

VC Newsletter

Technology, Security and Computer Repair



The Volusia Computers' Newsletter

Why publish a newsletter now?

We have been giving computer advice to customers, friends and family for many years now, on an individual basis. We wanted a way to share our tips and advice with the community at large.

Security is also a major concern to us, with all of the new scams, viruses and malware being released lately. Now we have a way to highlight and expose some of those scams, before they affect wallet and life.

Coupons! It turns out that people love coupons. Each issue will have a couple of coupons good for Volusia Computers' services.

What about further discussions on the topics of the newsletter? We will post a message on our Facebook page (www.facebook.com/volusiacomputers) when we publish each issue. Add comments to those posts to talk more in depth about each topic. ■



LinkedIn Passwords Stolen

ALERT: It's time to change your password if you have a LinkedIn account. 117 million email addresses and passwords have been stolen by hackers. They are trying to sell your information to the highest bidder.



Phone Scams

Quick Note: Microsoft will not call you, **ever**. If they do, it is a scam. Best to just hang up the phone.

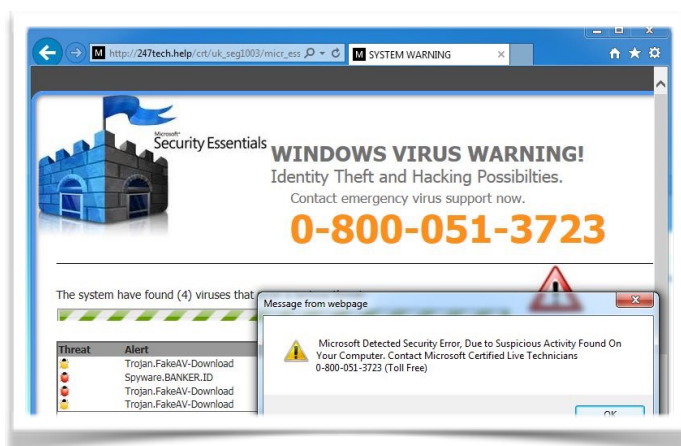
Tech Support Scam!

How to avoid this scam like a pro.

There are many different types of viruses, including their ugly step cousins, malware. But those will be covered in a different article. Today, we will be talking about the tech support scam. It's not a virus, but could end up infecting your computer if you're not careful.

What is the Tech Support Scam? It starts out as a web page stating that your computer is infected. You may see a list of viruses that it supposedly found on your system. Sometimes they claim to be Microsoft or other reputable companies to make you trust them.

What do they want? They want you to call a (fake) tech support phone number. While on the call, they will try to get you to install remote control software that could lead to your computer becoming infected. They may also attempt to sell you software or a service. Once they have your credit card number, they can run up additional charges.



How does the scam work? Once you call the phone number, they will try to legitimize themselves. This usually involves them transferring you to another “technician”. This makes it seem like you are calling a large company. Then, they will have you type some commands on your computer to bring up the Windows event logs. From here they will show you all of the errors your computer has, usually thousands. What they don't tell you is that these errors are normal occurrences. Just booting your computer could generate 10 or 20 of these minor dependency errors. Next, they have you type some more commands that will install their remote access software. Once they have control of your computer, game over.

NEWS JOURNAL READERS' CHOICE AWARDS 2016

It's that time of year again to vote for the Readers' Choice Awards. We ask our fantastic customers and friends to vote for Volusia Computers for Best Computer Service Company for the 8th year in a row. The link is on our Facebook page and below. Thanks.

<http://news-journal.secondstreetapp.com/Daytona-Beach-NewsJournal-Readers-Choice>



How did I arrive on a scam web page? There are many ways that one may arrive on a fake tech support page. A link in an email is a popular way, even from someone that you know. A friend or family member's computer that is infected could send out email messages to everyone in their address book. Sometimes they come from Facebook messages. Same situation as the email issue. Your friend's Facebook account has been hacked. Now it is sending out messages to their friends. It's best to be suspicious of all links. Sometimes you may actually want to speak with a tech support agent from a specific company, like Microsoft. Searching "Microsoft tech support" in your favorite search engine will produce bad results. Usually the top results are ads that are not really Microsoft. Be careful.

How to avoid this scam? DO NOT CALL THE PHONE NUMBER. At first, your computer isn't even infected. However, they use popup messages to keep you from closing your web browser, making it seem like they have control over your computer. Our advice is to restart your computer (click on the Start Button, choose Restart or Shutdown). Once the computer has been restarted, open your web browser (Google Chrome, Firefox, Internet Explorer, Edge...). If a message appears asking

if you want to restore your previous session, choose No. This will stop that page from loading again. Hopefully you know how you got to that page in the first place, to avoid a repeat of events.

What if my computer still has issues? If your computer still has issues after restarting, then you probably have additional or different problems. At this point, you may need professional tech support. We at Volusia Computers, always offer a Free Evaluation in our store.

What if I called the scam phone number? This depends on how much access they were given to your computer. If they were allowed remote access, the computer might be infected. Best to have a pro look at it. If they were given your credit card details, stop reading this article and call your bank to request a replacement card with a new number. Once the charge appears on your statement, contact the bank again to have the charge removed, stating that it was a scam. Usually there will be less resistance from your bank if you used a credit card versus a debit card.

Future articles will cover viruses, malware and other scams. Stay safe. ■

\$30 OFF TUNEUP SERVICE

Full virus and spyware removal, system performance optimization.

For newsletter subscribers only. Signup at Volusia Computers or call 386-615-8686 to use this coupon.

Good for \$30 off regular Tuneup price. Not valid with any other offer. Expires 7/31/2016. Code: NL0716-1

\$25 OFF ANY LAPTOP SCREEN REPLACEMENT

Cracked or non-working laptop screen.

For newsletter subscribers only. Signup at Volusia Computers or call 386-615-8686 to use this coupon.

Good for \$25 off regular price. Not valid with any other offer. Expires 7/31/2016. Code: NL0716-2