

## Tech Overview : Inbound and Outbound Network Recording

### Network Use Issues Facing Businesses

The Internet constitutes a necessity for business communication as people choose to communicate with their business partners or customers via emails or instant messaging software. However, on the one hand, the Internet brings great convenience to businesses; on the other hand, it brings problems to businesses as well, such as network resource abuse, productivity loss, leaked confidential business information, etc.

### Inbound Recording Provides a Complete Solution

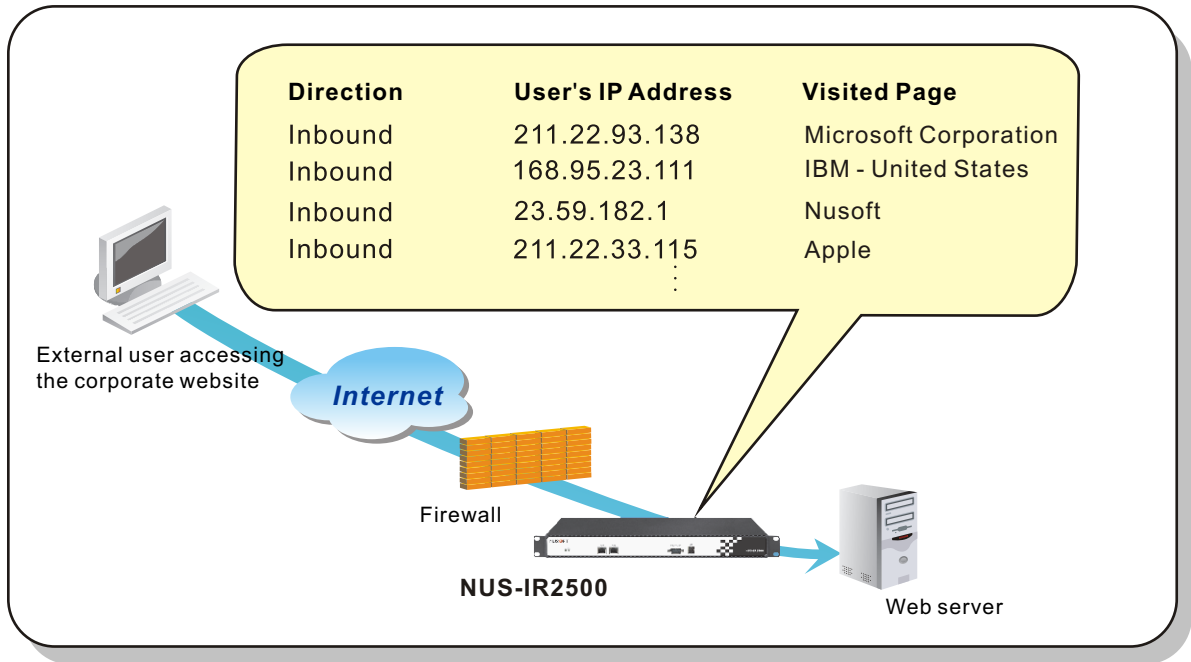
A growing number of businesses are incorporating Internet recording devices into their network in an attempt to put a halt to employee misuse and the consequential productivity loss. In the current market of Internet recording devices, the main focus has been on recording and monitoring internal PC's outbound activities i.e. their online activities. So far there has been little in the way of monitoring inbound activities i.e. external hosts connecting to the business's server. However, this neglected function has inhibited businesses from gaining a complete insight into the networks use, and any undesirable activities taking place such as the leakage of confidential business information.

Nusoft's Internet recorder series aside from outbound packet recording also incorporates inbound packet recording, allowing businesses to remain in complete control over their own network. Regardless of whether it's an internal user surfing the Internet or an external user connecting to the company's server, the usage of Internet services such as Internet browsing (HTTP), sent and received emails (including Webmail), instant messaging (MSN, Yahoo Messenger, ICQ, QQ, etc.), FTP and Telnet can now be placed under complete control. Records of these services can be viewed at any time together with the traffic flow's source IP address, website viewed, instant messaging conversation, etc. providing the businesses with the ultimate management tool.

### Obtain Full Control over Email, HTTP and FTP

For email, the Nusoft Internet Recorder is able to produce detailed records containing the sent and received time, sender, recipient, attachments, contents, etc. With inbound recording, the IT administrator can monitor web mail, SMTP and POP3 mail originating from an external source and being sent to the business's internal servers.

For its HTTP service, the Nusoft Internet Recorder can produce detailed recordings of the time and web pages visited by internal users. For inbound packets, the device records the IP address of any external access to business's internal servers. For instance, this is ideal for preventing the abuse of Pay Per Click (PPC) advertising whereby users repeatedly click on an advertisement linking to the business's website. This is due to the device being able to recognize how many times a single IP address is accessing the website.



**Figure 1 Recorded details of the web pages visited on the website are made using the Nusoft Internet Recorder.**

For its FTP service, the Nusoft Internet Recorder is able to analyze and record in detail, both the sender's and receiver's host name, IP address, login name, password, the downloaded file name and size. If the company has an FTP server, inbound recording provides details of any files downloaded by any external user connected using FTP.

For Telnet sessions, the device's inbound recording allows it to record any Telnet commands made by external users.

### Nusoft's Solution

The vast range of Internet services in use in today's networks poses a range of security threats for businesses. Nusoft Internet Recorder, with the addition of inbound recording, is able to provide comprehensive recording across all the dimensions of the business's network. Employee productivity can be kept in check, and confidential business information can be kept in the hands of the business where it belongs.



## Product News : Obtaining the Best Results from Instant Messaging Software Management

### The Emergence of Instant Messengers for Businesses

Since the introduction of ICQ in 1996, instant messaging software has received considerable popularity around the world. Its ease of installation, convenience and real-time communication has seen its popularity base continuing to extend even further in recent years. Starting off as just a popular tool amongst students, it has grown to become a major communication medium for over 100 million users. Its growth rates have even exceeded popularity trends shown by email.

This phenomenon has not just been limited to the common PC user. Businesses have also embraced it in a similar fashion as its use as a means of communication with clients and customers becomes increasingly more common. There are no costs for instant messaging which represents a major advantage for businesses, their clients and customers. It's no surprise that most businesses permit their employees to use it.

### The Downside of Instant Messengers for Businesses

This revolutionary tool has unfortunately bought about a few detrimental aspects to businesses. This has included a decrease in employee productivity, the leakage of confidential business information as well as numerous virus threats. As a result, a proportion of businesses have chosen to completely ban its use.

#### The Pros and Cons of Instant Messengers

Advantages	Disadvantages
<ul style="list-style-type: none"> <li>★ Real-time communication</li> <li>★ Free of charge</li> </ul>	<ul style="list-style-type: none"> <li>★ Employee productivity loss</li> <li>★ Business confidentiality or intellectual rights breaches</li> <li>★ Virus infection risks and other malicious code attacks</li> </ul>

### Businesses Instant Messaging Software Management

The question remains on what exactly should a business do to manage instant messaging software. If they choose to adopt a complete ban on their use, the reality is that they are going to be forfeiting the tremendous benefits that they can bring.

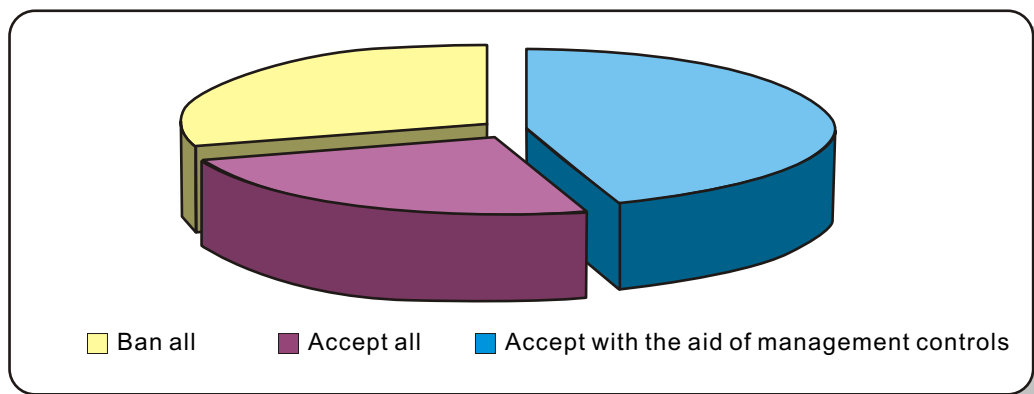


Figure 2 Current Instant Messaging Management Trends Adopted by Business





It is recommended that employers notify their employees about their instant messaging software management. Employees should be informed that they would be subject to IM content recording, permitted and prohibited items, etc. For a better legal status standing in a case, it is advisable that the employer requires employees to sign a letter of consent regarding the business's instant messaging software management.

### **Instant Messaging Software Management Options:**

◎ **Permit specific users:**

According to the business's network policy, the Nusoft Multi-Homing Gateway, Multi-Security UTM or Internet Recorder, can be configured to give permission to specific users.

◎ **Accept only specific instant messaging software and use the latest version released:**

Accept only one or two instant messaging software for more convenient management and download the latest version to ensure management remains effective.

◎ **Enable employees to log in using their corporate account only:**

Most employees communicate with their business partners and customers using their personal account. However, if employees use their personal account, it is possible that they can still keep in touch with their customers after they quit their job.

◎ **Install antivirus software or a firewall to detect all file transfers through IM:**

Nusoft Multi-Security UTM features Intrusion Detection and Prevention (IDP) that can prevent viruses transferred via instant messaging software.

◎ **Record online activities made via instant messaging software:**

Nusoft Internet Recorder can record the use of instant messaging software, such as conversations, participants, time, file transferring, etc. and store the records for future reference.

With the aid of Nusoft, applying the appropriate instant messaging management options to secure the security of the businesses is finally achievable.