

**CHECK OUT**  
[www.kinetics.co.nz](http://www.kinetics.co.nz)

# **Kinetics Group Ltd**

## **-News! Working For You-**

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**October 2004**



## Services

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

Hello !

## Editorial

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My thanks to all those clients that participated in the Microsoft customer survey. It's great to have your support, and Microsoft's, as we continue to grow our client base, and improve our service levels and processes. The feedback that we get helps us enormously, and we appreciate it greatly, the good, the bad and the ugly! I'm always looking for more guidance on how we can continue to evolve to better meet our client's needs and your suggestions are always welcomed! At any time, please feel free to send me an email or give me a call.

It's a sad month for us as Olivier Gaston has decided to move on, into a role working on another site. We wish Olivier well, and we are close to appointing another engineer to replace him. As we examined our requirements, looking for gaps in our existing team, it gave us a great deal of pleasure to reflect on the quality of our team and how they've evolved along with the firm. I am extremely proud of the team at Kinetics! It certainly makes the task of selecting a new engineer all the more challenging as we strive to maintain and improve our standards. We're slowly developing a couple of new roles within the engineering team, with John Lynch increasingly working on project management and technical advice. Michael Clark is increasingly becoming our escalation specialist, and Richard A'court moving into a project consultancy role. These changes are all designed to allow us to spread the load better amongst the team and build some areas of specialisation. For example, Richard's has this month had him work through a minefield of complexities to organise a broadband internet line in a building site in the middle of a field near the airport – quite an achievement! At the same time he's working on architectural design for an arts college system in Wellington.

The big change for Kinetics this month will be our new PDA project. Six months of development comes to fruition in the next week, and you'll now see us using HP iPAQ record job sheets, to dispatch jobs to our field engineers, and improve our data entry time. This will mean that within minutes of completing work, the job sheets will be available online, and to allow the office to more quickly respond to issues. We're also hoping to reduce our cell phone usage and improve email response times. Let us know what you think. If you'd like to come to the launch, check out ...[Want a smarter way to work outside the office?.....](#) or call Juliet McGurk in our office on 379 8200.

## Website Addresses

Here's a tip my wife noticed. She responded to an advertisement on the radio, and as a result decided to make a purchase online. Of course, the advertisement failed to mention the website – so, she guessed. She tried the product name (it's a well known product) and got the dreaded error – website not found. Not to be beaten, she tried the name of an equally well known competitor, got a hit and made her purchase. Imagine that – not having a website under the name of the product you advertise extensively on the radio. I subsequently did a search on the web, and found the website for the first product, but it wasn't obvious. How many sales is this company losing by not simply redirecting 'www.productname.co.nz', to their main corporate website?

The example in question isn't a client of Kinetics, but I will be contacting them next week to see if we can help. I tried the same test out on a couple of our clients, and was relieved to find that most of the tests proved fine, but I did find one or two that'll we contact next week.

## Inside This Issue...

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## Want a Smarter Way to Work Outside the Office?

Kinetics Group has developed a mobility solution that works. So well in fact, they want to keep it to themselves.

BUT... in conjunction with HP, Microsoft and Acquire, they're prepared to share the secrets of their growth strategy with you:

**Date:** Wednesday, 10 November 2004

**Time:** 4.00pm

**Where:** Compass Room

HP New Zealand

Level 5, 4 Viaduct Harbour Ave

Auckland

**Places:** 80 only. Numbers are strictly limited.

For a tangible return on investment, increased growth, reduced downtime and a super-efficient mobile workforce, come and let Kinetics Group, and their solution partners, show you how to work out of the office, smarter.

Please RSVP by 22 October 2004 to [juliet@kinetics.co.nz](mailto:juliet@kinetics.co.nz)

or call Juliet on (09) 379 8200.

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*Bring your business card on the day, and go in the draw to win the latest HP iPA*

*Pocket PC HX4700 - Worth \$1199 incl GST*

### **Who's Who - Goutam Gupta**

Goutam joined Software That Works in June 2004. He is a Microsoft Certified Developer with over seven years experience in the IT Industry. He has worked on many software development projects for companies such as Cadbury, KLM and GDC in New Zealand, Australia, India, Saudi Arabia and Kuwait.

Goutam came to live in New Zealand in June 2002 because he heard it was a nice, safe place to live. He also enjoys the scenery and the unspoiled aspects of the countryside.

In his spare time, Goutam likes to spend time with his wife playing chess and watching movies. He also plays cricket and carom.

Goutam says "I believe in developing software that should work exactly as the client wants it to work. That's why I work for a company called Software That Works".

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## Laptop and PDA Security

Laptops and PDAs have become a target for thieves, attracting everyone from dishonest employees, career criminals, high-tech crime rings and industrial spies. Many more laptops are simply misplaced in restaurants, hotels, taxis and the like. This article will give you some guidelines to protecting both the laptop and more importantly, your data.

1. Secure your data. New laptops with the Windows XP Professional operating system offers secure logon, file level security and the ability to encrypt data. Newer PDAs also have logon security and encryption. Older laptops running Windows 95/98/ME have no inbuilt data security.
2. Enable a strong BIOS password. In some cases, a BIOS password can lock the hard drive so it cannot be removed from your machine.
3. Asset Tag or Engrave your laptop or PDA. This will greatly increase your chances of getting the machine back if it is stolen or misplaced.
4. Consider purchasing a cable lock for your laptop. This will deter an opportunistic thief.
5. Lock away your Network Cards, Mobile Data Cards, Wireless Cards when not in use.
6. Use a personal firewall on your laptop.
7. Rename the Administrator Account. This won't stop a serious hacker but it will keep them down. Pick a name that does not have admin in it or sounds like it has no rights to anything.
8. Prevent the name of the last logged in user from appearing when you press Ctrl+Alt+Del. The user's name can give clues for a password guessing attack.
9. Disable the infra-red port on your laptop. This can be used to browse your files from across a table without you even knowing it.
10. Backup your Data. The data on your laptop or PDA is more valuable than the hardware. There are several options you can use, the easiest is probably the CD or DVD-R. These are standard in most laptops now.

Never assume your laptop is safe. Treat it as you would your wallet or credit card. You may want to consider using a backpack instead of a standard laptop case. Make security a habit. If you have any questions or suggestions, please feel free to call us.

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**Jobs at Kinetics**

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Kinetics is currently seeking to fill the following position. If you or someone you know is interested, please email your CV with covering letter to [info@kinetics.co.nz](mailto:info@kinetics.co.nz) at your earliest convenience.

### **Senior Computer Network Engineer**

As part of our continued growth, we require an experienced network engineer to assist in servicing our wide client base. Ideally you will have current industry qualifications such as Microsoft MCSE (2K) or Novell CNE. Other useful skills and experience include Exchange, Groupwise, SQL, Active Directory, Citrix and Cisco. VPN and WAN experience would be helpful.

This is a frontline role, visiting clients and implementing solutions or fixes. Often stressful and pressured, always challenging and interesting, very rewarding. You must be able to think on your feet. Excellent communication skills are essential.

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### **MS SUS Server Alert**

Many of our clients are taking advantage of Microsoft SUS (Software Update Services) Server. This is a very useful tool that saves a lot of time and money by allowing software critical updates to be downloaded to a server then rolled out to all the workstations. The System administrator can determine what and when this occurs.

There is an issue with SUS that we would like to make you aware of. It appears that some updates are being downloaded in all available languages despite being correctly configured. This means that an update is being downloaded multiple times and resulting in very high internet traffic. Sharepoint is an example of this. We have discussed this with Microsoft and we hope to advise you of a resolution soon.

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### **Internet Banking**

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Some banks are now offering an internet banking service. For those of you that currently use your company banking using a dial-up connection, you might want to consider changing to the high-speed option.

The new internet banking options offer a range of services depending on your bank and your requirements. These range from multiple users, multiple accounts, realtime statements, bill paying - local and international.

If you have any questions, please call us, or your bank to see what is involved to set this up.

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## **Microsoft Licensing Takes a New Direction.**

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Microsoft summarized some recent improvements to its licensing program and launched a new Web site devoted to providing users with information about product licensing, terms and conditions.

One of the improvements is the addition of a step-up license, which lets Software Assurance (SA) customers move from a standard edition of a product to the enterprise edition without having to buy a new license. Most of Microsoft's major server platforms are on this list, including Windows Server 2003, Exchange Server and SQL Server. Previously, the step-up option was offered for a few select products, such as Office and Visio.

In the past, when customers made a choice between Office Professional and Office Standard editions, the only real distinction was that Microsoft Access came as part of the Office Professional edition. Microsoft eventually changed the program by phasing out the Office Professional edition and creating an Enterprise Edition that included more applications. Now that the step-up option is offered for most of Microsoft's server software, it's a nice option for those customers who started off with the Standard Edition and later realized they needed more functionality.

Finally, Microsoft launched its [Product Licensing Web site](#), an online resource that lists products and use rights. Customers have one place to go to view information relevant to their use of products. You can also call us for more information.

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## **Latest Versions and Service Packs for Common Products**

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*As at 13 October 2004*

***Kinetics Group Limited  
Ground Floor, Building 3  
666 Great South Road  
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Newmarket, Auckland***

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Or 0800 9KINETICS  
Fax 09 3798210  
Url [www.kinetics.co.nz](http://www.kinetics.co.nz)***

***Making I.T. work  
for you***

Windows XP SP2  
Exchange 2003 SP1  
Internet Explorer 6 SP1  
Windows 2000 SP4 + Hotfixes  
Windows 2000 Server SP4  
Windows 2000 Advanced Server SP4  
Windows Server 2003  
Windows XP SP1a + Hotfixes  
Office 2000 SP3  
Office XP SP2  
Office 2003  
SQL 7 SP4  
SQL 2000 SP3A  
Exchange 5.5 SP4  
Exchange 2000 SP3 + Hotfixes  
PocketPC 2003  
MDaemon v6.8.4  
MDaemon Groupware v1.0.4

Novell Client 4.9 SP2  
Netware 5.1 SP7  
Novell Client 3.321 + SP2  
(Win95/98)  
Netware 6 SP5  
Netware 6.5 SP2  
Groupwise 6 SP4  
Groupwise 6.5 SP2  
Novell Client v4.83+SP2  
(NT4, W2K, XP)  
Zenworks for Desktops v3  
+ SP3  
Zenworks for Desktops v3  
+ SP1b  
Zenworks for Servers v3  
Border Manager v3.8 + SP1

*Service packs are the means by which product updates are distributed. Service packs may contain updates for system reliability, program compatibility, security, and more. This list is for your information only and is not intended to be a recommendation that you install these updates. Please call us if you have any questions and would like advice on installing a service pack or update.*

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**[About Kinetics Group Limited](#)**

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Kinetics Group Limited was formed in 1996, to provide excellence in Information Technology services.

Kinetics Group Ltd makes IT. work for you. So, what does this mean?

- We ensure that your existing hardware and software systems are correctly implemented in accordance with best practice guidelines so that your business has a stable and reliable IT platform.
- We provide independent advice on what are the appropriate IT. systems to help your company meet your business goals. Once a path is decided we implement solutions on time and on budget.
- Looking ahead with you, we will make recommendations and introduce you to relevant suppliers so as to place you on the best course for your ongoing business development.

Together, we will maximise the benefits of your IT. infrastructure and investment.

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**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.