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In this newsletter:

Welcome to Resource!

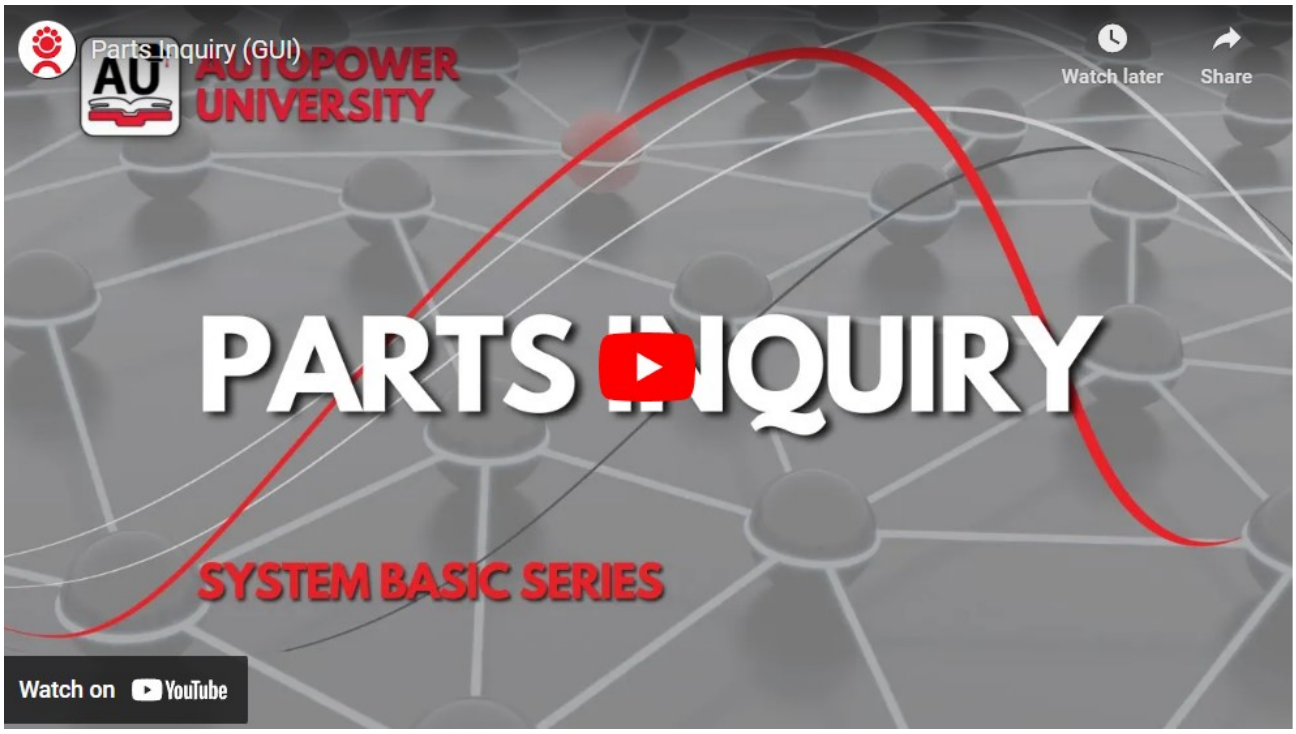
We are excited to launch our new e-newsletter, AutoPower Resource. Our goal is to provide you with the latest updates to support your business success with software insights, operational guide posts, and product announcements.

AutoPower University Has Exciting Updates!

The AutoPower University (AutoPowerU) is the central hub of educational resources for the AutoPower system.

Over the past several months, many of our tutorial videos have been updated and new content added. Thanks to our video production team, you can look forward to seeing more engaging video tutorial content in the future.

You can watch one of our latest video below or visit AutoPowerU.com to check out our video list.



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How AutoPower Hosting Services Maximizes the Security of Your Business Data

Your data is the lifeblood of your business, but it's also the target of cyber criminals whose methods of attack are increasingly sophisticated and ever-changing. If your company lacks internal IT security expertise and experience, your facility is simply not the safest place for your server and the critical data and applications it holds.

That's why we recommend moving your server offsite into our hosted facility. This puts your server on a different network from the rest of your PCs. When malware infects one of your PCs it scans your network to spread to other network devices. In our facility, your server will be much more difficult for attackers to find.

Once your server is in our care, we implement a series of practices to maintain the integrity of your data:

1. We replicate your server to another server every 15 minutes.
2. We keep five days' worth of server backups.
3. We keep seven days' worth of database-only backups (prior to end of day).
4. We keep 12 end-of-month database-only backups.
5. We keep one offsite backup of your database.

In the event that you are infected with a virus, these practices ensure we will still have your data intact and available to you, so your business is not interrupted.

Get To Know Us!

AutoPower's Staff Spotlight:

"Miracle Maker Ray"

Raymond M. Quirindongo started his journey with AutoPower in September of 2010. Ray and his wonderful wife, Tessa, have been together for 6 years and have 5 wonderful children. In his spare time, he enjoys spending time with family, coding, SCI-FI movies, video games, firepits, and nature.

Ray plays a vital role in integrating solutions, managing our hosted facility, catering to the needs of clients while ensuring the continuity of your business solutions. He also handles the Firewall management for our hosted customers through restorative and preventative technological measures and extensive research.

Ray has developed several inhouse applications to help facilitate reporting, deployment, backups and connectivity of client servers and data. Internally we jokingly call him the "Miracle Maker" because he often thinks outside the box to come up with complex solutions.

We at AutoPower are delighted that Ray is part of the team.

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Protect Your Data From Destructive PC Virus

***Security Case Study* - AutoPower Hosting Services Saved a Customer's Las Vegas Vacation and $50,000**

One morning, as he was packing for his afternoon flight to Las Vegas for a well-earned vacation, Dan, the operations manager for a busy Midwest-based HD distributor, received an urgent call from work. An employee's computer was frozen with the ominous image of a skull and crossbones fixed on the screen.

It was a ransomware attack, and the perpetrators were demanding $50,000 to unencrypt the company's data.

Dan immediately ordered the company's in-house server shut down and disconnected from the network. He determined that the attack occurred when the employee clicked on a link on a conspiracy web site. Fortunately, Dan's fast action limited the spread of the malware to just a few computers. But he was now concerned about liberating the company's critical data and assuring its integrity in order to minimize business disruption. Because the company ran on the AutoPower Distribution Management System (DMS), Dan quickly contacted Ray Quirindongo, AutoPower's Chief Computer Systems Engineer and head of Hosting Center operations.

When Ray's team helped the company deploy the AutoPower system a few years earlier, they set up daily backups to two drives away from the server, one of which was always disconnected from the network. Ray isolated the data from the backup drive into an environment to ensure it was not corrupted, then initiated a transfer protocol to move the data onto a new server located in AutoPower's secure hosting facility.

The new server was configured with a firewall that included content filtering, deep packet inspection, and anti-virus software. These security technologies, which were lacking in the company's in-house server, make a similar data breach extremely unlikely– in part by tightening access to data and restricting access to certain types of web sites. Also, security protocols in the hosting center provide backups every 15 minutes, including off-site backups. *"Since that event, we've kept our server in the AutoPower Hosting Center,"* Dan said. *"As a result, we're confident that our critical business applications and data will always have the best care and protection available."*

Ultimately, the company lost less than one day of data, and was fully back in operation in less than 48 hours.

As for Dan, since AutoPower's remediation and recovery measures had been underway and effective very early in the attack, he was able to make his flight and enjoy his Las Vegas vacation.

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Firewall: What Is It and Why Do You Need It?

The SonicWall Firewall can be simply explained as a barrier between a network of users and the external environment that establishes a common security policy between the connected users and the outside world which consists of possible intruders.

SonicWall is built to avoid any sort of unauthorized access to or from a private network. Messages entering or leaving the internet will have to pass through the SonicWall that will assess every passing message and block those that do not meet the security standards.

The role of the Firewall in network security is to inhibit external threats coming from potent sources such as hackers and avoid any kind of connection between the two. It also guards the internal infrastructure of the network by obstructing viruses and malware.

SonicWall provides an array of features for ensuring the safety of data that businesses deal with. In practical modern-day scenarios, there is no better alternative for organizations to safeguard their servers and data than a Firewall. It helps the administrators to keep the viruses at bay and prevent any intruders from accessing confidential files and data. Firewalls work as the mainline defense mechanisms for the organizations and prevent the dangerous Cyberattacks that may lead to data breaches. It becomes extremely crucial for the administrators to ensure safe transactions. If the security guarding your server is not healthy, hackers may find their way inside which may lead to loss of data, capital, and trust.

Firewalls greatly reduce the vulnerability of the system. While there are certain things such as spam popups and messages which the Firewalls cannot prevent, it is always advised to have a Firewall in place!

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AutoPower Rescues 2 Customers From the Same Cyberattack

During the night of Thursday, February 9th, 2023, a server at a hosting site that came under a cyberattack that encrypted the business data of two AutoPower customers, effectively crippling their business operations.

When he arrived at his office on Friday morning, Jim H., owner of an HD distribution and service company, was alerted of the problem by his staff. Internet access and phone service were still up, but they couldn't access the company's AutoPower system that was hosted on the stricken server. *"We run our business on this system, but suddenly we couldn't even get prices or generate invoices."* Jim explained. *"...in fact, we were reduced to hand-writing invoices for a while. Meanwhile, the hosting service informed us that we might be down for as long as a week."*

Jim recalled that he had the personal cell number of AutoPower President, Mike Mallory, and called him around 8:00 am PST to see if he could offer any help. Mike quickly determined that AutoPower's own hosting center had been conducting automatic dual backups since Jim had opted for a system upgrade for his company back in the Fall of 2022. In fact, AutoPower's data backup was more current than that of the hosting organization.

Mike called in Ray Quirindongo, AutoPower's Chief Computer Systems Engineer and head of Hosting Center Operations. Ray quickly stripped out all executables to yield pure, raw data, then ported it over to a secure server in AutoPower's hosting center. As a result, Jim's systems were restored and his company returned to normal business operations by 2:00 pm PST.

As this episode was occurring, an identical saga was unfolding, where Russ S., IT Director for a multi-branch HD distribution company, was getting calls from personnel at those branches with the same complaint: nobody could access the critical business systems.

They were writing and printing tickets locally, but were otherwise flying blind. *"It was clear that the hosting company was struggling to resolve what appeared to be a ransomware attack..."*, said Russ, *"...and we were facing the prospect of multiple days of lost business."*

By this time, Mike had already been contacted by Jim, and because he knew that Russ used the same hosting service, Mike reached out to him to see if he needed assistance as well. Russ jumped at the offer. Ray cleaned their data, restored Russ' systems and enabled his company return to normal operations by mid-afternoon.

While the two companies first regarded the pivot to AutoPower's hosting center as a temporary, emergency move, both have since elected to make it permanent.

Ray Quirindongo explains that AutoPower's Hosting Center provides multiple security measures designed to prevent the kind of disruptions the companies experienced.

"We implement a series of practices to maintain the integrity of your data," he said. *"that includes replicating your server to another server every 15 minutes, keeping five days' worth of server backups, and keeping one offsite backup of your database. These and other practices assure that, in the event of an attack, your data remains intact and available to you."*

Jim H. summed up the experience:

"My company had been using another hosting service for 17 years, but when the crisis arose, it was AutoPower that had our back."

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AutoPower Menu Shortcuts

The AutoPower Menu provides program navigation throughout the AutoPower system. As there are many application menus the user can access to select specific programs for performing a wide range of business transactions.

In addition to these application menus, there are a variety of special programs that do not reside on the menus that can be utilized via one or a few letter "shortcut" commands. The "shortcut" command can be entered at the ***Enter Selection:*** prompt found on any menu screen.

A or **MAIL** – access to the AutoPower mail system: AutoMail, to read mail messages sent to you; or, enter and send mail messages to other users.

ABOUT – displays system information: Software versions, IP addresses, backup log. Also, a variety of Tabs containing additional information is included.

B or **BAM** – access to the Business Alert Inquiry program to display those BAMs that have been sent to you. A listing of the BAMs you received is shown. Clicking on one of the BAM's short descriptions will display more details pertaining to the specific BAM.

C – access to quick Customer Search. When selecting the customer of choice, that customer's information is shown. Enter **C** followed by the customer's account#.

F – access to the weather forecast.

F1 or **?** – displays a list of the Shortcut commands.

I – access the Report Archive system of retained End-of-Day and End-of-Month reports that have been saved over several months. By entering information into the report selection filters, qualified report titles, date and time will be displayed for selection. Selecting a report will display or re-print the report.

LOG – access the Menu selection log file and show those menu selections chosen by a specified user.

LU – displays a list of the logged in users.

M – jumps back to the Main Menu.

MSG – edit the 1-5 line message shown at the bottom of the menu screens. The same message appears on all the menu screens.

P – access to the Printer Assignment control panel to change the Printer# assigned to your workstation. This printer# is then shown at the top right of the Menu screen.

PR – access to the Part Number Request to notify the recipient that specific part numbers are being requested by a customer, or the warehouse manager wishes to add such part numbers to stock.

Q – access to the Part Query tool for selecting a group of part numbers in accordance with the available search options. Part numbers selected are temporarily stored in the MY.LIST save-list for use with TCL commands.

S – access the archive of spooled Reports.

ST – shows Software Tips, if this feature has been turned on.

T – will exit from the Menu system and drop access to the Terminal Command Level (TCL).

R – access the ARBy Report Writer for designing custom ad hoc reports.

TC – access the system Timeclock for clocking in or out for payroll time and attendance purposes.

V – access the faxed document control panel. Documents: invoices, quotes, A/R statements can be transmitted to the customer's Fax machine. The faxed document control panel lists the faxed documents in date/time chronological order.

X – will log off your session from the AutoPower System.