

IT PARTNER TOOLS

HTS Virtual IT Partner

Aug 2016

Calling IT Professionals

If you are a business owner of an IT Company, an IT Director, a Level 1,2, or 3 Technician or a IT Consultant; Heritage Technology Solutions Virtual IT Partner Tools can add value to your existing IT infrastructure by providing the backend applications and services that IT networks need in the 2016 business economy.

Why Should My Business Invest?

- Provides Unified Approach for the Most Common Needs in 1 Application
- Saves Money by Consolidating into a Monthly Expense
- Eliminates Partial Self Management of Individual Items
- Has Potential for New Features & Plugins Down the Road
- Auto Remediation of Issues Found

What are the Tools?

Think of IT tools as a way to automate, consolidate, provide piece of mind and assist in recovery from stressful problems that bog down IT networks. A plumber without any tools will find it challenging to make repairs thus the same goes for IT Professionals. A few of the Vendors Tools included Labtech, Surflight, & Piriform.

"These maintenance tasks have been hand-picked to assist in security and performance of your network. Let's work together to build and maintain a happy employee experience that allows Heritage Technology to make improvements to your IT needs."

*- Mark
Heritage Network Engineer*



The Tools of an IT Professional

- Windows Updates
- 3rd Party Updates
- Anti-Malware
- Temp File Cleanup
- Scripting Engine
- Alerting/Reporting
- Inventory
- Add-On Solutions



Explanation of Client Patch Health

Critical Patches: 1,412 / 1,435 installed = 98%; 75% of score
 Elevated Patches: 3,020 / 3,083 installed = 98%; 20% of score
 Standard Patches: 1,521 / 1,558 installed = 98%; 5% of score

10 Newest MS Patch Releases for Client

Released	KB Article	OS	Affects	Approved	Pushed	Installed	Failed	Level	Severity	Category
7/28/2016	KB 3161102	W7 64	9	0	0	0	0	Standard	-	Updates
7/28/2016	KB 3161102	W8.1	1	0	0	0	0	Standard	-	Updates
7/21/2016	KB 3172605	S08R2 64	4	0	0	0	0	Standard	-	Updates
7/21/2016	KB 3172614	S12R2 64	2	0	0	0	0	Standard	-	Updates
7/21/2016	KB 3172605	W7 64	9	0	0	0	0	Standard	-	Updates
7/21/2016	KB 3172614	W8.1	1	0	0	0	0	Standard	-	Updates
7/12/2016	KB 3115285	S12R2 64	1	1	1	1	0	Elevated	Important	Office 2013
7/12/2016	KB 3170455	S12R2 64	2	2	2	2	0	Critical	Critical	Security Updates
7/12/2016	KB 3115114	W8.1	1	1	0	0	0	Elevated	Important	Office 2007
7/12/2016	KB 3163247	S12R2 64	2	2	2	2	0	Elevated	Important	Security Updates

Main (cont.)

Patch Health by Computer	Operating System	Computer
100%	Win7 x64	SALES-ZACHOCKI
93%	Vista	SERVICE4
100%	Win7 x64	SERVICE-KAUTZ

Labtech Windows Update Report

Windows Security Updates

Do you dread those monthly 2nd Tuesday automatic Microsoft updates; not knowing where other not an update will break your computing experience? Labtech RMM allows for global customization of Windows Updates based on Server Roles, Workstations, Laptops or Test Environments with these feature highlights:

- Deployment/Reboot Schedules for Server Role / Workstation
- Ability to Approve or Deny Specific Updates
- Automatic deployment of the Latest Windows Update Agent
- Scripts to Repair Damaged Patching Scenarios

Are You Ready To Take Control of Patching?

Many do not realize that just patching Windows OS is not enough any more that hackers are exploiting Flash in web pages; creating PDF's that spawn malicious activities and browser plugins like Java that execute code automatically that are for the sole purpose of infecting your computer with malware or hitting you with a phishing scam. Do not delay, become the master at patching today!

Ability to Create Custom Scripts

You may have been plagued by Windows Update glitches throughout 2016 where searching for updates would take forever or not download. Labtech RMM has the ability to create scripts to auto delete the C Windows Software Distribution Folder or auto install KB3161608 which fixes the search delay. Just think how many IT projects can be completed with patching problems solving themselves!

3rd Party Updates

Unlike Microsoft patching that has become the norm, many overlook fixing vulnerabilities in 3rd Party applications that run inside windows. Vendor likes Adobe, Apple, Oracle and Mozilla do not follow a set schedule like Microsoft thus Labtech RMM will check twice a week for updates released by 3rd Party vendors.

With the using of scripting; applications below can be upgraded; installed fresh or selected for removal automatically instead of the painstaking manual process to every computer in your office. Allows for daytime updates for

- Adobe Flash (22.0.0.192): ☒ Enable ·
- Adobe Reader XI (11.0.15): ☒ Enable ·
- Adobe Reader X (10.1.16): ☒ Enable ·
- Adobe Reader 9.x (9.5.5): ☒ Enable ·
- Adobe Shockwave (12.2.4.194): ☒ Enable ·
- Apple iTunes (12.4.1.6): ☐ Enable ·
- Apple QuickTime (7.77.80.95): ☒ Enable ·
- Apple Safari (5.34.57.2): ☐ Enable ·
- Apple Software Update ☐ Remove
- Mozilla Firefox Current (47.0.0): ☒ Enable ·
- Mozilla Firefox 4.x (4.0.1): ☐ Enable ·
- Mozilla Firefox 3.x (3.6.28): ☐ Enable ·
- Mozilla Thunderbird (45.1.1): ☐ Enable ·
- Oracle Java 8.x (1.8.0.910.14): ☒ Enable ·
- Oracle Java 7.x (1.7.0.790): ☒ Enable ·
- Oracle Java 6.x (1.6.0.450): ☒ Enable ·
- PDF Creator (1.7.3): ☐ Enable ·
☐ UnInsta
- Skype (7.25.103): ☒ Enable ·

App-Care Versions as of Aug 16

Hitman Pro



2nd Opinion Cloud Based
Malware Scanner

Compliments Existing
Anti-Virus Software

Daily Full Scan Runs in
Less than 15 Minutes

Auto-Removal of
Infections Found

Malware-Bytes



Definition Based Deep
Dive Anti-Malware
Scanner

Memory Based, Quick &
Full Scans Available

Auto File System Portion
with Malicious Website
Blocking

CCleaner Business



More Thorough than
Windows Disk Cleanup

Light Weight and Fast
Cleanup of Multiple
Applications & Paths

Increase PC Performance
and Prevent Web
Browser Glitches

Identification

Client	Heritage Technology Solutions
Location	Main
Computer	SALES-ZACHOCKI
Nickname	SALES-ZACHOCKI
Domain	HBS.Local
Last Login	HBS\stevez
Asset Tag	MXL2341288

Hardware Information

Manufacturer	Foxconn
Product Model	2ABF
Chassis Type	Desktop
Processor	Intel(R) Core(TM) i5-2320 CPU @ 3.00GHz
Memory	4 GB (1 of 2 slots used)
Video	NVIDIA NVS 300
Monitors	2
Devices	9
Network Cards	Wired 1 WiFi 0 Other 4
Sensors	Voltage 10 Temp 7 Other 6
Printers	External 5 Virtual 3

Latest Performance



2 %



53 %



43 %

Asset History

Date Added	9/13/2012 2:53:31 PM
Date OS Installed	9/13/2012 2:53:31 PM
Last Startup	7/20/2016 8:06:29 PM
Last Contacted	8/7/2016 1:09:12 PM

Software Summary

Operating System	Windows 7 Professional x64 Service Pack 1
Apps Installed	90
Unclassified Apps	23
Blacklisted Apps	0
Startup Items	83
Services	447

Sample Labtech Inventory Report

Alerting, Reporting, Inventory

- Alerting via Email, Dashboards or Agent View in Control Center
- Custom Database Query Builder with Direct Export to Excel
- Pre-Made Reports or Custom Report Designer
- Automatic Gathering of Details from PC Based Agent Software

Scripting Engine

- Library of Existing Scripts & Functions
- Ability to Create Custom Scripts
- Apply Scripts Against a Single Device, Group or All Devices

1	Note: Determines if the script has run yet
2	IF FILE Exists %windir%\itsvc\PatchFix\Result.txt THEN Jump to :AlreadyPatched
3	Note: Stops Windows Update Service
4	LTCommand: Service Stop wuauclt
5	Note: Renames the Software Distribution Folder
6	LTCommand: Execute Command CMD!!!/C "CD /D "%windir%\System32\" & rename
7	Note: Starts Windows Update Service
8	LTCommand: Service Start wuauclt

Sample Labtech Inventory Script

Add-on Software & Services

- Following are non-integrated with Labtech Software
- Hosted Email/SPAM — US Internet-Security or Microsoft Office365
- Data Backup — eFolder DataSafe or eFolder BDR
- Ant-Virus — Symantec Endpoint
- Firewalls — Sonicwall Unified Threat Management

All You Can Eat Managed Services

- Help Desk & Onsite Support
- Quarterly Assessments/Business Reviews
- No Obligation Projects
- Flexible Billing by User Count

Contact Us

Give us a call for more information about our services and products

Heritage Technology
13600 S. Kenton Ave
Crestwood, IL 60445

708-597-5005

hts@htspc.net

Visit us on the web at
www.htspc.net

Is Your Business Ready for Advancement in Information Technology?

Question of the Day, Your Solution Cost?

Note: Price Listed Per License Seat

Say YES to Heritage Technology Solutions Tools and Managed Services; Your Business Deserves an IT Upgrade

\$7.00	• <u>Labtech Remote Monitoring & Management</u>
\$5.50	• <u>Labtech Security Software Bundle</u> • App-Care, Hitman, & Malwarebytes
\$3.00	• Symantec Cloud
\$25.00	• <u>eFolder DataSafe Local</u>
\$1.00	• <u>eFolder Datasafe Remote</u> (per 1 GB)
\$12.95	• <u>Securrence Exchange/Spam</u>
\$5.00	• Office365 Essentials
Ask – Get a Custom Quote	• <u>Sonicwall Firewalls with Syslog Monitoring & Content Reporting</u> • <u>eFolder BDR</u> • AYCE MSP Contracts – Per User



Heritage Technology Solutions