April 2014 Newsletter

April Fool's Day for Apple! Apple's ID login is having a problem with phishing scams. If you find that you're being directed to a page to fill in personal information and credit card information, get out of there fast! It's not really from Apple!

One other big company is having a real problem and it's Microsoft. Microsoft put out a security advisory for a vulnerability in Microsoft **Word**. It applies to Word, 2003, 2007, 2010 and 2013. You can run a Microsoft Fixit tool to correct the problem. Do it Today!

https://support.microsoft.com/kb/2953095

Spring is here and it's time for a "Spring cleanup"! I'm sure that everyone is thinking of getting the yards cleaned up and the windows open to breathe in some fresh air, but I'm thinking of another type of "Windows". After having the heating systems running so much this past winter we find that our computers are magnets for dust that's in the air, and they're often enclosed in computer desks that have little ventilation in the back which promotes buildup of animal hair, dust, etc. I'm sure you remember me mentioning in other newsletters that you should buy some canned air and clean your computers with it. Well, I'm going to remind you again today to do that! Make sure that your computer is turned off and unplugged before you do the following: Turn the tower around and clean the fan in the back, and then look at USB ports on the back AND front and use the canned air on them. Don't forget the DVD tray. That should also be cleaned. Now, for laptops, one thing is different. Cover the screen before you do any spraying with the canned air as it can damage the screen. Also, use the canned air on the keyboard. It's important to do this simple maintenance because it will help protect your machine from overheating and causing damage, or issues with poor performance. On laptops it can often correct problems with keyboards that aren't typing properly. ☺

This is also important for Mac users!

Malwarebytes This month I've seen some computers come in with really serious infections. The truth is that the infections are becoming more sophisticated in the way that they're being integrated into the computers browsers and registry, and they're getting harder to remove. That being said, I urge everyone to install Malwarebytes on their machines. There's a free version that you can download and run on all the computers that you have. I know I've mentioned this before, and if you didn't buy it when I mentioned it a few months ago, it's too late to buy it and have a lifetime license. It was a real deal at $24.95 for a one time purchase, but now they're charging $24.95 a year. The free one works just as well, but you have to manually run the scan and you can't forget to do it! You might have noticed that you got an email message from Malwarebytes last week if you had purchased their software. It asks you to update to the newest version. You should do this, and don't be alarmed when the program looks different to you. They've changed the appearance of the program and made it easier for people to use. They've also added more features to the software to protect you from all these new infections I've been talking about.

www.malwarebytes.org

A Must Read Below!

One of my friends had a terrible time with her computer this month, and Liz wrote me and said that if I wanted to

share what happened to her in my Newsletter that I could. **She wants to make sure that no one else has a problem like this.**

Popups on the internet always catch our attention and sometimes we think that we "have" to **DO what they tell us to.** Liz was trying to find a media player so she could listen to the music on the website she goes to all the time. A popup saying a media player needed to be installed "appeared" and she clicked on it and that was the trigger that started everything. Next thing she knew she was dealing with people who wanted to fix her machine for her and wanted her to pay a lot of money to do it! In a situation like this, all of us panic and want things back to normal. We tend to trust the people that want to help us, but as you know there are scammers all over the Internet just waiting for vulnerable people to allow them to take control of their computers. And this is what happened. Once Liz let them take remote control of her computer, they installed infections on her machine and talked her into buying a piece of software called REGSERVO. The charge was for $43.09 and then they wanted more money to fix her machine. She decided at that time to contact me and told them that she was going to call her computer person. They gave her a phone number and wanted her to call back by 1A.M. in the morning. I wasn't able to get Liz's message that night, but I knew when I heard it on the machine that she was really stressed over this. When I talked to her I told her to run a scan on the machine, call her credit card company and tell them what happened so they could cancel the charge, and then I told her to change her passwords with PayPal and other passwords that they might have found while on her machine. When I went to her house to check the computer I found that it wasn't running well at all and it we couldn't reinstall her email program. I had to bring it home and reinstall

Windows for her **BUT** the thing that I noticed was that they had _encrypted_ all her files. Next step would be that they'd contact her to have her pay a ransom to be able to open her files! This does have a happy ending. Liz is working things out with the credit card company…has a new credit card, has new passwords and the machine is back to normal. Her biggest concern, and justifiably so, is Identity theft. The moral of this story is, don't be too quick to download and install something that comes up on the internet unless YOU find it on your own and agree to download it. Also, only talk to someone you trust if you're having problems with your machine. Thanks Liz! ☺

April 8th is just around the corner. I hear that the websites for HP and Dell are flooded with calls to buy new machines and HP is running low on some of their Windows 7 models that they brought back for sale. Lenovo is selling its 14" laptop with Windows 7 for $479. Did you hear the news that Lenovo is now opening a plant in Raleigh, NC? That's good news!! Remember…XP is not a supported Operating System anymore and you'll find that all your information is at risk! Also notice that there's no more support for Office 2003. ☹

 Aren't you glad you don't have this job! The Vatican is digitizing 1.5 million pages from its archives! For those interested, see the attached file to this email.

 Big news this past week is that Microsoft announced that it will have office for the iPad. The bad news? The free version will only "read" Word Documents, and if you want more you'll have to pay from $70 up **PER YEAR**! If you're already using "Pages", you might want to stick with it. ☺ Pages, Numbers and Keynote documents created on a Mac, or Word, Excel and PowerPoint documents created on a Windows PC can be opened on the iPad. Makes you wonder why you'd want to change.

 OK, this question comes up ALL the time so I'm going to give you the best answer that I know of for now. How do I make a DVD that I can watch on my TV? You need **authoring software** in order to format the disc and convert the video to a "language" that your device understands. Windows and Mac's don't come with that type of software. And if you've bought a new Mac lately you've probably noticed that they don't even come with DVD burners anymore!   For the Windows Computer I recommend a phenomenal

piece of software called AVS4You
http://www.avs4you.com/index.aspx

and for the Mac, Wondershare
http://www.wondershare.com/pro/mac-dvd-creator.html

amazon.com
Prime

Are you an Amazon Prime Member? If so, you can get an app for your iPad now and you can watch TV shows and Movies on it. Just go to this link.
https://itunes.apple.com/us/app/amazon-instant-video/id545519333

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Your computer term of the month - **Ransomeware**

Ransomware is a class of malware which restricts access to the computer system that it infects, and demands a ransom paid to the creator of the malware in order for the restriction to be removed. Some forms of ransomware encrypt files on the system's hard drive

(**cryptoviral extortion**), while some may simply lock the system and [display messages](#) intended to coax the user into paying.

Have a good month and think Spring. It won't be long till we see Flowers blooming again....I Hope!

Warm Regards!

Shirl