

# Quarterly Newsletter



## A&T continue communication with our 2<sup>nd</sup> newsletter

As you can see, here at A&T this newsletter continues to be a priority and a vital tool in the communication with you, our valued clients.

This quarter with the UK's recession taking hold our newsletter aims to bring you something different from all the doom & gloom. In the immortal words of Slade;-

It's Christmas !

We will also be emailing clients as in previous years with these opening times;-

- Monday 22nd December—No schedule visits, Emergency Calls Only, 09:00 - 17:30
- Tuesday 23rd December—No schedule visits, Emergency Calls Only, 09:00 - 17:30
- Wednesday 24th December-No schedule visits, Emergency Calls Only, 09:00 - 15:00
- Thursday 25th December-Christmas Day-Closed
- Friday 26th December-Boxing Day-Closed
- Monday 29th December—No schedule visits, Emergency Calls Only, 09:00 - 17:30
- Tuesday 30th December—No schedule visits, Emergency Calls Only, 09:00 - 17:30
- Wednesday 31st December-No schedule visits, Emergency Calls Only, 09:00 - 15:00
- Thursday 1st January-New Years Day-Closed
- Friday 2nd January—No schedule visits, Emergency Calls Only, 09:00 - 17:30

<http://www.atcomputersltd.com/christmashours.htm>

## Disaster Recovery & Backup now over Broadband

In our last newsletter we proudly announced the inception of our disaster recovery product. Since then we have been developing this to deliver to the masses that require a certain level of disaster recovery that can tolerate not having continuous backups but need better cover than that afforded by traditional methods.

Using the same technology that performs our offsite backup we now have the ability to run a Continuous Data Replication routine this only uploads at scheduled times. That means that we can use a schedule that suits your connectivity and deliver a known window of liability. If you have lots of data changing on an hourly basis we can schedule specific backups to target these areas whilst other less important areas are backed up less frequently.

We can restore on a regular basis the files and folders. More intensive restores such as exchange and databases are left until invocation and for testing.

The system operates on all the same hardware that our continuous replication solution replicates to, however we use a powerful scheduler and complex backup solution to ensure we only copy the data that has changed.

Prices start from just £2.00 per GB, as always we will tailor the package to suit.

<http://www.atcomputersltd.com/backupservices.htm>

Volume 1, Issue 2

Newsletter Date  
December 2008

### Linked IT News

- Norwich Centre Exchange set to have initial part of 2.1CN by end of 1st QTR 2009
- Rounded down prices and better download limits likely responses to December's VAT reduction
- BBC to stream top two channels live
- Concerns that the largest IT project in the UK NPfIT could actually add the deployment of viruses because of one of it's key initiative of centralisation.

### In this Issue

- Still communicating with our festive hours **1**
- Offsite Backup & Disaster Recovery Now on Broadband connection **1**
- Malware **2**
- What are we going to deliver next? **2**

## Malware

The best-known types of malware, *viruses* and *worms*, are known for the manner in which they spread, rather than any other particular behaviour. The term *computer virus* is used for a program which has infected some executable software and which causes that software, *when run*, to spread the virus to other executable software. Viruses may also contain a *payload* which performs other actions, often malicious. A *worm*, on the other hand, is a program which actively transmits itself over a network to infect other computers. It too may carry a payload.

These definitions lead to the observation that a virus requires user intervention to spread, whereas a worm spreads automatically. Using this distinction, infections transmitted by *email* or *Microsoft Word* documents, which rely on the recipient opening a file or email to infect the system, would be classified as viruses rather than worms.

Some writers in the trade and popular press appear to misunderstand this distinction, and use the terms interchangeably.

So what's the solution?

## Anti-malware programs

As malware attacks become more frequent, attention has begun to shift from viruses and spyware protection, to malware protection, and programs have been developed to specifically combat them.

Anti-malware programs can combat malware in two ways:

1. They can provide real time protection against the installation of malware software on a computer. This type of spyware protection works the same way as that of anti-virus protection in that the anti-malware software scans all incoming network data for malware software and blocks any threats it comes across.
2. Anti-malware software programs can be used solely for detection and removal of malware software that has already been installed onto a computer. This type of malware protection is normally much easier to use and more popular. This type of anti-malware software scans the contents of the windows registry, operating system files, and installed programs on a computer and will provide a list of any threats found, allowing the user to choose what which files to delete or keep, or compare this list to a list of known malware components, removing files which match.

Real-time protection from malware works identically to real-time anti-virus protection: the software scans disk files at download time, and blocks the activity of components known to represent malware. In some cases, it may also intercept attempts to install start-up items or to modify browser settings. Because many malware components are installed as a result of browser exploits or user error, using security software (some of which are anti-malware, though many are not) to "sandbox" browsers (essentially babysit the user and their browser) can also be effective to help restrict any damage done.

## Where are we going?

In short, absolutely no where. Our commitment to provide high quality customer centric support is still our number one priority.

Long term we are planning to visit our customers on a quarterly or annual basis to help better assess their needs and work closer during these interesting times to maximise their investment and continually demonstrate why we should be considered the best at what we do.

We are continuing to create strong bonds with the local educational sector. Becoming more actively involved in the structure of IT courses on offer.

We believe by playing a role in the education of the next generation of IT specialists not only will we help to benefit the reputation of Norfolk within the IT community, but will continue to demonstrate the correct professionalism our industry requires.

## Contact Us

If any of this Newsletter contents is of interest, as always, feel free to contact us in the usual way.

Mobile: +44 7768 874648  
 - or -  
 +44 7979 615473  
 Fax: +44 1953 451172  
 E-mail: support@atcomputersltd.com  
 Online: www.atcomputersltd.com



# A&T

**Global Knowledge  
 Delivered by Local  
 People**

**A&T Computers Ltd**  
 Genery Cottage  
 Silver Street  
 Besthorpe  
 Attleborough,  
 NR17 2NY