

TECHNOLOGY SUPPORT & SOLUTIONS, INC

NEWSLETTER APRIL 2007

HIGHLIGHTS

- 1 Safer PC Computing
- 2 Wireless Networking
- 3 Computer Recycling

*All the security software
in the world will not help
you if you are
downloading files from
untrustworthy sources*

Ray's Guide to Safer PC Computing

The internet in many respects is like the Wild West. It is a great place for opportunities, business applications, and entertainment. It is also very dangerous. Here are some tips to help keep you and your computer safe.

- **WINDOWS UPDATE / MICROSOFT UPDATE:** Microsoft freely gives out patches/fixes when flaws are discovered. The "Black Hats" Hackers will often exploit security flaws once known. This means the security patches need to be installed as soon as possible. **How Do I Update?** It is easy: Go to <http://windowsupdate.microsoft.com> with Internet Explorer (IE). If you also wish to update Microsoft Office (we recommend), select "Microsoft Update".
- **ANTI-SPYWARE & ANTI-VIRUS:** Any PC on the internet should have Anti-Spyware & Anti-Virus. These programs protect you from malicious programs meant to interfere, destroy, and/or collect data on your PC.
- **MOZILLA:** For regular web surfing I strongly recommend Mozilla, the website browser (<http://www.mozilla.com/>). It has a great security track record and is a free open source program.
- **BEHAVIOR:** All the security software in the world will not help you if you are downloading files from untrustworthy sources. Getting files from strangers with programs like Limewire, Kazaa, or BitTorrent software has many inherent risks. It is best to only download from trusted sources, such as Adobe, Apple, iTunes, Microsoft, etc... Also opening attachments in emails, even from people you know, is dangerous. Confirm that the people really meant to send you an attachment and make sure that your incoming email is being scanned for viruses.

WANT TO SEE FULL ARTICLE?

PLEASE GO TO: WWW.CHICAGOTECHSUPPORT.COM/SAFERPC.HTM

NEED HELP WITH SAFER COMPUTING? CALL: 1.312.920.0666

Do You Want to Get Rid of Your Old Computers, Electronics, & Chemicals?

Drop off your Computers Household Chemical at the United Center, 1901 W. Madison. Or you can go year-round to one of the locations listed at www.bluecartschicago.org.

You can find a full list of accepted items at www.bluecartschicago.org or call 311.

Ralph's Wisdom on Wireless Networking

WHO'S ON YOUR NETWORK?

The propagation of wireless networking over the last few years has been staggering; Offices and homes alike have rushed to implement WLANs with little consideration given for security or reliability. Okay, so security is getting a little better as manufacturers have started to ship their routers with security enabled. This security is usually set at a fairly minimal level; the trouble is that hackers can now break the basic level of encryption – known as WEP – in a couple of hours, where before it took days or weeks.

What can you do? Well, turn on WPA or WPA2, which is available in most modern routers and computers, for a start. Is this difficult? No, no more than turning on WEP and often easier. If you can't figure this out or don't want to deal with it, we can remote into your machine and set it up for you; or you can call us for assistance. Lock your network down – don't make it easy for snoopers and freeloaders!

CAN YOU HEAR ME NOW?

Does your wireless network work everywhere? Do you get constant messages telling you that you are now connected (and therefore presumably were disconnected); With the propagation of these networks the frequency is getting crowded – Cordless Phones; Bluetooth Devices; Microwave Ovens; Remote Controls (RF Ones) – all use the 2.4Ghz range so it's getting pretty busy. The most widely used network standard is IEEE802.11g followed by 802.11b; a new standard 802.11n is coming but has not been widely adopted so far (the "n" standard can use a different frequency range and has better range and coverage characteristics). Today if you buy a new laptop it will almost certainly come with "b" and "g". Oh yes and there's an "a" as well but that is an older standard and doesn't see a great deal of use.

WHAT OPTIONS ARE THERE? CALL 1.312.920.0666

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easy for snoopers and
freeloaders!*



Does Your Business Have a Help
Desk?

Now it does. Support can be given
over the phone or in person.

Call: 1.312.920.0666
ChicagoTechSupport.com