

Executive Stress

OFFICE SUPPORT

Newsletter — March 2003

Welcome!

Volume 3, Issue 1

Happy New Year! I hope you had a great Festive Season - however you celebrate it - and you made it through the New Year without too many headaches!

Resolutions - you always think about them at this time of year. Did you make them? It's now March, so how many of them have you forgotten about already?

Have you ever wondered why we start the year with such great intentions - to lose weight, give up smoking, join a gym - but three months down the track we're exactly where we were December 31st?

I was reading a great book on the plane last November: "Go MAD: *The Art of Making a Difference*" by Andy Gilbert. According to Andy, the reason why we don't stick with our resolutions is because the **tradition** of making resolutions is really the only motivation for making them. And that reason, for most people, isn't strong enough to keep them moving forward.

In order to achieve your goals, there must be a strong underlying purpose, or you won't be motivated enough to continue working towards attainment of

those goals. According to Andy, it's important to know whether you're moving towards gaining pleasure, or moving away from a source of pain. If the latter (for example, paying off a credit card debt), the pain is likely to diminish the closer you get to attainment of the goal, and therefore, the motivation decreases. The "pain" becomes bearable.

When you're striving towards anything, it's important to keep re-assessing the goal - to continually focus on moving forward

"We think too small. Like the frog at the bottom of the well. He thinks the sky is only as big as the top of the well ..."
Mao Tse-Tung

rather than focusing on the past. "Without direction you will drift".

Andy also suggests eliminating the word "try" from your language as "it programmes your mind with the possibility of not succeeding. Either plan to do it, or decide not to ...".

"Remember you will never achieve more than you set out to achieve. Most people aim at nothing and hit it with incredible accuracy". What are you aiming for in 2003?

I'll leave you this newsletter to ponder

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the words of Ralph Waldo Emerson (below) - and wish you all success in 2003.

Till next quarter.

Virtually yours
Lyn P-B

▼

What is success?

"To laugh often and much; to win the respect of intelligent people and the affection of children; to earn the appreciation of honest critics and endure the betrayal of false friends; to appreciate beauty; to find the best in others; to leave the world a bit better whether by a healthy child, a garden patch, or a redeemed social condition; to know even one life has breathed easier because you have lived. This is to have succeeded."

Ralph Waldo Emerson

“Document Collaboration Spyware” Update



Remember this monster from last September's newsletter? Here's an update on what's been happening over the last few months with regards to fixing the huge security hole that appears in Word 97, 2000 and 2002 (the version that ships in Office XP).

September:

The security flaw in Word is discovered and dubbed the “Document Collaboration Spyware” exploit, which uses field codes in Word to create a “spy” document in a shared document environment.

Bill Coan writes the Hidden File Detector program to help sniff out hidden files (available from <http://www.wordsite.com/hiddenfiledetector.html>)

Later that month it's discovered that you don't even have to send the document back to the originator for it to pull files from your computer. But these files can be sent via Explorer straight to the “bad guy's” website without your doing anything.

October:

Microsoft releases its Security Patch on the 16th which purports to fix the known issues with the Word security hole by detecting any potentially suspicious “spy” field behaviour. The patch watches for potentially dangerous field activity when a document gets opened, and (under some circumstances) gives you the option of deciding whether you want to allow the field to reach out and touch your system. BUT..... The patch catches both good and bad fields.

Woody Leonhard said in his Woody's Office Watch of 23 October:

“Word has the ability to control other Windows applications, silently, without macros, sometimes with little or no user intervention required. The fields that make it possible fly underneath your antivirus radar. In many cases, all you have to do is update the fields in a document - simply opening a document may suffice if you don't have the October 16 security patch installed - and Word will reach out like a puppeteer pulling the strings in other applications.”

There's a free bundle of two utilities to help control the patch available at:
<http://www.woodyswatch.com/util/FieldSecMan/>

These tools will help you refine and control the patch and help you figure out whether there's a genuine threat buried inside one of your documents.

And while we're on the subject of Microsoft: though not due for public consumption for a couple of months, Office 11 is being beta-tested and it would seem that there are some amazing problems Like its inability to work with any operating system other than Windows 2000 SP3 and Windows XP Neat marketing trick eh?

Have you been having problems with Outlook 2000? The problem could be if you installed Service Pack 3 for Office 2000. The pack apparently introduces a bug into copies of Outlook 2000 causing it to “redline” - to send processor utilisation up to 100%, turn the cursor into an hourglass and generally make your life miserable! In late December Microsoft released a patch for the bug and you can get it from
<http://support.microsoft.com/?kbid=811167>. ✓

Slammer Worm - W32.SQLExp.Worm

Slammer - the worm that's been on everyone's lips over the last few months. So what is it? And how do you know if you're vulnerable?

Aliases: SQL Slammer Worm [ISS], DDOS. SQLP1434.A [Trend], W32/SQLSlammer [McAfee], Slammer [F-Secure], Sapphire [eEye], W32/SQLSlam-A [Sophos]

Platforms Affected - Windows 95, Windows 98, Windows NT, Windows 2000, Windows XP, Windows Me

W32.SQLExp.Worm is a worm that targets the systems running Microsoft SQL Server 2000, as well as Microsoft Desktop Engine (MSDE) 2000. The worm sends 376 bytes to UDP port 1434, the SQL Server Resolution Service Port.



The worm has the unintended payload of performing a Denial of Service attack due to the large number of packets it sends.

Even if you don't have a server you should understand that despite Microsoft's assertions that “typical home users' computers are not affected” by the security hole that lets Slammer in, users of MSDE2000 (Microsoft Data Engine, the latest “database engine” for Access) are also susceptible - and MSDE2000 comes as part of products such as Office XP Developer Edition, Office XP Professional Edition, Sharepoint Team Services and Visio 2002. If you installed a custom built Access program recently, there's also a fair chance that it included a copy of MSDE2000.

Slammer (contd)

(Continued from page 2)

Here's how to determine if MSDE2000 is running on your machine:

1. In Windows NT or 2000, right-click on the My Computer icon and choose Manage. Double-click on Services and Applications, then double-click on Services.
2. In Windows XP Home or Pro, click Start | Control Panel | Performance and Maintenance | Administrative Tools, and then double-click Component Services.
3. If you find MSSQLSERVER listed as one of the Services, you're running MSDE.

Unfortunately, Microsoft doesn't give instructions for seeing if MSDE is running under Windows 98/98SE or ME.

Woody Leonard, author of Woody's Office Watch, recommends downloading Symantec's detector/fixer at <http://securityresponse.symantec.com/avcenter/venc/data/w32.sqllexp.worm.removal.tool.html> and run it. If the removal tool tells you that you don't appear to be vulnerable to the worm, it's highly likely that you don't have MSDE installed.

If you do have MSDE, download the SQL Server 2000 SP3 patch (start at <http://www.microsoft.com/technet/security/virus/alerts/slammer.asp>) and run it. ▼

Disclaimer: Advice in this article is for information purposes only. Readers should make their own enquiries before installing any software on their computer. Neither eSOS nor Lyn Prowse-Bishop shall be held responsible for any loss or damage caused by following advice in this article.

And the winner is

Those of you who have been readers of this newsletter for some time now will recall a previous edition when I mentioned that my website was redesigned by a West Australian VA, Janice Kalyniuk of JK Professional Administration Services.



As many of my clients and colleagues know, I won't touch something I'm not good at which holds true not only for my clients' work but for anything relating to my own business.

Janice updated the www.execstress.com website for me and is responsible for any ongoing changes and maintenance. And what a

great job she does! I still get comments on the site from other VAs as well as prospective clients.

Well, Janice's work has paid off. The site has been awarded the Golden Web Award not only for 2002/2003, but for 2003/2004!



Anyone looking for a great site would do well to give Janice a call! She can be contacted on phone 08-9359-3191 or email: jkadminserv@wn.com.au ▼

Dr Seuss Explains Why Computers Sometimes Crash



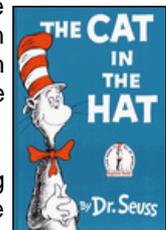
If a packet hits a pocket on a socket on a port, and the bus is interrupted as a very last resort, and the access of the memory makes your floppy disk abort, then the socket packet pocket has an error to report.

If your cursor finds a menu item followed by a dash, and the double-clicking icon puts your window in the trash, and your data is corrupted because the index doesn't flash, then your situation's hopeless and your system's gonna crash!

If the label on the cable on the table at your house says the network is connected to the button on your mouse,

but your packets want to tunnel to another protocol, that's repeatedly rejected by the printer down the hall ... and your screen is all distorted by the side effects of gauss, so your icons in the window are as wavy as a souse; then you may as well reboot and go out with a bang, 'cuz sure as I'm a poet, the sucker's gonna hang!

When the copy of your floppy's getting sloppy in the disk, and the macro code instructions cause unnecessary risk, then you'll have to flash the memory and you'll want to RAM your ROM then quickly turn off the computer and be sure to tell your Mom! ▼



So What's the Deal with Coaching Anyway?

You go to a networking function these days and you're bound to run into one - at least that's the way it felt to me! It seemed that Coaching was the next boom industry. But what's it all about? And is the mantra "The person who says they don't need a coach is precisely the person who does" really true?

Coaches specialise in a variety of areas: there are life coaches, business coaches, financial coaches. They can work with individuals or groups. But their goals are primarily the same: to get you or your business moving on the fast track to success and to help you achieve results in the shortest possible time without the normal resistance and stress.

We all need support at one time or another - no matter how successful we are or whether we like to admit it or not! Encouragement to take the next step, an understanding ear, someone to bounce ideas off or give us a kick in the pants.

Enter Jennifer Murray. Jennifer is a life coach and owner of Pep Talk Australia. When I met Jennifer at a networking function recently, I thought "Here we go again ... another one!" When she offered me a first hand look at her services with no obligation, even though I thought I was pretty well on track and moving in the direction I wanted to



go (you know, one of the "I don't need a coach" variety!) I thought "Why not? I'll try anything once." My biggest concern was finding the time to fit her into my schedule! Wow! Talking to Jen in that first half hour made me realise that there were many things I could be doing differently in my business which would give me back some free time to spend doing other things I enjoyed ... like being with my family. Things I might have thought of myself ... eventually ... if I had the time ...

Free time ... remember that? No? Then perhaps, after you partner with a VA, you should give a coach a call!

Jennifer defines life coaching as "... a partnership between a coach and individual or group where support, encouragement and challenge are combined to assist you to design

and create the kind of life that will allow you to do, have and be everything you desire."



"A Life Coach can offer encouragement, support and motivation," she says, "as you work on specific areas which might include health, relationships, career, money, personal growth, fun, recreation and lifestyle balancing".

But life coaching is about more than simply offering you solutions to life issues and problems. It aims to ensure you design your life in a way that you reduce the possibility of creating them in the first place.

David Beard, of Life & Business Coaching, has been consulting to businesses as a coach in the areas of Risk Management, Insurance and Business Development skills for more than 20 years. He also delivers modules to students of the Life Coaching Academy Australia who are setting up their own Coaching businesses.

David says: "Seeing the amazing transformation in a business once people create a strong sense of purpose and direction is very rewarding. Professional Business Coaches can help anyone to move their business forward with a sense of certainty and intention, which is something so many business owners crave, yet so few have. I think it's enough said that the 'world's best sports-people' still use coaches to take them to the next level."

Whether you would like to transform your life entirely, get your business out of a rut, or just make a few small adjustments, a coach can assist you with an entirely YOU focused Life Coaching experience. I'd recommend it. It certainly worked for me.

Jennifer Murray is offering complimentary 30 minute sessions to new clients, so now's your chance to see if a coach would work for you. Pep Talk Australia can be contacted on 07-3393-1994 or 0439-931-994. Or drop Jen an email at peptalk@optusnet.com.au and let her know I sent you! :)



David Beard can be contacted for more information on coaching within your organisation by phoning 0418-185-885 or emailing davidbeard@lifenbusiness.com.au ✓

New Clients

The following new clients benefited from partnering with eSOS and we welcome them all!

- † Nuplex Industries, Qld (Document Production)
 - † Nicola Garnett-Palmer, Aussie Friends, Qld (Copyediting/Training)
 - † Pacific Outsourcing Solutions (Digital Transcription)
 - † Lee Sames Egan, Lismore, NSW (VA/Digital Transcription)*
- (* This client moved from one-off assistance to regular VA services in 2003)

And finally

Lyn Prowse-Bishop and eSOS were featured as VA of the Month in the *Virtual Times* of December 2002 ... the Newsletter of the International Association of Virtual Assistants (IAVA). ✓

