

# Shinn Technology Services Corporation

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## Technology Issues Update for 2017

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### Viruses and Malware Update

There continue to be thousands upon thousands of virus and malware attacks daily. As long as there are human beings to take advantage of, scammers will attempt to trick you in to clicking on email attachments, website links or get you to call their fake support numbers for service. Always be suspicious! Never give anyone your personal or credit information. Below are the top three current issues.

#### 1) *General incoming calls*

If anyone calls you and says they are from the IRS, Microsoft or they want to improve your website ranking in Google--- they are scammers. Give them no information and click the red disconnect button on your phone.

#### 2) *I got an email from someone I know wanting me to click on a link*

Always look at the "from email address" (it's probably not from the person you think it is) and hover over any link and see what the link address actually is (probably not a legitimate site). Best practice is to immediately delete the email. If you're still concerned... call the person you think it was from and ask them if they emailed you.

#### 3) *"Warning! Your computer is infected- call this support number to resolve this issue now..."*

A bogus screen will appear while you are browsing the internet (it often times has sound too) saying that it is "a warning that a virus has been found on your computer. Call this toll free number for immediate help." It is a scam. If you call them they will want remote access to your computer and to get your credit card number. Immediately restart your computer and run full antivirus and MalwareBytes scans.

### Ransomware

Ransomware is malicious software that cyber criminals use to hold your computer or computer files for ransom, demanding payment from you (Bit Coin is the currency) to get them back. Ransomware is becoming an increasingly popular way for malware authors to extort money from companies and consumers alike. There is a variety of ransomware that can get onto a person's machine, but as always, those techniques either boil down to social engineering tactics or using software vulnerabilities to silently install software on a victim's machine.

The best preparation to protect against Ransomware is to regularly backup your data. Note: Never leave a USB device (external hard drive or jump drive) *plugged in when not actively using it to backup your data*. If you are attacked, the ransomware will move out to all external connected drives.... making your backup worthless.

## Anti-Malware Programs

I currently use three programs to check and resolve most malware issues. All the programs below have either a free or trial version for immediate use.

<http://www.MalwareBytes.com>

Click the Free Download button and install. Check for updates and then click the scan button.

<http://www.HitmanPro.com/en-us/hmp.aspx>

Click the Free 30-Day Trial and install the program.

<http://www.adlice.com/download/roguekiller>

**Be careful on this site!** Scroll down to the grey Download section at the bottom of the page. Click on the download button next to either Portable 32 bits or Portable 64 bits (depending upon your operating system type- 32bit or 64bit).

## Netgear Router Updates

December 1 Announcement: NETGEAR values the security of your network and data so we have released new firmware updates for several products to address security issues. The products include routers, gateways, WiFi range extenders, and Powerlines. There are two ways to update your products.

1) Login to the router, Select Advanced > Administration, click the Firmware Update or Router Update button, click the Check button, and follow the prompts.

2) For all other products visit <http://www.netgear.com/support>. Type the model number of your product and click Downloads. Under Current Versions, select a product title that begins with Firmware Version. Follow the online instructions.

## Workgroup shared storage / backups

Many small businesses want to store their data files so that all team members can share the data from wherever they are located. This also allows for offsite backups of your data files. Here are two of the base options. There are other options available depending upon your needs, but these are pretty straight forward and easy to use.

**DropBox** has both personal and business plans. The price point per user is from \$8.25 to \$20.00 per month depending upon your needs. DropBox has a free 30 day evaluation. <https://www.dropbox.com/plans>

**OneDrive** is part of the Microsoft family of products. With the OneDrive Basic account, personal storage up to 5gb is free. They have other personal and business solutions. <https://onedrive.live.com/about/en-US/plans>

## **Windows 10 update ate my computer**

In my opinion Windows 10 is still a work in progress. I have had many situations where a client computer goes through a typical Windows 10 update--- but when the computer restarts it crashes. The first thing to try if this happens is a System Restore to a point in time before the update. If this is unavailable or doesn't work, try a System Repair. If none of those work, then a system rebuild from a format may be in order. This is just another reason to have a regular data backup routine in place. After the rebuild, you can copy all of your data back in place and continue with your life.

## **YAHOO / AT&T email problems**

A few years ago YAHOO partnered with AT&T to provide email services for their clients. Recently, YAHOO has been retiring old email servers and consolidating services. Many clients have had issues with sending/receiving email on their AT&T.net, SBCglobal.net and Ameritech.net accounts. The mail server information has changed for many AT&T domains. Here is a list of AT&T domains and their correct mail server settings.

<https://www.att.com/esupport/article.html#!/dsl-high-speed/KM1010523>

Here are the correct settings for YAHOO email accounts

<https://help.yahoo.com/kb/SLN4724.html>

## **Mozilla Firefox**

I use Firefox as my main browser over Internet Explorer , Google Chrome or Safari. A recent update to Firefox changed the main menu toolbar from having the control icons on the right to having them on the left. I prefer them on the right as they have been for years. Here's how to change the toolbar layout. Right click on the toolbar and choose Customize. Click and hold the home icon and drag it to the right of the toolbar and release the mouse. Do this for each icon. Done...

## **SimpliSafe Home Security**

Available January 2018, Shinn Technology will be an independent advisor and installer for SimpliSafe Home Security. Please learn more on their website or call Shinn Technology for information at 317-545-3650.

<http://www.SimpliSafe.com>

The logo for SimpliSafe, featuring the word "SimpliSafe" in a blue, sans-serif font. The "S" is significantly larger and more stylized than the other letters, and the "Safe" part is in a lighter blue color.