

Books for I.T. Professionals

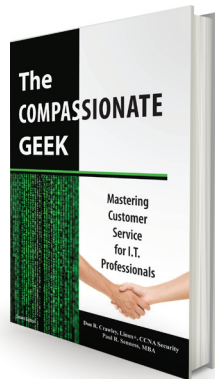
from author Don R. Crawley

The Compassionate Geek: Mastering Customer Service for I.T. Professionals

now in its second edition, is written especially for today's overworked I.T. staff! Filled with practical tips, best practices, and real-world techniques, *The Compassionate Geek* is a quick read with equally fast results. Learn how to speak to the different generations at work, manage your own emotions and influence the emotions of others, say "no" without alienating the end-user, what to do when the customer (user) is wrong, how to cope with the stress of the job, and more! All of the information is presented in a straightforward style that you can understand and use right away!

ISBN: 978-0-98366-070-5
(Also available in Kindle edition)

\$20.00

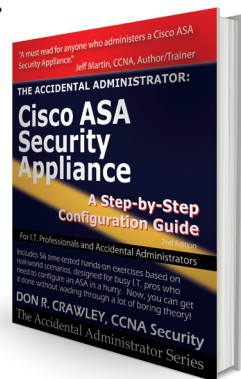


The Accidental Administrator: Cisco ASA Step-by-Step Configuration Guide

is packed with 56 easy-to-follow hands-on exercises to help you build a working firewall configuration from scratch. Filled with practical tips and secrets learned from years of teaching and consulting on the ASA, it's the most straight-forward approach to configuring the Cisco ASA Security Appliance. The essentials are covered in chapters on installing, backups and restores, remote administration, VPNs, DMZs, usernames, transparent mode, static NAT, port address translation, access lists, DHCP, password recovery, logon banners, AAA (authentication, authorization, and accounting), filtering content, and more.

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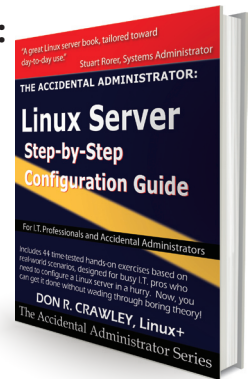
The Accidental Administrator: Linux Server Step-by-Step Configuration Guide

is packed with 44 easy-to-follow hands-on exercises plus numerous command examples and screen captures to help you build a working Linux server configuration from scratch. It's the most straight-forward approach to learning how to configure a CentOS/Red Hat/Fedora Linux server (the book is based on version 5.4 and 5.5). The essentials are covered in chapters on installing, administering, user management, file systems and directory management, networking, package management, automated task scheduling, network services, Samba, NFS, disk quotas, mail servers, Web and FTP servers, desktop sharing, printing, security, routing, performance monitoring, management tools, and more.

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BRAND-NEW!

Tweeting Linux: 140 Linux Configuration Commands Explained in 140 Characters or Less

is a straight-forward approach to learning Linux commands. Each command is explained in 140 characters or less, then examples of usage are shown in screen captures, and details are given when necessary to explain command usage. You'll see the most commonly-used commands plus a few gems you might not know about!

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