOTES FROM THE TDCNET TEAM

Shiny New Gadget Of The Month: Cobra Phone Tag



Never lose valuable items again!

With the Cobra PhoneTag, your belongings are secure from loss or theft. After synching your device to the free smartphone app, simply attach it to your key chain, purse or laptop bag in order to protect those items.

How does it work?

The PhoneTag software monitors the distance between the phone and tagged items. If the items become separated, you will be alerted immediately.

The PhoneTag application records the GPS location & time that you lost your item. The software then sends the GPS information to a user-defined contact list

through email, text message, or a linked Facebook or Twitter account.

PhoneTag can also act as a two-way “finder.” Simply tap the button on the PhoneTag device to ring your smartphone. If you are looking for your PhoneTag protected item, the PhoneTag application will help you to find it quickly and easily.

Check it out at www.cobra.com



"Nurse, get on the internet, go to SURGERY.COM, scroll down and click on the 'Are you totally lost?' icon."

Trivia: Do You Know the Answer This Month?

In addition to Thanksgiving and Veteran's Day, what else takes place in November in the United States?

- National Beard Month
- National Tobacco Awareness Month
- National World Kindness Day
- All of the above

Remember, first person to call in with the correct answer wins a Tim Horton's gift card! (416) 913-8998

Last Month's Winner???

What is Halloween called in some parts of Ireland?

- Fright Night
- Pooky Night
- Spooky Sundown

The correct answer is b) Pooky Night. Congratulations to Roely Mezitis and Pedro Da Fonseca who answered the question correctly at the same time!



Managing your
connections

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