

## *Newsletter October 2016*



I had quite a few people write me saying that they're really nervous about what I wrote in my last newsletter. It was a doom and gloom message; I won't deny that! But remember, I write these things so you know what's out there, and if it caught your attention then I did a good job! 😊

What I'm saying is that it's time to **1.** Switch to stronger protection, **2.** Be aware of your need to stay on top of updating and keeping all your software running and **3.** You need to look and see if there's a red **X** showing up on your desktop where you have icons for your anti-virus, anti-malware or other security software. **If you do, something is wrong!** These simple steps will prevent you the heartache of losing your personal information or even your identity! That being said, I have something else to tell you that's important.



This past week a friend of mine called me with a computer problem. She was caught off guard when someone called her saying that they were a "partner with Microsoft" and that they had detected that her computer had serious problems. Again, they're counting on the fear factor to kick in, and

the mention of Microsoft made it seem legitimate. This person allowed them access to her machine and after a while she became suspicious (especially when they mentioned that for \$100 they could fix the machine). She then declined their offer and she called me and asked me to check her machine with TeamViewer. At first it seemed fine until we restarted the machine. That's when I found out that they had put a **ransom locker** on the machine and encrypted all her information. So what is the point I'm making? Once again I'm going to tell you that **MICROSOFT NEVER CALLS YOU! MICROSOFT DOESN'T HAVE ANY PARTNERS! HANG UP IMMEDIATELY!**

### Here are three tips for you for this month

- **Backup your information** on a regular basis. Without a backup you'll lose everything should you have a hard drive failure, a virus that can't be removed or a ransom attack.
- When you order your new machine they won't give you a copy of the operating system on a CD like before. If possible order your recovery media when you purchase the machine. Otherwise, **make sure you create your own discs IMMEDIATELY!** Without it you can't reinstall Windows!
- **Make sure that you copy your Windows license key into a book and save it.** The sticker was always on the towers for Windows 98, ME, XP, Vista, & 7, but with Windows 8 and 10 they no longer give you a sticker. Your license key is stored in the BIOS software which is on a chip on the motherboard. It's tough to find it for the average user.
- **Belarc Advisor** is a free program that you can download from the Internet. Run the program and it should list all the licenses for your software, **including your Windows License.** Print out a copy and keep it in a safe place! Actually this would be good for all versions of Windows....7 included. It's a nightmare if you have to reinstall Windows 8 or 10 if you don't have it!

[http://www.belarc.com/free\\_download.html](http://www.belarc.com/free_download.html) (Windows)



For any of you who know me, it's no surprise to you that I print out a LOT of photos every year. I make all my own greeting cards and use my photos to personalize each card, and I make gifts and calendars for family & friends. I just finished creating our yearly Christmas card in Photoshop and was looking for a place to print the photo when a message came in my inbox saying that Amazon now has a printing service. I checked it out, and for Prime Members they have some really good prices for printing photos, making photo books and they'll soon offer calendars and stationary. If you're a Prime Member, check it out! There are a lot of perks to being a prime member, and if you shop a lot on line the membership will pay for itself in no time at all with the free shipping you get on your purchases.

[https://www.amazon.com/b/ref=PS\\_US\\_W\\_A\\_R\\_D\\_GO\\_AZ\\_GE\\_B.2?ie=UTF8&node=14866317011&gclid=Cj0KEQjwsai\\_BRC30KH347fjks0BEiQAoiaqse9BzL5sIFQkgAfUCdgOBrr\\_GCJmNhFNs7y7uSeDjdoaAh\\_48P8HAQ](https://www.amazon.com/b/ref=PS_US_W_A_R_D_GO_AZ_GE_B.2?ie=UTF8&node=14866317011&gclid=Cj0KEQjwsai_BRC30KH347fjks0BEiQAoiaqse9BzL5sIFQkgAfUCdgOBrr_GCJmNhFNs7y7uSeDjdoaAh_48P8HAQ)



I'm sure you've all heard the news about the breach at Yahoo. They were a little late in telling all of us since it happened in 2014! Yahoo is claiming that a "state-sponsored actor" is behind the attack, which means a foreign government could be responsible for the data breach. This hack may also have serious implications on the Verizon-Yahoo merger deal that was announced earlier this year. Hmm, could that be the reason that they waited so long to tell us OR were they even going to? So you know the drill, go to your Yahoo account and change your password and make it something hard to figure out. Don't create passwords like 123456, Password, etc. Also you need to change your security questions.

This has to be taken one step further which I wasn't aware of. If you use Flickr for your photos, Tumblr for blogging, if you play fantasy sports via Yahoo Sports,

use Yahoo Messenger, Yahoo Shopping, Yahoo Music or if your TV uses Yahoo Smart TV, you have to change the passwords with those as well.



**Are you a Mac user?** If so, you can upgrade El Capitan' to Sierra! Why would you want to do that? One reason is their virtual assistant. If you like Siri, now you can enjoy that feature on your iMac or Macbook. On your desktop, you can use this virtual assistant to search for files on Finder or online, add events and reminders to the calendar, control settings and check weather. Basically, it does whatever the iOS Siri can.

**macOS Sierra** can automatically sync files in your Documents folder and on your desktop to your iCloud Drive. This works across other Macs too and the synced files will be accessible on iOS devices too.

This is similar to how other cloud storage services like Microsoft's OneDrive and Dropbox work but again, you will be limited by how much space you have on your iCloud Drive. 5GB is free but beyond that, you will have to shell out \$0.99 a month for 50GB, \$2.99 a month for 200GB or \$9.99 a month for 1TB.

### **Universal Clipboard**

Expanding on the Continuity features across Mac devices is the Universal Clipboard. This will allow you to copy and paste between Macs and iOS gadgets like iPhones and iPads. If you are constantly ping-ponging tasks between the desktop and your iPhone, this should be a welcome addition to your efficiency workflow.

### **Multiple tabs on applications**

A new interface tweak with Sierra will now allow multiple tabs in applications that support multiple windows. These applications include Apple's own productivity apps like Maps, Pages, Numbers, Mail, etc. This is great for jumping between

multiple tasks within the same application without exiting your current place in another window.

## Unlocking with Apple Watch

Users can now unlock their Macs with Sierra just by moving into close proximity with an authenticated paired Apple Watch. This will surely be an added convenience for owners of Apple's smartwatch. Isn't that something! 😊

## Photos

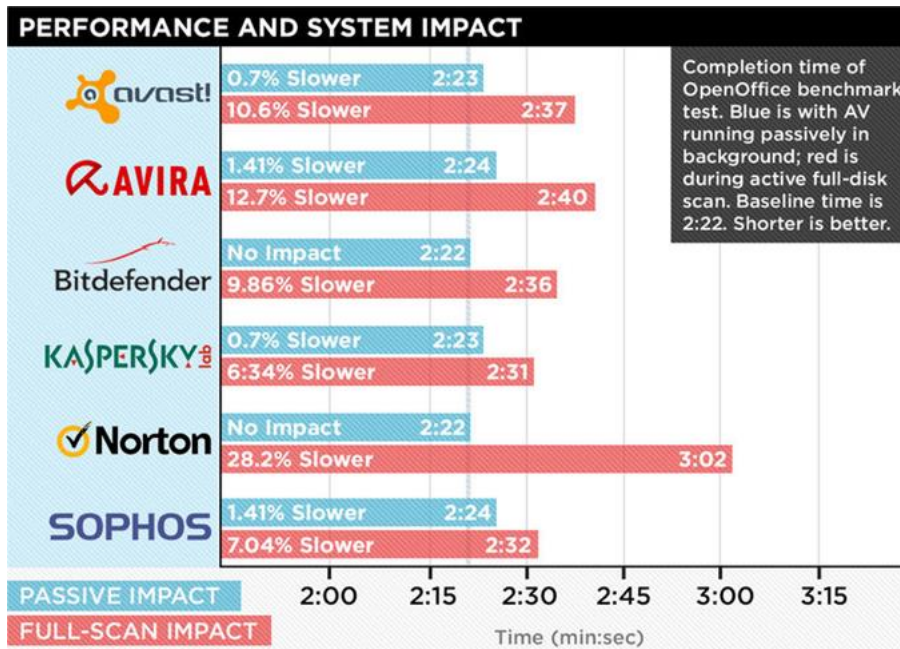
Photos will be updated with a new filter called "Brilliance," which aims to make your photos look richer. A new "Memories" feature will also combine photos into albums based on facial, location, scene recognition and other metadata.

## Other features

Other noteworthy additions we like are Apple Pay integration, Safari picture-in-picture video mode and enhancements in Messages.



**Mac Hack!** A backdoor spying software, designed to covertly steal confidential data from machines, was codenamed "**Mokes**". Software security analyst **Stefan Orloff** recently revealed that the sophisticated cross-platform malware strain now has a variant for **OS X**. The OS X variant, called **Mokes.A**, reportedly takes **screenshots of a Mac's display every 30 seconds**. It also logs every keystroke a victim makes on the compromised system. The screenshots and key logs are saved in a temporary location on the computer, to be sent to and collected by the attacker's command and control (C & C) server using secure AES-256 encryption. Simply put, you need security on your Mac. Avast is my choice, but there are others to choose from. Below is a chart showing the names of the software available and how it effects the performance of your machine. Isn't it interesting...even a couple of years ago they never had any anti-virus software available for Macs except for Sophos!



If you like “free” click on the links below. You might want to sign up for what they’re offering. 😊

**1. Dairy Queen.** Get a free small blizzard when you download the Dairy Queen app. When you download the Dairy Queen app for both Apple and Android gadgets, you can sign up for their rewards program and earn points that pay off every five visits.

Five visits equal five points, 10 visits are 10 points and so on. Five points can earn you another blizzard, a cheeseburger, any size ice cream cone or a small fruit smoothie. Ten points will get you any size drink, any size treat or any other \$5 lunch. [Click here to get the app for Apple gadgets](#) and [click here to get the app for Android devices](#).

**2. Baskin Robbins.** Get a small, free small scoop of any flavor ice cream when you download the Baskin Robbins app and sign up for the rewards program. This app also gives you coupons, lets you use mobile pay, locates a store, and even sends mobile gift cards. [Click here to get it for Apple gadgets](#) and [click here to get it for Android](#).

**3. Chilis.** Join the Chilis rewards program when you download the app for Apple or Android devices. When you do, you'll earn 60 points, which can later be redeemed for all sorts of free menu items, from appetizers to dessert. And speaking of dessert, you'll get a free one on your birthday! [Click here to get the Chilis app for Apple gadgets](#) and [click here to get the app for Android devices.](#)

**4. Sonic.** Join the MySonic rewards program and you'll get coupons, be able to collect points and redeem your rewards at any Sonic location. Even better, when you download the Sonic Drive-In app, you'll get a free medium-sized Slush. [Click here to get the Sonic app for Apple](#) and [click here to get it for Android devices.](#)

**5. Auntie Anne's.** Next time you're at the mall and smell the sweet deliciousness that is Auntie Anne's, download the Pretzel Perks app to get a free pretzel. You'll also get a free pretzel for every 30 points you collect. [Click here to get the Auntie Anne's app for Apple gadgets](#) and [click here to get the Auntie Anne's app for Android.](#)

(courtesy of Kim Komando)



### **Verizon Wireless ripping off customers?**

Maybe! On top of all of the entertainment options, your smartphone can be a great resource of information. Many of the things we use our phones for are data hogs and could cause the monthly phone bill to be higher than expected. However, one major mobile phone carrier could be in trouble for overcharging customers for data. The Federal Communications Commission (FCC) is investigating Verizon Wireless over billing issues. An FCC spokesman says the investigation began after a number of consumer complaints. Consumers say that Verizon is charging for data overages that could not be explained. A feature called Wi-Fi Assist might be behind the problem. It switches phones to a mobile network if the Wi-Fi connection isn't strong. [Click here to read how this feature added almost \\$2,000 to one family's cell phone bill.](#)



**Another Strange Warning** – We've heard about Samsung's ills with having their phones exploding, but Washers???? Now they're telling us that the Samsung top loading washers are exploding! There have been more than a dozen complaints about the machines violently breaking, or "exploding" during the spin cycle. Samsung issued a safety warning alert and noted the washers "pose a risk of personal injury or property damage" due to "abnormal vibrations" when washing items like bulky bedding or water-resistant items. Affected washers were sold between March 2011 and April 2016. You can also [enter your machine's serial number on the Samsung site by clicking here](#) to find out if yours is affected.

Use the photo below to find your serial number.



<b>CLOTHES WASHER</b> SAMSUNG ELECTRONICS CO.,LTD.			
MODEL NO. WA50F9A7DSP/A2 02	120V~ 10A		
SERIAL NO. XXXXXXXXXXXXXXXX	60Hz		
FOR INFORMATION OR SERVICE, 1-800-726-7864	2016.04		
WWW.SAMSUNG.COM			



\*\*\* I'm really glad I found this article because our washer went today and we had to go out and buy a new one! ☺



### **Print online articles without ads and other clutter**

If you're like me you hate all the ads on webpages, and when you want to print one page of an article it can end up being 16 pages long. With the price of ink, why waste it on something you're just going to throw away? This little add-on will get the job done for you and it's easy to use. Try the demo so you can see how it's used. ☺ <http://www.printwhatyoulike.com/> another add-on you can use is Print Friendly <http://www.printfriendly.com/> Click on the "website button". You'll see it listed on the website of the one you choose to try and they'll put a shortcut to it on your browsers toolbar. Once it's there and you want to print something, just click on the icon and it will let you click on the items that you don't want to include in your final printed page.



This coming month I'll be taking questions that you might have always wanted to ask. If you want to know how to do a certain task on the PC or Mac, have questions on software products or issues with software, questions about camera's, scanning.....just about anything.....send me an email. I'll devote the next newsletter to just responding to what YOU want to hear. ☺ That way it won't be all doom and gloom again...unless there's something really important for me to tell you. This will only work if you ask!



### **Computer term of the month - Systray**

The systray, short for "system tray," is located on the right side of the Windows toolbar. It is the collection of small icons on the opposite side of the Start Menu. The volume control and the date & time are default items in the systray and many more can be added. Some common icons that get placed in the systray are virus-scan, mouse, and instant messenger icons. They usually get put in the systray (whether you like it or not) when their respective programs are installed.

Our vacation at Cape Cod was wonderful! I've posted pictures on Facebook, so check them out! Have a good month and **Happy Halloween!**



Happy Birthday to our Theresa who is .. today!

Warm Regards,

Shirl

[www.shirlscomputersolutions.com](http://www.shirlscomputersolutions.com)

*Specializing in computer repair & training, upgrades, removal of viruses, and instruction in Digital Photography and Photoshop. Other services include scanning of photos, negatives, transparencies and copy of VHS and Cassette tapes to DVD!*