

July 2010

## **Brian's PC Support Newsletter**

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### **Message from Brian**

My intention is to send out a newsletter bi-monthly with the following topics.

- 1. Security Program updates*
- 2. Latest Threats*
- 3. New free programs you may find useful*
- 4. Q & A that you may find helpful*

#### **Security Program Updates**

In this section, I will show the programs I use to keep my system safe along with the version number. Most programs have a "Help" tab and/or an "About" tab that will show you what version you have installed on your system. Before publishing this newsletter, I will update my website with the current links to the latest versions of these programs.

AVG Free	9.0.839
Malwarebytes	1.46
Spybot	1.6.2.46
Ad-Aware	8.2.6

Malwarebytes is a new addition to the programs I use to keep my systems safe. It works extremely well with AVG Free. I have had a couple situations where AVG recognized there was a threat but could not remove it. Malwarebytes was able to remove enough of the threat that AVG could then remove it completely. Excellent program!

## **Latest Threats**

The most common problem recently has been a pop up warning of one or more viruses. When you see a warning of viruses, it is important to recognize what is warning you. If it is one of the security programs that you have running on your system (pay attention to spelling) → it is a legitimate warning and you should allow the program to deal with it or let me know. If you cannot tell where the warning is coming from it is probably spyware attempting to trick you into downloading a fix which is actually a virus. In this case, running the security programs installed on your system should resolve the issue. Be sure to check for updates prior to running the programs. Again, if this does not resolve the issue, please let me know.

## **Free Programs**

### *TeamViewer*

allows remote assistance. When you run this program, a unique password is created. With this password, I am able to connect to your computer from my office to identify and resolve any issue.

### *PrinterShare*

allows remote printing through the internet. As long as there is an internet connection on both systems with this program installed, you are able to print to any printer. For example, if you wish to print something on the printer in my office from your system, instead of your own printer, you could.

## **Questions & Answers**

Please send questions my way. If you are looking for an answer, chance are, someone else would like to know as well.

Q. Where do you find programs that are safe to download?

A. Sites that I use are

<http://www.tucows.com/>,  
<http://www.pcworld.com/> - new, or  
<http://download.cnet.com/windows/>.

Q. How do I know if a program or link is safe?

A. If I am unsure of a program or link, I do a Google search and browse through the results. If it is unsafe, results will mention “virus”, “spyware”, or “fraud”