

Your Personal IT Department

Over 15 years servicing Southwestern Ontario 1993 -2010



Quarterly Newsletter
Fall 2011

Articles

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Welcome

New Team Members:

- Accounting: Zeljko Palovina
- Technical Service: Michael Jaitner

New Customers:

- Bright Water Services
- Dr. Pfeiffer Herbert
- CBZ Financial
- Star Fencing
- DCS911.ca
- QLO Management
- ScanTech



End of Summer Clean-Up

Do you have old computers & notebooks?

Want to get rid of them, but worried about the data and programs on them. We can take care of that for you. Give us a call and we can do one of the following :

Resale Prep - **\$35/system***

- Zero the hard drive
- Install the operating system
- Apply updates and configure drivers
- Prepare for resale to a new owner

Recycle Prep - **\$15/system***

- Zero the hard drive
- Recycle the system



**Pickup/ Delivery not included*

Beware “Microsoft” Phone Scammers

When it comes to protecting yourself against financial fraud and identity theft, don't just safeguard your computer and other tech devices – it still pays to be careful on that old school device known as the telephone, a new survey warns.

In a Microsoft Corp. survey of 7,000 people in Canada, Ireland, the U.S. and U.K., 15 per cent of participants overall had received a call from scammers since the start of 2010. Of those Canadians who were called by fraudsters, a whopping 79 per cent actually fell for it and got swindled. That means the scam resulted in computer problems, compromised passwords, identity fraud, money taken from bank accounts, or fraudulent use of their credit, debit or retail store cards. “It surprised us as well. It is a rather high number,” said John Weigelt, national technology officer at Microsoft Canada.

While the scams were initiated over the phone, many targeted potential victims' computers. In the Canadian portion of the international survey, 25 per cent of people called by swindlers were asked for remote access to their computer, 31 per cent were asked to type something into their computer, 34 per cent were directed to a Web site, and 39 per cent were asked to buy something.

Microsoft Canada says an increasing number of Canadians are getting calls from con artists claiming to work for Microsoft or other reputable companies saying their computers have been compromised, then offering help in return for credit card information and remote access to their computers. In Canada, nine per cent of those surveyed received calls from people making bogus claims to be representing Microsoft specifically. That's lower than the overall global survey average of 15 per cent.

The irony is that the high quality of today's anti-virus and other computer protection software is driving bad guys to commit fraud using old technology: the phone. “One thing we do know is that it's getting harder for people to write viruses that are successful on people's desktops,” Weigelt said, adding that phone scams are an easy way to just go around that desktop security. And businesses, especially small or home-based ones, are not immune to telephone trickery either.

“We didn't survey around businesses specifically. But certainly if you're a small or home-based business you could receive a call as well and perhaps you would be more inclined to feel you're in need of getting (tech) support,” Weigelt said. “We advise businesses to be alert to this type of scam, and their employees as well.”

Consumers are more at risk for phone fraud than businesses, but the losses for corporate telephone fraud are usually much deeper, says Mathieu Piche-

Messier, a partner at Borden Ladner Gervais LLP in Montreal.

One of Mathieu's business clients got a call from somebody “who seemed like a legitimate company in Montreal” ordering perishable goods worth “hundreds of thousands of dollars,” he said. But the caller was an imposter who gave false billing information and a fake delivery address. The goods were delivered to the imposter, who never paid for them and probably resold them for less than market value but still netted “maybe \$100,000” from the scam, Mathieu said.

“We were able to trace some people involved but it's not actually over yet and we don't know how it's going to end,” Mathieu said.

“Smaller businesses will need to learn or understand frauds do exist and it's up to you to really protect yourself,” said RCMP Cpl. Louis Robertson, responsible for the RCMP's criminal intelligence unit at the Canadian Anti-Fraud Centre in North Bay, Ont. Maybe the way you were doing business 10 or 15 years ago is not the right way in 2011. You're going to have to change it in order not to fall victim.”

People should follow the normal security steps of keeping passwords secret and updating security software regularly, Weigelt says, but should never go to a Web site or install software recommended by someone who makes an unsolicited phone call. “Microsoft does not call people out of the blue,” so don't ever give credit card or other financial information to strange callers, Weigelt said.

If you believe you've come across phone scams, contact the Canadian Anti-Fraud Centre at 1-888-495-8501.



Your Smarter Than You Think!

Problem:

When you work with both PC and Mac computers, it is very common to hear people around you make excuses that they don't know how to use one or the other, or that they don't understand what software works on one or the other.

Solution:

You don't have to be one of these people. Here's a quick run down of things you already know about "that other platform".

Task	Windows <i>Hold Down This</i>	OS X <i>Hold Down This</i>	Then Press This
Cut	CTRL	Command	X
Copy	CTRL	Command	C
Paste	CTRL	Command	V
Undo	CTRL	Command	Z
Open	CTRL	Command	O
Save	CTRL	Command	S
Print	CTRL	Command	P
New	CTRL	Command	N
Find	CTRL	Command	F
Switch Apps	ALT	Command	TAB
Refresh Page	CTRL	Command	R

As you can see, with the exception of switching apps, it's actually the same process with one key changed. When people first use the opposite system to what they are used to, they will dislike this change mainly due to muscle-memory - forever hitting CTRL instead of Command automatically. This passes very quickly.

There's a reason for this similarity. Whilst Windows is half built on NT which was supposed to originally be the underpinnings of OS/2 version 3.0, before Windows even existed, Microsoft's first GUI application was MS Word... and that was written for the Apple Macintosh in the early 1980s. When Windows came along in 1985, it used a nearly identical way of accomplishing the same tasks.

Common Myths

- Mac and PC cannot exchange documents. Not true. Both MS Office for Mac and iWork (Apple's Office Suite) can talk to each other.
- Mac and PC cannot exist on the same network. Not true. They can sit side by side with no problem.
- Mac has no right-click on it's mouse. Not true. With older mice, hold down CONTROL and click, with the newer touch-sensitive "Magic Mouse" right-click as usual.
- Mac doesn't support Eclipse, Open Office, or other Java-based applications that run under Windows. Not true. All Java apps run on both Mac and Windows.

Written by:
Everton Wilmot



WTI Team Update

Eddive Villar

Has returned to Mohawk college to complete his final four course's required for his Information Technology Diploma. We are looking forward to his return January 2012.

Zeljko Palovina

In May 2011 Zeljko joined our accounting department. He comes to us from Ryerson University.

LAPTOP BUYING: HOW TO CHOOSE THE RIGHT LAPTOP FOR YOU!

As a regular technology user, you're well aware of the benefits of laptop PCs. They're portable enough to slip into a carry case and their wireless capabilities mean you can work wherever there is a wireless network. If it has been a few years since you last bought a laptop, you'll be amazed at how much laptop technologies have advanced. I've compiled a guide to help you understand the new technologies so you can select the best laptop for your business.

First let's define tablet PCs, netbooks and notebooks.

Tablet PCs: A tablet PC isn't weighed down by a physical keyboard so you can be as mobile as your job calls for. Choose one that enables you to use your existing Microsoft® Windows® software. With a starting weight of only 1.5 lb, tablet PC's enables you to check email, browse the Web, and read and edit documents. If you'd like the option of using a physical keyboard, you can connect one (in addition to a mouse and printer device) to the tablet via the built-in USB 2.0 port.

Netbooks: Small in size and light in weight, netbooks are robust enough for Web surfing, creating documents and emailing. They start at just 2.3 lbs and their screen size is a comfortable 10.1 inch. Netbooks come with almost full-size keyboards.

Notebooks: Notebooks come in many configurations to suit a range of productivity and performance needs.

In a nutshell, tablets are PCs centered around a touchscreen so they can be very lightweight and very portable. Netbooks are usually heavier than tablet PCs because they have a keyboard attached, but the keyboard is usually smaller than a full-size keyboard to ensure the device is compact. Notebooks come in all shapes and sizes and are the mobile alternative to desktop computers.

Let's get into the nitty gritty of notebook technologies and the options available to you.



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...Laptop Buying (continue)

Operating system: Tablets, netbooks and notebooks run Microsoft Windows 7, Mac OS or Google Android. As a budget-conscious consumer, it may be tempting to save a few pennies and choose a notebook with Windows 7 Home Premium edition, but you'll get less functionality. For instance, you wouldn't be able to run many Windows XP programs in Windows XP mode. You need Windows 7 Professional for that.

Processor, memory and hard drive: The **processor** is the brain of your computer, telling it what to do and when. The **system memory** (also known as random access memory--RAM) stores actively running software on the computer. When you quit the program, the memory space is free for other programs. The **hard drive** is the disk inside the computer that keeps all your software files.

For applications such as video and graphics editing you'll get more bang for the buck if you choose a computer with higher RAM. That is because these applications require a lot of memory when active. A processor speed of around 2.40 GHz is sufficient for most user requirements as is a memory capacity of around 2 GB. Laptops have been optimized for consumers and feature either Intel® Core™ i3, i5 or i7, or AMD Turion II or Phenom II.

Integrated mobile technology: Mobile broadband technology lets you go online without having to hunt for a

Wi-Fi hotspot. It's like having your own hotspot wherever you are.

Wireless capabilities: Save money and enhance productivity by ensuring your laptop provides these wireless capabilities:

- **802.11n:** Devices using the latest wireless standard, 802.11n, can choose to operate in either the existing 2.4 GHz or the newer 5 GHz band. Your 11n notebook should also be backward compatible with your 802.11a/b/g wireless access point.
- **Bluetooth:** This technology enables you to connect supported devices over a short-wave radio. There are two Bluetooth versions to note:
- **Bluetooth 3.0 HS:** (High Speed) moves data at 24Mbps at a range of 30 feet.
- **Bluetooth 2.1 + EDR:** provides simplified pairing and lower power consumption. According to Bluetooth, Bluetooth 2.1 + EDR can increase battery life by up to five times.

Did I help you or just confuse you more? I have just summarized these items so when you ask the sales guy what kind of power it has, you have some idea. Remember any mobile device today is faster than one from a year ago (or three months), so don't purchase for speed, purchase for usability!

We are Your Personal I.T. Department !

- Help Desk
- Hardware Maintenance & Warranty
- On-site Hardware & Software Support
- Install, Move, Add or Change Services
- Operational Support & Server Recovery
- Skilled Resource Contracting
- Customized Training
- Network & Server Administration

I.T. Service you can count on

- Courteous Reliable Service
- 4 Hour Response Time
- 24/7 Onsite Service



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