

SUMMER 2016

# ◀ THE SOURCE ▶

Hints, tips, tools and resources from real IT geeks.

## FIX IT FOR FREE!

We'll show you how to save yourself time and support costs with advice from our experts.

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### IN THIS EDITION

- Free Software
  - Guest Wireless
  - Passwords
  - Essential Documentation
  - Beyond Google
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**Jesse Rink**  
OWNER, SOURCE ONE TECHNOLOGY.

An experienced network engineer, Jesse has been sharing his expertise and experience with schools, nonprofits and businesses in South Eastern Wisconsin for over 17 years.

As the 'IT guy', I'm regularly asked for my advice on a range of computer and networking issues. A lot of the problems I hear about can be solved quickly and easily and best of all, they don't cost a dime.

This magazine includes just a few of the hints, tips, tools and resources I share to help organizations save their IT budgets. It's also a taster of what my team and I at Source One Technology do - give honest, practical IT advice and solve problems. We're seasoned network engineers, so it's information you can trust.

I hope you find the magazine useful and if you have any other questions check out our blog, connect with us online or give us a call.

Sincerely, Jesse.

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# free software

## Free software solutions for inventory and helpdesk management.

One challenge IT departments across the board face is how to handle incoming requests from end-users for computer related issues. Not only is it important to respond to their problems promptly, but it's also equally important to have a method available for tracking and organizing those issues, as well as logging them for future reference and validating time spent on user-support issues with upper management.



Another challenge IT departments face is finding ways to provide an accurate inventory of all computer equipment that is currently deployed. Inventory control can be critical when it comes to auditing and budgeting forecasts, etc.

Fortunately, providing a software solution for inventory and helpdesk management doesn't need to come with an expensive price tag. And in the case of these particular gems, there's no price tag at all; they're free!

### SPICEWORKS

Perhaps the most widely known free solution among techies out there. Spiceworks provides free inventory, asset management, device health, and helpdesk ticketing software.

[SPICEWORKS.COM](http://SPICEWORKS.COM)

### OSTICKET

A widely-used and trusted open source support ticket system. It seamlessly routes inquiries created via email, web forms, and phone calls into a simple, easy-to-use, multi-user, web-based customer support platform.

[OSTICKET.COM](http://OSTICKET.COM)

### SYSAID

SysAid's free helpdesk software offers you a fully-functioning service desk packed with all the essential capabilities and even includes asset management. SysAid even offers a Cloud-based edition!

[SYSAID.COM/FREE-HELP-DESK-SOFTWARE](http://SYSAID.COM/FREE-HELP-DESK-SOFTWARE)

### REQUEST TRACKER

An open source enterprise-grade ticketing system. Request Tracker (RT) is the system you need to track the important tasks you can't afford to forget.

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# Access Denied

## NETWORK SECURITY

### How to properly implement a guest wireless.

A common practice for any business or school is to create a wireless SSID that can be easily accessed by any guest in their facility or building. This makes it easier to accommodate guest speakers or presenters that need internet access, as well as people who just want to use the internet to check business/personal email or possibly VPN back to their own company's network.

Guest wireless networks can be a great value-add, but when implemented poorly, they can create potential problems and security risks in your environment.

Remember, those guest wireless devices aren't controlled or managed by your IT department, which means it's possible those devices are already infected with viruses and malware – so we need to keep those infected machines isolated from your production environment!

Furthermore, allowing guest wireless access could potentially open an unwanted doorway to your regular network – putting your data at risk by making your environment susceptible to hacking or other exploits.

The good news is, by following industry best-practices and a few simple steps, you can implement a guest wireless network that keeps your environment safe. Here are a few things to keep in mind when setting up a guest wireless network.

- Keep the guest wireless traffic segmented on its own network/VLAN. DO NOT configure your guest wireless to use the same network as your production environment!
- Implement Access Control Lists (ACLs) for your guest wireless network to prevent guest users from accessing your other

network(s) that contain your company or school data. This is an absolute MUST to keep your data secure!

- Configure bandwidth control/limitations on your guest wireless network to restrict guest users from using up all your internet pipe/bandwidth at the expense of everyone else!

Following those simple steps will help create a useable and –SAFE– guest wireless network.





## 3 steps to creating a **secure password**.

Choosing a strong password is vital if you don't want to deal with cyber threats when it comes to your business, school, or personal life.

Still, many people aren't even aware how to go about choosing a secure password. If you or the end-users you support fall into this category then you'll find these tips about choosing a password very helpful!

We recommend visiting [passwordmeter.com](http://passwordmeter.com) for some pretty intriguing insights as it relates to password strengths, and how adding characters, numbers, symbols, etc. can drastically affect its difficulty to be hacked or guessed by other people.



Source One Technology provides IT support to businesses, schools and nonprofits across South Eastern Wisconsin.

#1

### Avoid Dictionary Words

Password-cracking tools that are widely available online usually try different combinations from dictionary lists.

#2

### Use 12+ Characters

The more characters a password has, the harder to crack. Avoid keyboard combos like "qwerty" or "asdfgh". They look random but are easy to crack.

#3

### Try Personal Sentences

Think of a sentence that has personal meaning to you, then add in numbers and special characters. Try to add in uncommon symbols, such as ><?!- \_[]#.



## The must-have network documents for any IT department.

Having proper documentation for your IT department is critical, especially for minimizing the amount of time necessary for project planning, designing new networks, installing new hardware/software, and minimizing the ramp-up time needed with new staff/personnel hiring or transitions. Proper documentation can make or break your ability to complete projects on time and even complete them successfully!

Here are a few examples that every IT organization should have documented and readily available:

- **Passwords Spreadsheet** – Username and passwords that are used for IT management functions within the organization.
- **IP Addressing Spreadsheet** – A list of all the Static IP addresses for your network, servers, and other related devices.
- **Network Visio Diagram** – A graphical representation of your network environment.
- **Server Roles Diagram** – A representation of your servers and the roles/functions they perform.
- **Hardware/Software Renewals** – Keep track of when your IT department's hardware/software support and maintenance renewals are due.

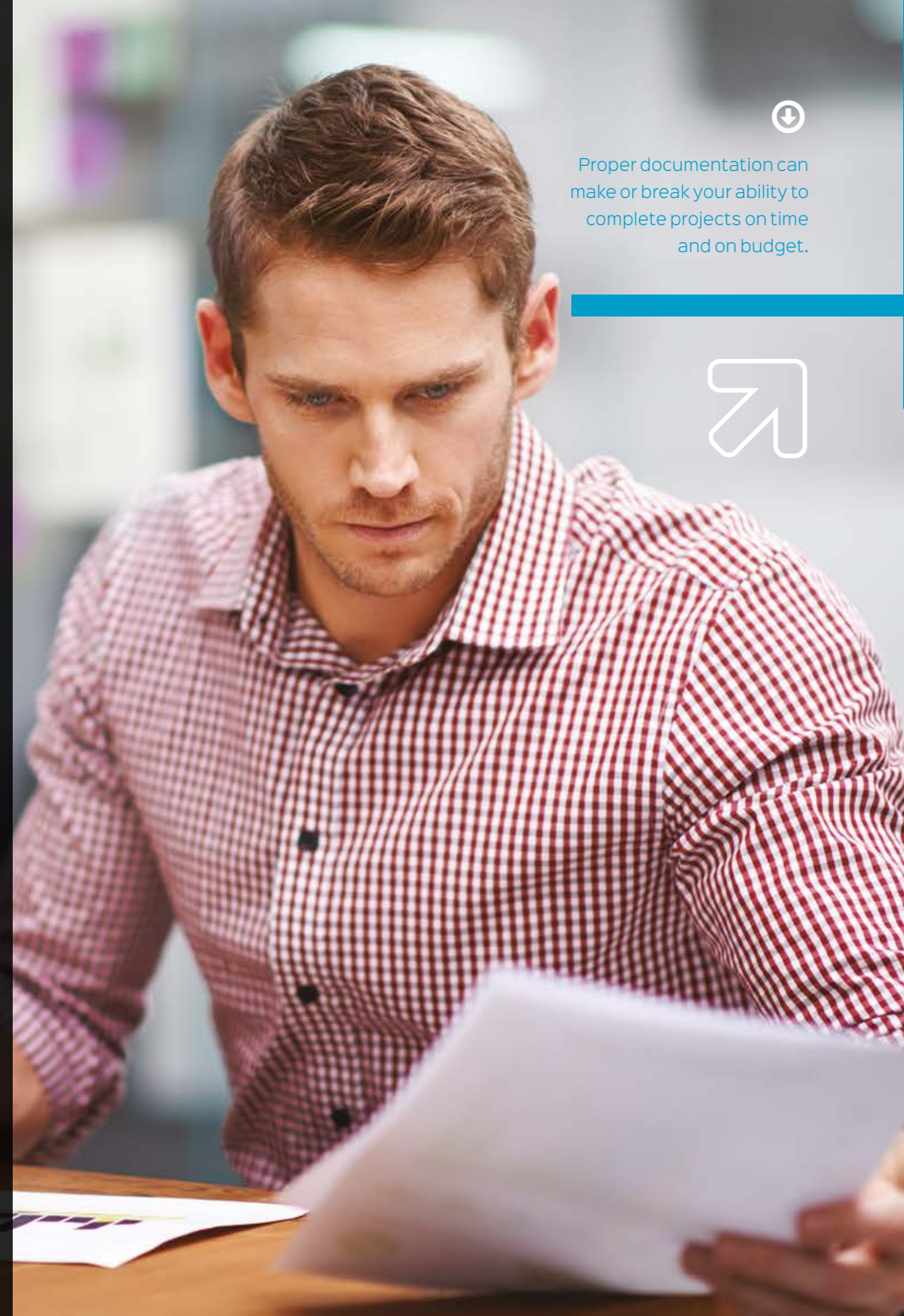
Unfortunately, documentation is sometimes placed near the bottom of the to-do list when other more critical (and vocal) matters need attention. Still, creating and updating documentation should be a regular part of any IT person's associated job role and assigned tasks.

**DOWNLOAD SAMPLE DOCUMENTS**

[SOURCEONETECHNOLOGY.COM/ESSENTIAL-DOCS](http://SOURCEONETECHNOLOGY.COM/ESSENTIAL-DOCS)



Proper documentation can make or break your ability to complete projects on time and on budget.

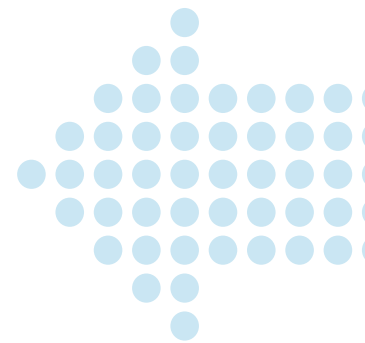


# ALL GOOGLED OUT

Where to look for technical help online besides searching Google.

Google is always a great resource for IT personnel looking to resolve various technical support issues. But there are times when it's quicker to go to specific online resources that focus directly on the type of technical problem you're trying to resolve. Not to mention, becoming part of these online communities has its share of benefits as well and lets you develop professional relationships with other colleagues in similar roles.

Here are a few websites you should keep bookmarked for future reference when you need assistance solving technical problems:



## 4SYSOPS

Blogs, Wikis, and Forums for solutions/tips relating to Cloud Computing, Deployment Solutions, Security, Group Policy, Virtualization, and more.

[4SYSOPS.COM](http://4SYSOPS.COM)

## EVENTID.NET

Excellent resource for troubleshooting problems related to Windows event IDs trouble codes.

[EVENTID.NET](http://EVENTID.NET)

## LINUX QUESTIONS.ORG

The internet's best kept resources for ALL things relating to Linux with over 1,000,000 individual threads.

[LINUXQUESTIONS.ORG](http://LINUXQUESTIONS.ORG)

## PETRI IT KNOWLEDGEBASE

A go-to resource for news and how-to content for IT professionals on the Microsoft Windows, Exchange, Office 365, Cisco, VMWare, and a dozen other platforms.

[PETRI.COM/FORUMS](http://PETRI.COM/FORUMS)

## CITRIX SUPPORT FORUMS

User-led discussion groups for Citrix, VDI, and XenApp based software solutions.

[DISCUSSIONS.CITRIX.COM/FORUM](http://DISCUSSIONS.CITRIX.COM/FORUM)

## EXPERTS EXCHANGE

A website for people with information technology related jobs to ask each other for tech help, receive instant help and advice, etc.

[EXPERTS-EXCHANGE.COM](http://EXPERTS-EXCHANGE.COM)

## MS TECHNET FORUMS

Microsoft's technical resource forums for ALL Microsoft products.

[SOCIAL.TECHNET.MICROSOFT.COM/FORUMS](http://SOCIAL.TECHNET.MICROSOFT.COM/FORUMS)

## SPICEWORKS COMMUNITY

A group of like-minded techies that discuss all things technology related.

[COMMUNITY.SPICEWORKS.COM](http://COMMUNITY.SPICEWORKS.COM)

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If you like getting impartial advice, practical tips, and pointers to great free software, then we've got even more for you!

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Source One has easily been the best and most reliable technology resource we have used thus far. I love that I don't have to wade through nonsense sales calls before getting the technical help we need.

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CLEARWING PRODUCTIONS



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