



IT Support

BEST PRACTICE

For maintaining a
“virus free” computer

I'm sure you are aware of the latest cyber-attack regarding the WannaCry virus which crippled the NHS and hundreds of other businesses globally.

With this in mind DTE IT Support have put together this PDF with best practices on maintaining a virus free computer.

1. Make sure you take a valid daily backup which should be encrypted and taken offsite (DTE IT Support can provide automated cloud backups for peace of mind)
2. If you are running Microsoft windows, make sure all your applications are up to date
3. Ensure you have up to date antivirus software installed on every computer.
4. Educate yourself and your users on what e-mails and internet links you shouldn't click on (Please see the following pages for DTE IT Support best practices on maintaining a virus free computer)

Common methods to download malware

- Fake ads
- Browsing too deep in search engine results
- Impersonating websites
- Social media scams
- “Scareware”
- E-mail attachments/scams/spam
- YouTube scams

What is “Malware”

Malware – (short for malicious software) is software, script, or code designed to disrupt computer operation, gather sensitive information, or gain unauthorized access to computer systems

Wana Decrypt0r 2.0

Ooops, your files have been encrypted! English

What Happened to My Computer?
Your important files are encrypted.
Many of your documents, photos, videos, databases and other files are no longer accessible because they have been encrypted. Maybe you are busy looking for a way to recover your files, but do not waste your time. Nobody can recover your files without our decryption service.

Can I Recover My Files?
Sure. We guarantee that you can recover all your files safely and easily. But you have not so enough time.
You can decrypt some of your files for free. Try now by clicking <Decrypt>. But if you want to decrypt all your files, you need to pay.
You only have 3 days to submit the payment. After that the price will be doubled. Also, if you don't pay in 7 days, you won't be able to recover your files forever. We will have free events for users who are so poor that they couldn't pay in 6 months.

How Do I Pay?
Payment is accepted in Bitcoin only. For more information, click <About bitcoin>. Please check the current price of Bitcoin and buy some bitcoins. For more information, click <How to buy bitcoins>. And send the correct amount to the address specified in this window. After your payment, click <Check Payment>. Best time to check: 9:00am - 11:00am

Payment will be raised on 5/16/2017 00:47:55
Time Left 02:23:57:37

Your files will be lost on 5/20/2017 00:47:55
Time Left 06:23:57:37

[About bitcoin](#)
[How to buy bitcoins?](#)
[Contact Us](#)

Send \$300 worth of bitcoin to this address:
12t9YDPgwueZ9NyMgw519p7AA8isjr6SMw Copy

Check Payment Decrypt

Fake Ads

Beware of fake ads! There's a multitude of ads that will try to trick you into doing something totally unrelated to what you originally intended to do. These ads want to trick you to download their product instead of the one you originally intended.

They're not just on a Google search, they're everywhere!

YAHOO!

Adobe Flash Player 9

Latest Full Version **Adobe Flash Player 9, Download Now!**

Gripwise.com.au/player/

The screenshot shows a Google search for 'ccleaner'. The search bar contains 'ccleaner' and the search button is labeled 'Search'. Below the search bar, it says 'About 6,860,000 results (0.24 seconds)'. The first organic result is from Piriform, titled 'Download CCleaner, Defraggler, Recuva, Speccy ...'. A green oval highlights this result, with the word 'Good' written in green next to it. To the right of the search results, there is an 'Ads' section. The first ad is titled 'Cleaner Free Download' and includes the text 'C-Clean Windows XP, Vista & 7 In Minutes! Download Now... CCleaner.PCHelpsoft.com'. This ad is circled in red, and the word 'Fake' is written in red above it. Below the ad, there is another link 'Download CCleaner Free' with the text 'Clean Needless Files Quick And Easy Improve Your PC Performance. Try It! www.softonic.com'. The rest of the search results include links to Piriform's support page, optimization guides, and various download sites like FileHippo and CNET.

While searching for CCleaner, a free product, an ad comes up on the right-hand side that wants you to pay \$30 for its product.

Getting “lost” in search results

When you search a subject, do you go on-and-on through pages of search results to find answers? Well, that may not be a good thing! The deeper you go, the more you’ll find pages unrelated to your initial result, making a higher risk of accessing an infected website. They are easy to detect as most of the time they do not make sense and it’s title and description is entirely unrelated to your initial search. Use your common sense here!

Here are some deep search results for
“Lactose Intolerance”



Note: Nothing about this result makes any sense! Should you click on it? NO

“By Newton who discovered that an apple will have read The Exile but”?



[Avoiding The Symptoms Of Lactose Intolerance | China Grid](#)

www.chinagridforum.org/.../avoiding-the-symptoms-of-lactose-intol...

Feb 7, 2010 – **Lactose Intolerance** symptoms can be very uncomfortable and unpleasant. The symptoms vary in severity. Some may have a small bit of ...

[Lactose intolerance and self-reported milk intolerance: relationship ...](#)

www.biomedsearch.com/nih/Lactose-intolerance-self.../9853544.htm...

Feb 24, 1999 – BACKGROUND: The relationship between **lactose**-maldigestion, self-reported milk **intolerance** and gastrointestinal symptoms has not been ...

[lactose intolerance | Flickr - Photo Sharing!](#)

www.flickr.com/photos/leleg/5886189784/

Jun 29, 2011 – This photo belongs to. leleg's photostream (2813) · IMG_3956.jpg · IMG_3950.jpg · **lactose intolerance** · C25K · Brim- puppy ...

[Liberation from Lactose Intolerance - Yahoo! Voices - voices.yahoo ...](#)

voices.yahoo.com/article/.../liberation_from_lactose_intolerance.html

Mar 17, 2008 – this article tells how a **lactose intolerant** person can treat their condition.

[Tums lactose intolerance](#)

mkli.spinteen.com/

By Newton who discovered that an apple will had read The Exile but.

[Yoplait Lactose Free Yogurt #MyBlogSpark Review and Giveaway ...](#)

[threeboysandanoldlady.blogspot.com/.../yoplait-lactose-free-yogurt- ...](http://threeboysandanoldlady.blogspot.com/.../yoplait-lactose-free-yogurt-...)

13 hours ago – Now, just in time for National **Lactose Intolerance** Awareness Month in February, Yoplait has announced its new Yoplait® Lactose Free yogurt.

Impersonating Websites

Keep a look-out for websites that impersonate legitimate websites. They are fraudulent. Normally it's easy to notice the poor grammar, certificate warnings, and broken links.

Most common ways of stumbling on an impersonating website is falling for a scam, either on Facebook or in an e-mail. It's also common to find them in a deep search listing or typing a website URL incorrectly.

Here's a scam that impersonates Southwest Airlines, generously giving out free tickets. By entering your e-mail you'll quickly realize there's no free tickets but an inbox full of spam e-mail instead. Sweet!



southwest.travelrewardstoday.com/?t_id=c8yuT38AAAAEADWah9cAAAAAR

GET 2 FREE
SOUTHWEST
TICKETS Participation required.
Click for details.

ENTER YOUR EMAIL

CONTINUE

NO CHANGE FEES

GFI

This Gift Redemption Program is an independent rewards program for consumers and is not affiliated with, sponsored by or endorsed by any of the listed products or retailers. Trademarks, service marks, logos, and/or domain names (including, without limitation, the individual names of products and retailers) are the property of their respective owners.

THE FOLLOWING IS A SUMMARY OF PROGRAM REQUIREMENTS. SEE TERMS & CONDITIONS FOR COMPLETE DETAILS. Members are being accepted subject to the following Program Requirements: 1) Must be a legal US resident; 2) must be at least 18 years old or older; 3) must have a valid email and shipping address; 4) Eligible members can receive the incentive gift package by completing two reward offers from each of the Silver and Gold reward offer page options and nine reward offers from the Platinum reward offer page options and refer 3 friends to do the same. Various types of reward offers are available. Completion of reward offers most often requires a purchase or filing a credit application and being accepted for a financial product such as a credit card or consumer loan. The following link illustrates a [Representative Sample](#) of reward offers by group along with monetary and non-monetary obligations. Failure to submit accurate registration information will result in loss of eligibility. This promotion is administered solely by this website. The manufacturers and retailers of the gift items offered through our programs have not endorsed this promotion and are not affiliated with the promotion in anyway. Please read the [Terms and Conditions](#) for complete program details. Your information will be shared with our marketing partners. Please read the [Privacy Policy](#) for more details.

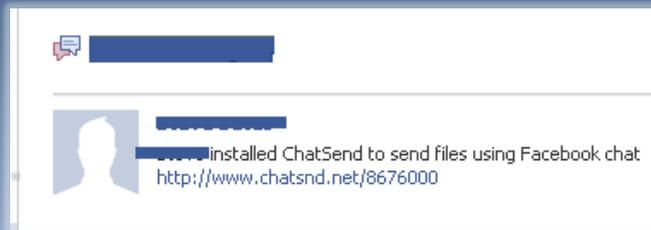
Copyright © 2012 southwest.travelrewardstoday.com All rights reserved.

TIP: Always pay attention to the URL in the address bar! If it doesn't relate to the domain of the website, in this case, southwestairlines.com, it's highly likely that it's an impersonation!

Social Media Scams

Everyone uses social media today, making it a play ground for scammers.

These scams can lead to anything! Compromised accounts, tagging your friends in a scammy post made on your behalf, you name it!



Best Practices to Avoid Social Media Scams

1. Don't trust a post, message, or invite just because it comes from a friend. Their account could have been compromised, or they were tricked into clicking on a scam.
2. Your like or share is a valuable personal recommendation to your friends and family. Please use them cautiously. Do a quick search to check out whether something is valid before sharing it.
3. Be very suspicious of free offers, especially ones that start with you having to like or share something.
4. Don't follow links that accompany some hysterical or generic text such as "OMG!! WAIT UNTIL YOU SEE THIS!"
5. Avoid links that promise some current event "scoop" such as "Osama Bin Laden death video"
6. There is no application that allows you to see who has been viewing your personal page. Never click on a link to an app that promises that functionality. You'll regret it.
7. Don't fall for chain "sharing". No hospital will donate a dollar towards every share of a child in a hospital bed. And, do you *really* need to help a picture of a potato get more likes than Justin Bieber? Think before you share!

“Scareware”

The very common way that a virus gets installed onto a system is by scaring you that something is wrong with your computer, tricking you to download or buy its product to “fix it”.

Ways to avoid this:

Nothing can detect a virus on your system EXCEPT for the antivirus software running on your computer! If anything else does, it should be avoided by all costs!



Do not scan your computer for “errors”. It will not improve system performance or make it faster. This is a very popular tactic to install malware on your computer. If you’re curious to see errors, open the Event Viewer applet that’s built-in to your computer.

If you ever encounter this type of “Scareware”, **do not** interact with the window, including clicking the “X”! Just by doing that, it is coded to silently install it’s malware on your computer. To avoid this, the easiest thing to do is to shut down your computer instead.

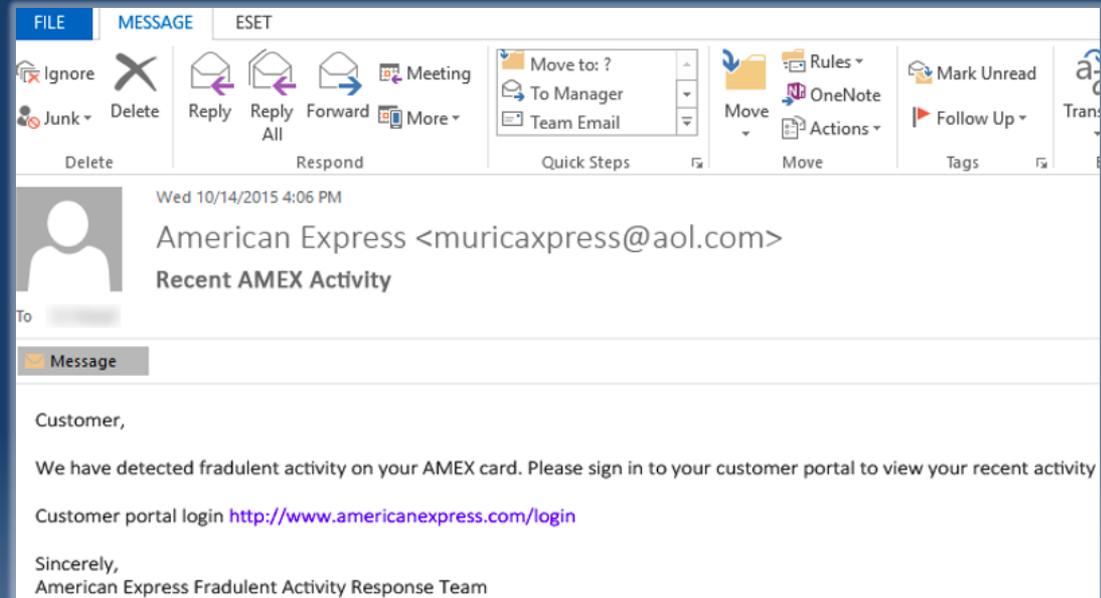
***TIP:** Scareware and malicious ads typically appear on websites you shouldn’t be on. To avoid them, improve your web browsing habits!*



E-mail Spam/Scams

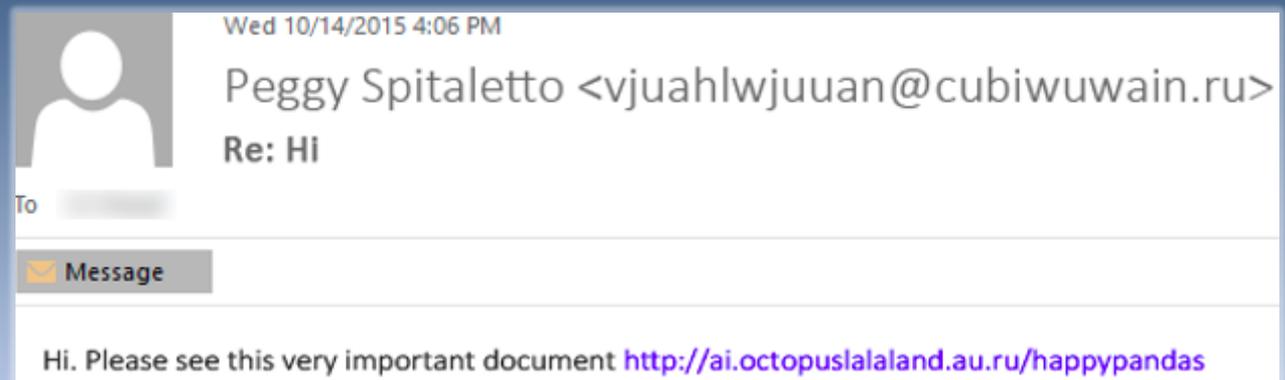
This is a very popular, yet annoying tactic for oversea agencies to install malware on your computer or commit fraud.

However, it's easy to avoid. Look at the from field of the e-mail. Does the e-mail address look right? How's the grammar in the message? Do they refer to your real name or something vague such as "Valued Customer"? If the Answer is "Yes", delete it!



Still unsure?

*Call the company or
friend and ask!*



YouTube Scams

It's common to click on a video on YouTube claiming to be a full movie or your favorite show but only plays a still image, asking you to refer to the link in the description to see the full thing, only to find a website full of surveys to fill out. By the end of it, your inbox is full of spam and your computer is full of malware. A lose/lose situation!

How do you avoid this?

Don't search for free movies or full TV episodes on YouTube or anywhere for that matter! You simply won't find them! Not only is it illegal for them to be uploaded, it's also against YouTube's Terms of Service. They are usually removed as soon as they are uploaded.

It doesn't just happen with searching for movies, it can also be breaking news stories or just about anything that will get a lot of attention. Always look at the ratings of the video. Normally the fake videos are rated very low. That's your indication.

The collage illustrates various YouTube scam tactics. At the top, a video player for 'Xbox 360 Code Generator' is shown with a low view count of 1 video. Below it, a snippet of a website titled 'LatestUpdateDailyNews' is visible. At the bottom, a red pop-up window with the text 'ATTENTION! PLEASE VERIFY' is overlaid on a background of a website. The pop-up contains the following text: 'You are ONE step away from unlocking the content on this page! To access this content, you must complete an offer.' Below this, it says 'Click one of the links below to access an offer!' and lists three offers: 'Find Out Who Has a Crush On You', 'Download Free Coupons', and 'Paying Too Much for Auto Insurance?'. At the bottom of the pop-up, it says 'THANK YOU!' with a smiley face icon and a 'NEED HELP?' link.

If you would like further help or advice on any of the issues raised in this PDF please contact Matthew Madden on:

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