

Digest IT

We Take "IT" Seriously

M6 Technologies, Inc. Now Supports MAC OS!

By Mitchell Kelman

M6 Technologies, Inc. is happy to announce that it now supports macOS desktops and Macbooks through its remote management system, Addigy. Addigy uses MDM profiles produced by M6 to secure, manage, and monitor MacOS and iOS. Installing Addigy on a device takes less than five minutes and provides the same security and remote capabilities as M6's Windows-based remote management system, Datto RMM. Addigy allows a company to be as strict or relaxed on compliance as desired with over 100 CIS and NIST rules to keep end users safe and secure. These rules can be device or company specific giving the client peace of mind. The rules can be viewed on the back end or by the end user, if requested. Addigy can also be connected to a company's Intune or Azure Active Directory.

One product that M6 feels is important for Mac users to use and understand is FileVault. As we depend on technology more and more every day, it is important to secure data with encryption. FileVault is an encryption program created by Apple to provide disk encryption of the startup disk on a Mac computer. This program is free for all macOS users and is pre-installed on newer versions of macOS. By utilizing the latest encryption algorithms and leveraging the power and efficiency of modern CPUs, the entire contents of the startup disk is encrypted, preventing all unauthorized access to the data stored on the disk. Once encrypted, the only users that can access the data either have the account credentials that enabled FileVault on the disk or possess the master key generated when FileVault was enabled on the device. FileVault uses XTS-AES-128 encryption with a 256-bit key to help prevent unauthorized access to the information on the hard drive. By default, FileVault is disabled on all Macs and must be enabled by the end user after first bootup. To enable FileVault on macOS Ventura, select the Apple Menu > System Settings > Privacy & Security (in the sidebar) > FileVault and then click it to "on." It is a very similar process if older versions of macOS are being used. The only difference is selecting "System Preferences" rather than "System Settings." Every macOS user should consider enabling and using FileVault for data encryption for personal devices and company devices.

Even though M6 now supports macOS, clients must be aware and understand that due to Apple warranty restrictions, M6 technicians are prohibited from providing any type of hardware support. Any and all hardware issues such as a broken screen or keyboard must be taken to an Apple store for repair. M6 is not certified by Apple to make these types of repairs and doing so would risk voiding the warranty on the device.



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Special Points of Interest

- M6 Now Supports macOS (on the cover)
- New Member Joins M6's Client Services Team on Page 2
- See Page 3 for Information on Barracuda Network's Increase in Email Security

Highlights

M6 Kicks Off the Start of Summer!

On Friday, May 19, 2023, M6 hosted a picnic at the office for its staff and their families to kick off the start of the summer season. Each staff member was encouraged to provide their favorite covered dish for the event. Mitchell's Buffalo chicken dip was the hit of the picnic! Since Mark doesn't cook, he provided a scrumptious apple pie baked by someone named "Sam."



Bill, the world renowned grilling expert, earned the gold star of the day for performing his grilling duties in the pouring rain. It wouldn't be a true picnic without dodging some rain drops!



M6 News and Updates

M6 Charitable and Social Team Building Initiatives

M6's first charitable team building event of the year involved purchasing and donating books to the United Way Book Drive for Diversity. All donated books were sent directly to the United Way's office and then distributed to children through schools, agency partners and early learning centers across Western Pennsylvania. The books focus on diversity including ethnicity, class, gender, physical abilities, race and work statuses.



The next charitable event will be held in late June when all M6 employees will be focused on purchasing, assembling and delivering hygiene kits to the less fortunate.



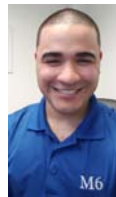
M6's first social team building event occurred on February 24, 2023, at Escape the Room Pittsburgh. The event was originally intended for our technical team, but due to scheduling conflicts, only Jennifer and Nick, along with their respective spouses,



were able to attend. Believe it or not, the participants were able to make a successful escape with only 20 seconds to spare! It was a total team effort, although one might argue that Kathleen was the team leader. After escaping, they enjoyed a well-deserved treat at the Milkshake

M6 Welcomes New Member to Its Client Services Team

M6 welcomes Paul Escribano to its Client Services Team as a Network Technician! Paul recently graduated from an 18-week course offered by CompTIA's Tech Career Academy. CompTIA is widely known as the leading IT industry association. He was the first individual in his graduating class to take and successfully complete CompTIA's A+ Certification. CompTIA A+ is not just about PC repair. CompTIA A+ certified individuals are better prepared to troubleshoot and problem solve a wider variety of issues ranging from networking and operating systems to mobile devices and security. Paul will be training for the next several months and will be shadowing our technicians on service calls for the next several weeks. Please feel free to introduce yourself if given the opportunity.



Great Day, Great Cause

M6 was a proud corporate sponsor of the annual Rich-Mar Rotary Club's Golf Outing held on Monday, June 12, 2023. As you can see from the picture, it is a hard and strenuous day and one of our team members gladly gives of his time each year to participate. All jokes aside, Rotary Clubs around the world provide a number of invaluable services including promoting peace and fighting disease by providing services to support clean water, sanitation and hygiene. And, among other causes, the clubs also support local education, local economies and provide support services for mothers and their children. Mr. Edward Vogel, President of Vogel Holding, Inc. and a long-time client of M6, encouraged us to participate in this worthwhile cause years ago. It is an entertaining day of golf, friendship and sport. A great day for a great cause.



CIS

Critical Security Controls

Version 8

A Deeper Dive

As we continue our Secure Outcomes mission together, it might be a good idea to look a bit closer at each of the 18 security controls. This quarter, controls 1 through 4 will be reviewed.

1. Inventory and Control of Enterprise Assets

To obtain a better understanding of how to protect your assets, you have to know what you own! This control guides you through the steps to identify, inventory and track all devices that connect to your infrastructure physically, virtually and remotely. This inventory should also include assets that reside in cloud environments.

2. Inventory and Control of Software Assets

Similar to control #1, all software assets must be inventoried and tracked on the network to ensure that only authorized software can be installed and executed. This inventory includes operating systems as well as applications and services.

3. Data Protection

This control requires the development of processes and technical controls that classify, securely handle, retain and dispose of enterprise data. This should include digital and physical data!

4. Secure Configuration of Enterprise Assets and Software

This control identifies the processes needed to securely configure enterprise assets, including end user devices such as PCs, laptops, mobile devices, Internet of Things (IoT), along with network appliances, servers, operating systems and applications.

M6 Client Spotlight



McMillen Urick Tocci Jones
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McMillen Urick Tocci Jones (MUTJ) has been providing legal services in Beaver County, Pennsylvania, and the surrounding communities since 1958. M6 is proud to include MUTJ in the group of clients that have been with M6 since its inception. Aligned values are the fundamental reason for the longstanding and successful business relationship between MUTJ and M6. Its clients are first priority and are treated with dignity and respect. There is a realization that each client comes to MUTJ as a person with specific issues and needs, and its attorneys and staff work as a team to produce the best possible outcome. While well-known as a premier personal injury firm, MUTJ also provides legal services in the areas of workers' compensation, social security, family law and estate planning.

The entire team at McMillen Urick Tocci Jones is patient, friendly and flexible. Please give them a call if you are in need of legal services. M6 is confident that you will be provided with compassion and competent representation.

Four Myths About Cyber Threats

1. No one ever expects to be a victim. Why would anyone target me/us?
2. Whenever a victimization occurs and the FBI is brought in, the chances of getting your data or money back is almost nil.
3. Punishing the "bad actors" with fines and jail time is very unlikely since the majority of threats originate outside the jurisdiction of the United States.
4. Ninety percent of what law enforcement has seen and dealt with is preventable with good security hygiene!

Would you like to know how to minimize your possibility of cyber victimization? Give M6 a call at 412.921.6811.

Barracuda Email Gateway Defense Increases Its Security

On March 31, 2023, Barracuda Networks disabled the feature that allowed users to access their quarantine folders through auto-authentication. This change is not a bug or mistake but a step to strengthen the security of the Barracuda Email Gateway Defense (BEGD) product. This change now requires all end users to enter their email address and BEGD password each time that they want to access the online portal and their quarantined messages. If a user doesn't know or remember their password, a password reset link can be sent by entering the email address, clicking "Next" and then clicking on the "Send login information" link under the password field. Or, in the alternative, a ticket can be submitted to M6 Support and a technician can send the password reset link to the user.



Users may view this change as inconvenient and a step backwards, but we at M6 believe that it was a necessary and important step in the ongoing protection of email security. Email continues to remain the number one cybersecurity threat vector.

This quarter's comic was submitted by Sandy Dorsch.



M6

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Core Pillars

White Glove Service: The M6 Touch, our “White Glove Service,” is what differentiates us. It is what our clients expect and deserve.

Integrity: We are always honest and truthful with each other, our clients and our vendors. Integrity is our guiding moral principle.

Zeal: We are energetic and passionate about our careers and the service we provide our clients.

Accountability: We demand accountability. We are honest and ethical in our conduct with each other, our clients and our vendors. We accept responsibility and take ownership.

Reliable: We do what we say we’ll do. You can count on M6 to do the right thing all the time, every time.

Diligent: We work hard, carefully and energetically. We are your steady IT support team.

Success: We succeed when our clients succeed. It’s why we are in business, to provide unparalleled service to our clients.

Let M6 be your IT
WIZARDS

From the Desk of...

Bill Mulcahey

I hate late!

“Early is on time, on time is late and late is unacceptable” is a phrase coined by author Eric Jerome Dickey. My son’s high school baseball coach used a modified version of the phrase: “Fifteen minutes early is on time, on time is late and late is unacceptable.” I am sure this modified version was used well before my son’s high school years.

The team at M6 may cringe when they hear me use this phrase, my family certainly does. I am very impatient when it comes to waiting for people or things that are late. A reminder was given to me before I left for a week long conference that this newsletter was late, because of me! Well, there is a lot to do, we have two new team members that we are onboarding, vacations to cover and so on and so on. The fact is that others had responsibilities and deadlines that would now be late because of me. Sobering thought for one that can’t understand why everyone is not in the car at 7:00 am sharp when leaving for vacation.

Fashionably late just to make a statement, overbooking appointments or not respecting another person’s time are things that I personally have a hard time accepting. My Dad used to say that if he made his clients wait the same way some doctors make their patients wait, he would be out of business. That would be true for M6 Technologies as well.

We all know that there are times that being late is beyond our control. However, there is one thing that is usually within our control — communication. I like this saying: “Do what you say you will do, be on time and say please and thank you.” We should always try to inform those who are waiting that we are delayed or will have to reschedule. It is a sign of respect and is the professional and polite thing to do. Thanking them for waiting and rescheduling, if necessary, is also a must. And, for those of us waiting, maybe a little patience and understanding is in order. You never know what professional or personal struggles from which a person might be suffering. There may be, and usually is, a very good reason for their tardiness!

Business Read: “Change Your Questions Change Your Life” by Marilee Adams

Personal Read: “The Purpose Driven Life” by Rick Warren

M6

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Our Mission Statement

M6 Technologies strives to be the premier MSP and IT Service Provider for small businesses in the Pittsburgh, Pennsylvania region.

We will accomplish this by delivering expert and attentive support to our clients through well-trained, honest and accountable Client Service Advocates. We will continually educate ourselves on existing and new technologies so we can design, implement and manage the best IT solutions. M6 Technologies makes every effort to be your trusted strategic IT partner dedicated to your overall success.