

NEWS SUMMARY

Exodus Files For Bankruptcy

Exodus Communications filed for Chapter 11 bankruptcy protection, just one day after the release of a financial report that predicted the filing. The speed of the move left the hosting company's enterprise customers reeling.

GE Medical Simplifies Online Records Access

GE Medical Systems Information Technologies today says it will use technology from e-access framework software provider Corechange, Inc. to give medical personnel in hospitals better access to records online.

CIOs Expect IT Spending To Rebound By Mid-2002
Information technology budgets are now expected to grow just 2.6 percent this year, a Merrill Lynch analyst said. Estimates in mid-summer were for between 5 percent and 6 percent growth.

Life Tips

Success is counted sweetest by those who never succeed.
— Emily Dickinson

OpenAxis News is intended to provide useful information regarding Information Technology to our clients and friends.

The news covers new version releases, hotfix file update, and some IT tips.

Special Report: Nimda and our responsibility

By Yuji Ioriya, Network Administrator

There have been several dangerous computer virus outbreaks worldwide in the past few months. The losses or damages by Code Red, SirCum, Code Blue and Nimda virus is estimated more than several billion dollars. Even though these virus' activity seems to be tranquilized, the lesson from these incidents tells that a user needs to be educated about computer security to protect network environment, regardless of computer literacy or level of the user. In fact, some broadband access providers have now decided to cut service to customers whose machines are infected with worms.

Nimda: More Dangerous Than Ever

A new worm virus called Nimda is dangerously different from virtually all other e-mail and network-borne viruses: It can infect a computer when a user simply clicks on the subject line of an e-mail in an attempt to open it, or visits a Web page housed on an infected server. With this mechanism, virtually anyone who uses Internet could be a potential virus carrier, unless he/she applies proper patches. And many of the infected

machines now contain a gaping security hole, created by the worm, that will allow a malicious hacker complete access to the contents of an infected machine or network. Most e-mails containing Nimda worm do not have a visible attachment. The worm immediately activates and attempts to run a programming script as soon as the user clicks and opens the e-mail. Infected Web servers will also attempt to spread the virus to anyone who visits websites that are housed on that server by pushing a JavaScript "readme.exe" or "readme.eml" file to computers that visit the infected sites. The virus activates automatically upon transmission. On infected computers, the virus reportedly creates a new "Guest Account" with no password, which allows any attacker to log on to infected computers and have full access to the contents of the computer or network. Even those who have strong security settings in place may be affected, because the worm reportedly overwrites existing security settings to allow remote login and full access. Besides altering system settings, once the

virus is active, it attempts to infect all compressed files, such as ZIP archives on a computer's hard drive, as the IRC worm called "readme.exe" does. It then e-mails copies of itself to selected addresses in the infected computer's Outlook e-mail address book and Web cache folders, and begins scanning the Internet for Web servers to infect.

What Can, or Should We Do?

There is no easy way to remove these virus, once the computers get infected; however, virus infection can be avoided by preventative maintenance approach. OpenAxis is now providing the security check and maintenance for the company's network, while educating Internet users that they are a part of community, and everybody has a responsibility to enjoy the freedom of Internet. All of us are part of a larger community, and it really isn't cool to infect your neighbors.

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At OpenAxis, we focus on the implementation of IT solutions for small- and medium-sized businesses.

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Management Bulletin: Managing Staff's Resistance to Change

For management level officer overseeing all technology-related matters within a company, system conversion is probably one of the most challenging tasks he/she might have to face. Complex and lengthy software package and vendor selection processes have always been part of the cycle. Long implementation time, which could take months or even years depending on the size of the projects, would demand undivided attention and huge commitment on their part. However, when you got to the middle of the process, you will come to learn that the real challenge is to manage your staff's resistance to change.

Our experience dictates that managing resistance to change is the key factor determining the success of a project implementation. I do not think this statement is overstated at all. Without good coordination and full cooperation from the key staff, it is virtually impossible to implement the system conversion smoothly.

As it has always been, people tend to have some forms of resistance to changes. However, if you would take the time to dig deeper into researching why they behave like that, you would be surprised with what you find. You think your employees are resistant to change? Think again. It is by nature that people embrace changes they can control at some degree. Try getting them involved in the project and provide them with

more control in relation to the system conversion and see how they react.

A good involvement plan will not only provide them with some control and sense of direction where they are going with the changes, but it will also enforce the quality of the project itself. To illustrate, OpenAxis once handled an implementation project for a fixed asset management system at a local business in Southern California. The project includes the bar-coding of individual items and grouping of certain items to manage the fixed assets effectively.

At the first meeting with key personnel to discuss about the implementation, we laid out our plan and design on how to configure the system and the procedure to put it into operation.

Upon reviewing our proposed plan, several personnel rejected the idea of tracking small inexpensive items saying that it will take up most of their time doing unnecessary work. At that time, we decided to get them more involved on certain aspects of the project and listen to what they have to say. The result is striking. Staff members, who seem to reject this new system in the beginning, became so cooperative and contributed their opinions for the benefit of the company. Project was completed on time and we have added some features to the system that will benefit all parties involved.



Have a question for Microsoft Windows or Office Product?
Ask our specialist and they can answer on this newsletter.
Please feel free to email your question to techsupport@openaxis.com.