



In the Boxing Ring

MAY 2020



Network Box Technical News

from **Mark Webb-Johnson**

Chief Technology Officer, Network Box

Welcome to the May 2020 edition of In the Boxing Ring

This month, we are talking about the **Box Office User Management** system. This is a little known, but powerful feature of Box Office that provides IT Administrators the ability to maintain their user accounts without requiring SOC involvement. On pages 2 to 3, we discuss this further and highlight additional features provided by the system.

In other news, Network Box has published an executive summary video titled, '**Are you protected from cyber threats?**' And in this month's Media Coverage, Network Box was featured in numerous media outlets, including: **CNN Business, American Chamber of Commerce HK, RTHK Radio 3, South China Morning Post, and HK Institute of Resource Management.**

Mark Webb-Johnson
CTO, *Network Box Corporation Ltd.*
May 2020

Stay Connected

You can contact us here at Network Box HQ by email: nbhq@network-box.com, or drop by our office next time you are in town. You can also keep in touch with us by several social networks:



<https://twitter.com/networkbox>

<https://www.facebook.com/networkbox>
<https://www.facebook.com/networkboxresponse>

<https://www.linkedin.com/company/network-box-corporation-limited/>

<https://www.youtube.com/user/NetworkBox>

In this month's issue:

Page 2 to 3

Box Office User Management

In our featured article, we discuss the **Box Office User Management** system, a powerful feature that allows IT administrators to maintain their users' accounts themselves.

Page 4

Network Box Highlights:

- **Network Box Executive Summary Video - Are you protected from cyber threats?**
- **Network Box Media Coverage:**
 - CNN Business
 - American Chamber of Commerce HK
 - RTHK Radio 3
 - South China Morning Post
 - HK Institute of Resource Management

NOTE: With effect from January 2020 we have switched to a quarterly Patch Tuesday cycle for Network Box 5. However, essential security fixes will continue to be released out-of-cycle, if necessary.



BOX OFFICE

User Management

A little known, but powerful feature of **Box Office** is the ability to provide administrators the ability to maintain their user accounts without requiring SOC involvement.

You can find a detailed guide on how to operate this facility in the Network Box Office Customer Portal User Guide:



<http://download.network-box.com/guides/NetworkBoxOfficeCustomerPortalUserGuide.pdf>



The feature is enabled by granting the '*customeradmin*' right to one or more of your administrators. Once that right is granted, the administrator will see a new **USERS** menu appear in Box Office. The ownership hierarchy will be shown, as well as the user accounts under each owner.

From there, administrators can simply create new Box Office users, modify or delete existing users, and reset passwords. Dual Factor Authentication can also be enabled on a per-account basis from this system.

User ID	User Name	Email	Action
acme:david.chan	David Chan	hs.daniel.rq@network-box.com	EDIT PASSWORD DELETE
Joe User	Joe User	boxoffice@network-box.com	EDIT PASSWORD DELETE

User ID	User Name	Email	Action
acme:sarah.conner	Sarah Conner		EDIT PASSWORD DELETE

User ID	User Name	Email	Action
acme:peter.gunn	Peter Gunn		EDIT PASSWORD DELETE
acme:peter.robb	Peter Robb		EDIT PASSWORD DELETE

Within this system, there are a few other useful features, including:

- Each user account can have a flag set to enable/disable configuration changes. If 'config changes' are not enabled for a user, when the user creates/updates a ticket, a warning message is displayed to the SOC engineer to say that the user is not authorized to request configuration changes. Customized text can also be put here to provide detailed information to the SOC engineer on what specifically that user is permitted to request.
- As well as the preferred language, and preferred regional portal, the time zone for the user can also be set. All dates/times in the system will then be presented using the user's actual time zone.
- Newsletter preferences can also be set on a per-user basis. The user can choose whether they want to receive news releases, technical announcements, security announcements, or any combination.
- The Box Office notification system supports notification via several mechanisms (including Email, App Push Notifications, and SMS). Notifications for each type can be filtered by day/time range and device group.

If you need guidance with this or want to enable it for your administrators, please contact your local, regional SOC for assistance.



Network Box HIGHLIGHTS



Network Box Executive Summary Video - Are you protected from cyber threats?



In today's heightened cyber-threat landscape, every company, no matter which industry it operates in, needs comprehensive cyber-security. Yet, most organizations are not adequately protected from hackers, viruses, worms, ransomware, and undesirable content, all of which make the Internet so dangerous.

This is where relying on a high quality managed cyber-security service provider, such as Network Box, can make all the difference. Don't be a victim, outsource your security to dedicated experts, and get your business professionally protected today.



LINK:
<https://youtu.be/74j4E-z8PFA>

Newsletter Staff

Mark Webb-Johnson

Editor

Michael Gazeley

Kevin Hla

Production Support

Network Box HQ

Network Box USA

Contributors

Subscription

Network Box Corporation

nbhq@network-box.com

or via mail at:

Network Box Corporation

16th Floor, Metro Loft,
38 Kwai Hei Street,
Kwai Chung, Hong Kong

Tel: +852 2736-2083

Fax: +852 2736-2778

www.network-box.com



Network Box Media Coverage



CNN Business

'I love you': How a badly-coded computer virus caused billions in damage and exposed vulnerabilities which remain 20 years on

LINK: <https://cnn.it/2WrXypl>



Magazine of The American Chamber of Commerce HK

SECURITY: Virus Protection (page 22-25)

LINK: <https://bit.ly/2WlN5eY>



RTHK Radio 3 Backchat with Hugh Chiverton and Danny Gittings

How safe is Zoom?

LINK: <https://bit.ly/2Yvzzbp>



South China Morning Post

US servers hit by 175,000 DDoS attacks in March, four times as many as Chinese targets, report says

LINK: <https://bit.ly/2KTwp9s>



The Official Journal of the HK Institute of Human Resource Management
Organisations Ignore Cyber-security Threats at Their Peril
LINK: <https://bit.ly/2WrmNb5>