

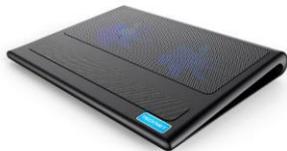
## March 2017 Newsletter

Vacation is over and it's time to get back to the serious stuff again. ☺  
With all the crazy computer problems that have been popping up, it was nice to take a little time away from it all.

**Overheating computers;** that's the main issue I've been seeing lately. I've had a few people with older laptops that asked about putting a new cooling fan in the unit. If you've ever watched a video on how to replace one you'd understand why I don't recommend doing it. ☹ It's very expensive because you have to dismantle a laptop right down to the frame to get to the fan. Yes that means removing all the hardware, screen, keyboard, hard drive, DVD player, memory etc. The average time for work is "**about**" 8 hours and then there's the cost of the fan. This is an alternative that I would recommend if you aren't ready to purchase a new machine.



Opolar LC06 Laptop Fan Cooler with Temperature Display, Rapid Cooling, Auto-Temp Detection, Two-Way Installation, 13 Wind Speed, Unique Clamp Design, Compatible with Cooling Pads! This can be installed right over the vent on the side of the laptop.



Another option is a cooling pad. This runs around \$25.00. Replacing the laptop fan costs approximately \$200. If the machine is 4-6 years

old, I'd suggest you put the money toward a new one. Remember, the average life of a laptop today is 5 years.

One thing you can do to help cool the machine is clean the vents. Buy some canned air and clean all the openings on the outside of the machine. **Make sure it's turned off before you do this and cover the screen with a cloth to prevent the canned air from doing damage to it.**

At least once a week I get a call from someone who's seen a popup on their computer screen saying that their machine is infected and they claim that this warning is coming from "partners with Microsoft" so call the number below for help. My standard answer is to **just shut the machine down and then start it up and run your anti-virus software to make sure there's no infections.** But NOW they've gone to the extreme with their scare tactics! This new one is a blue screen that pops up with a warning and a loud beeping sound that is ear piercing. They warn you **not to turn off your computer or it will be locked** and you won't be able to get back into it. Do the same thing as I suggested above. Turn off the computer and turn it back on. Run your security software to make sure the machine is free of viruses.

This is important to know! When you turn off the machine, hold the power button down until all the lights are off on the machine and clear the history in your browser.

**Apple users aren't going to like this news!**



### **76 iPhone apps leave you vulnerable to ID theft and hacks.**

The main thing that they're warning about is banking. It's been revealed that a number of popular iPhone apps are susceptible to "silent man-in-the-middle" attacks that can steal encrypted data. Sudo Security Group's chief executive explained that this attack can be launched by anyone within Wi-Fi range of your iPhone while it's in use. This includes public spaces or within your home if an attacker is within range. **He also said users of the affected apps are safer when using cellular connections instead of Wi-Fi.** Check your iPhone for the following apps and if you have them, it's best to remove them!

- ooVoo — Free Video Call, Text and Voice
- VivaVideo — Free Video Editor & Photo Movie Maker
- Snap Upload for Snapchat — Send Photos & Videos
- Uconnect Access
- Volify — Free Online Music Streamer & MP3 Player
- Uploader Free for Snapchat — Quick Upload Snap from Camera Roll
- Epic! — Unlimited Books for Kids
- Mico — Chat, Meet New People
- Safe Up for Snapchat — Quick Upload photos and videos from your camera roll
- Tencent Cloud
- Uploader for Snapchat — Quick Upload Pics & Videos to Snapchat
- Huawei HiLink (Mobile WiFi)
- VICE News
- Trading 212 Forex & Stocks
- 途牛旅游-订机票酒店火车票汽车票特价旅行
- CashApp — Cash Rewards App
- *[Clone of legitimate service]* (Removed from App Store as of Feb. 7, 2017)
- 1000 Friends for Snapchat — Get More Friends & Followers for Snapchat
- YeeCall Messenger-Free Video Call&Conference Call
- InstaRepost — Repost Videos & Photos for Instagram Free Whiz App
- Loops Live
- Privat24
- Private Browser — Anonymous VPN Proxy Browser
- Cheetah Browser
- AMAN BANK
- FirstBank PR Mobile Banking
- vpn free — OvpnSpider for vpngate
- Gift Saga — Free Gift Card & Cash Rewards
- Vpn One Click Professional
- Music tube — free imusic playlists from Youtube
- AutoLotto: Powerball, MegaMillions Lottery Tickets
- Foscam IP Camera Viewer by OWLR for Foscam IP Cams
- Code Scanner by ScanLife: QR and Barcode Reader

Since this vulnerability can only be exploited if you are connected to Wi-Fi, Strafach suggested that you **toggle your iPhone's Wi-Fi switch to off** when performing confidential tasks like online banking in public places.

**More Big News!**



## **100,000 laptop batteries recalled due to fire hazard!**

What's going on in the world of batteries? Samsung recently announced battery issues were behind the Galaxy Note 7 overheating problems. That forced an end to production and a total recall of the popular smartphone. HP also had an overheating battery issue with some laptops in June 2016. Now, the company is expanding its recall due to newly discovered fire hazards.

Originally, there were 41,000 laptop batteries recalled by HP. The expansion includes another 101,000 batteries.

The first thing you need to do is check to see if your battery is on the affected list. If it's on the list, you must stop using the battery immediately. You may continue using the computer after taking the battery out and connecting the gadget to external power.

Affected batteries were shipped with these specific notebook computers, sold worldwide from March 2013 through October 2016:

- **HP**
- **Compaq**
- **HP ProBook**
- **HP ENVY**
- **Compaq Presario**
- **HP Pavilion**

Some of the affected batteries were also sold through HP Support as spares or replacements.

Affected battery barcodes begin with these numbers:

- **6BZLU**
- **6CGFK**
- **6CGFQ**
- **6CZMB**
- **6DEMA**

- **6DEMH**
- **6DGAL**
- **6EBVA**

[Click here](#) to see a complete list of notebook models along with battery bar code information that could be impacted.



One of the most frustrating problems you'll ever have can be related to your printer. Ever wonder why? It's simple, they make them at a low price (a lot of plastic parts) to entice you to buy them and then you get hit with the cost of the ink! So you have the printer and all of a sudden it doesn't do what it's supposed to do...like feed the paper, get paper jams, or not respond at all. I found an article on line this week that was encouraging and I thought I'd share it with you. This could be your lucky day if you have a HP printer. <http://resetprinters.com/>

Edit	
U <u>ndo</u>	Ctrl+Z
R <u>edo</u>	Ctrl+Y
C <u>u</u> t	Ctrl+X
C <u>o</u> py	Ctrl+C
P <u>a</u> ste	Ctrl+V
S <u>e</u> lect <u>A</u> ll	Ctrl+A

Shortcuts to make life easier on your Windows or Mac Computers!

Key Combination  
Windows Key + D

Action  
Display the desktop

Windows Key + L	Locks your computer
Windows Key + M	Minimize all windows
Windows Key + Shift + M	Restore minimized windows to the desktop
Windows Key + Tab	Cycle through programs on the taskbar by using Aero Flip 3-D
Windows Key + CTRL + Tab	Use the arrow keys to cycle through programs on the taskbar by using Aero Flip 3-D
Windows Key + Arrow Up	Maximize the window
Windows Key + Arrow Left	Maximize the window to the left side of the screen
Windows Key + Arrow Right	Maximize the window to the right side of the screen
Windows Key + Arrow Down	Minimize the window
Windows Key + Home	Minimize all the active windows
Windows Key + Shift + Arrow Up	Shift the window to the top and bottom of the screen
Windows Key and +	Zoom in for magnified view
Windows key and -	Zoom back out

And we know how much time you spend in Outlook. Here are some simple shortcuts to toggle quickly between sections of Outlook.

Key Combination	Action
CTRL + 1	Switch to mail
CTRL + 2	Switch to calendar
CTRL + 3	Switch to contacts
CTRL + 4	Switch to tasks
CTRL + 5	Switch to notes

Don't think we forgot about all you Mac users out there! Here are some helpful keyboard shortcuts to make your daily actions simpler.

Key Combination	Action
Command-A	Select all items in the front Finder window (or desktop if no window is open)
Command-Option-A	Deselect all items
Command-Shift-A	Open the Applications folder
Command-C	Copy selected item/text to the Clipboard
Command-Shift-C	Open the Computer window
Command-M	Minimize window
Command-Option-M	Minimize all windows
Command-N	New Finder window
Command-O	Open selected item

Command-Shift-Q	Log Out
Command-Shift-Option-Q	Log Out immediately
Command-Delete	Move to Trash
Command-Shift-Delete	Empty Trash

When I cleanup somebody's machine, I always check the program manager to see if there is any malware lurking in the registry. One of the worst offenders, believe it or not, is the Ask Toolbar. If you see it on your computer, remove it. If you ever wondered where all the spam comes from, that's a leading contender. The toolbar spies on you and thus you get a lot of unwanted spam. Read this article below to find out more.



### **Warning: Microsoft malware**

Microsoft has declared war on a popular browser toolbar and it could change how you use your browser. Recall that a browser toolbar is a row of buttons across the top of your browser that gives you short cuts to accomplish some common or handy browser tasks.

If you've been around the Internet for any length of time, you've probably run into the Ask toolbar. This "helpful" add-on comes bundled with a lot of free programs you download, including Java.

Standard Ask Toolbar:



Ask Toolbar for Google Chrome:



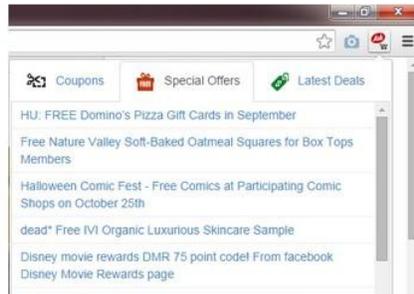
Ask Media Toolbar:



Ask Shopping Toolbar:



Ask drop-down Shopping Search App:



Once Ask installs, you get a toolbar taking up room near the top of your browser that's supposed to help your searches. Ask also changes your default search site and home page to its services, and makes it hard to change them back while it's installed. You can choose not to install Ask, of course, but a lot of people install without realizing it. If you find yourself accidentally installing third-party add-ons a lot, a program like Unchecky can help you avoid them.

Unlike other toolbars, Ask is fairly easy to uninstall, but it's still annoying to go back and change your home page and default search site. Of course, things are about to change for Ask thanks to Microsoft. Microsoft has decided that Ask's tactics of changing user settings puts in the "malware" category. So, starting this month, Microsoft's virus removal tool that's built into Windows is going to remove Ask automatically. Sort of.

There is a little more to the story. The latest version of the Ask toolbar actually doesn't hijack your home page or search settings anymore, so Microsoft is going to leave the latest version alone. Microsoft is only targeting older versions of the Ask toolbar. And because the Ask toolbar updates whenever you open your browser, Ask says only about 1% of its users are going to be affected. Still, Microsoft's policies have forced Ask to change some of its most annoying features, which is a win for everyone, except Ask.

Source: [The Register](#)

Some of the other malware programs you should remove from your machine are:

- Driver Detective
- Conduit toolbar
- Dr Guard
- Advanced Cleaner
- PC Pro Clean
- Speedy PC Pro
- Slimware Utilities
- PC Doctor
- Extended Update
- Yahoo toolbar



## **Warning Fake Netflix app lets hackers read your texts and take Xrated pictures**

Here are some ways to avoid being infected by a malicious app: **How this Netflix malware impacts you**

After downloading this fake app, an icon that looks like the real Netflix logo appears on the victim's gadget. When this icon is clicked, the logo disappears, making it seem like the app was removed from the device. What's actually happening is, a Remote Access Trojan (RAT) is installed. RAT malware allows a hacker to take over your gadget completely.

The scammer can copy files from your gadget and send them to its Command and Control (C&C) center, view a list of your contacts and steal all of your text messages.

Even creepier is the fact that they could activate the gadget's microphone and listen in on your conversations. They could also take pictures or screen captures without you knowing about it.

The criminal is able to execute commands from the victim's gadget. This means the thief can uninstall apps, along with antivirus protections, from your device. This makes it more likely the malware will stick around on the infected gadget.

This fraudulent app was not found in the Google Play Store and has nothing to do with the legitimate Netflix app. It was only available in third-party app stores for Android users.

The malware has only been discovered in the fake Netflix app, as of now. Zscaler researchers say this threat could expand to others in the very near future.

If you want the Netflix app, make sure it does not come from a third-party app store. That is too much of a risk.

- **App stores** - Stay away from third-party app stores. There have been a few examples of malicious apps in the Google Play Store and Apple's App Store, but they are very rare.
- Third-party app stores do little vetting of apps, making it easier for scammers to spread malware there.
- **Check the apps' developer** - Verifying the name of the app developer is important. Copycat apps will have a different developer's name than the actual one. Before downloading an app, do a Google search to find the original developer.
- **Reviews** - Most of the popular apps will have reviews by other users in the app store. You can sometimes find reviews by experts online. These are helpful at pointing out malicious or faulty apps. If you find a review warning the app is malicious, do NOT download it.
- **Update your gadget** - Make sure that you have downloaded the latest security and operating system updates. These updates usually include patches to help protect your device from the most recent threats.

The bottom line is to always go to a reliable source when you plan to download your apps. iTunes and Google Play are the places you should be going to!



## Computer Term of the Month!

**Server** - a central computer dedicated to sending and receiving data from other computers (on a network)

It's almost time for your Spring Cleanup! Make sure your computer is clean of dust and that it's free of infections. Also make sure you're backing up your information on a regular basis!

Happy St Paddy's Day!



Warm Regards,

*Shirl*

