



JIGSAW – the latest twist in the disturbingly rampant ransomware trend – locks, threatens, and deletes files if you don't pay the ransom within 24 hours. The first thing the victim sees is this creepy image of Billy the puppet from the horror film “Saw” on their computer screen, warning them that they have 24 hours to pay up or their now-encrypted files will be deleted.

Remember: The best protection against Ransomware is to backup your computer using Offsite Backup like **Carbonite**.

JUST ASK JULIA

Dear Julia,
I received a phone call today from someone at Microsoft. She told me I had a virus on my computer that could destroy everything I had saved. She wanted to help me fix it right away, but I told her that Julia Olson at Running Computers would take care of it. I thanked her for her call and hung up.

How did Microsoft get my phone number and how do they watch my computer?

Wondering

Dear Wondering,
Know that neither Microsoft nor the IRS will call you on the phone. Ever. These phone calls are scams! The IRS communicates exclusively through the US Postal Service, and Microsoft does not care if you have a virus on your computer, nor are they watching it. If someone calls you claiming he or she is “Windows Support” or represents Microsoft or the IRS, hang up immediately.

Running Computers, LLC

Keeping you up to speed

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What happens if you can't get to the Internet?

This may happen for a variety of reasons. You may get a message that cookies are not right, that the server is not available, or even the security certificate is out of date (what the heck does that mean?). Since there are many reasons why this happens, it's not possible to give you ONE fix for your particular situation. What I can do is provide some strategies to try -- especially if you cannot reach me!

Strategy 1 – Check the date and time on your computer. If they are off, the security certificates on websites may keep the internet from loading.

Strategy 2 - Start over. Close the internet and simply try again. If that doesn't work, re-start your computer.

Strategy 3 – Try using a different Browser to get to the internet/website you want. A Browser is like an automobile. SUVs, sedans, pickups, station wagons,

and convertibles, will all take you somewhere. They may do things a little differently, but they are all the same in very basic ways – wheels, steering, seatbelts. Browsers are like that. Here are the four most common Browser icons and their traits moving from right to left.



Safari is found on Apple computers. It can be downloaded for use on a PC as well.

Firefox, from Mozilla.org, most closely resembles Internet Explorer.

Chrome, created by Google, doesn't have a menu bar at the top (File, Edit, View, etc.). Instead click on the three parallel lines in the top right corner (the “hamburger”) to get your menu and go from there.

Internet Explorer comes preinstalled with Windows 7 - 10.

Strategy 4 – A different browser didn't help? Try connecting from another computer in your house. If you can connect, you have narrowed the problem to your computer. If no computer in your house can get online, then the problem is likely your networking equipment. Move on to Strategy 5.

Strategy 5 – Check your networking equipment, starting with the modem that the cable or telephone company provided when you signed up for internet service. Make sure the modem's lights are on. Unplug the power cord to the modem from the wall (ONLY the power cord, nothing else). If you can't reach the plug at the wall, unplug the cord where it connects to the modem (most are easily unplugged and re-plugged at the device). Now, count to 10 and plug it back in. This is called “power cycling.”

Still stuck? Starting to panic? Okay, call me. We'll figure it out together!

Do you know... *how to protect cell phones, tablets, and laptops when traveling?*



Before you leave, make sure you have a good backup. In the event a device is lost or stolen, you want to be able to recover your data (documents, address book, pictures, etc.).

Do not leave electronics in the car. This avoids theft and also protects them from heat or cold. If your device overheats, the battery or hard drive could be compromised. Temperatures below freezing can also damage your computer, specifically an LCD (Liquid Crystal Display) screen. Also, if your device is in the cold, then is brought into a warm room, condensation can damage the device.