

Security

Presented
by the
Kanata Senior Center

Basic Security

Scams

Infections

Cleaning

Security

- There are many types of scams.
- Seniors are big targets
 - Why?
 - Seniors are trusting .
 - Seniors get scared of technology.

In the last month 2 seniors here at the center have been taken in.

One by a phone scam and one by a pop up scam.

Phone Scam:

Microsoft, Norton, Avast, AVG, etc will never call you about support unless you called them first. And it cost.

First thing Microsoft ask for is a credit card number at \$75.00/hr.

Phone call: Hi my name is ????????, calling from Microsoft we have detected a problem with your computer, we would like to fix this problem for you. Can you please let us remote into your system and ??????????.

SCAM: NEVER ALLOW THIS.

Tell them something like, You mean all my years as a network engineer and this happens. (This usually scares them off.) or I do not have a computer.

POP UP

This is where a text box will pop up somewhere on your system saying something like
“You have 235 infections.”
“Click OK to clean them up?”
“ or “Call -1800-I-Will-Screw-you over.”

If you have an anti-virus, and you all do unless you turn them off. Windows built-in is always there unless you get rid of it.

They will pop up and tell you if they see an infection. Then ask your permission to destroy the infection.

Action Required Help

WINDOWS VIRUS WARNING!
Identity Theft and Hacking Possibilities.
Contact emergency virus Support now.
0-800-368-9245

The system have found (35) viruses that pose a serious threat:

Threat	Alert	level	Status
Trojan.FakeAV-Download	Medium	Remove	Active
Spyware.BANKER.ID	Low	Quarantine	Active
Trojan.FakeAV-Download	High	Remove	Active
Trojan.FakeAV-Download	High	Remove	Active
Trojan.FakeAV-Download	High	Quarantine	Active

! Your personal and financial information might be at risk [call 0-800-368-9245](tel:0-800-368-9245) [security check](#).

Do not try to remove the virus manually contact with toll-free no 0-800-368-9245 **Microsoft** Security Essentials

<http://malwarefixes.com/remove-windows-virus-warning-pop-up/>

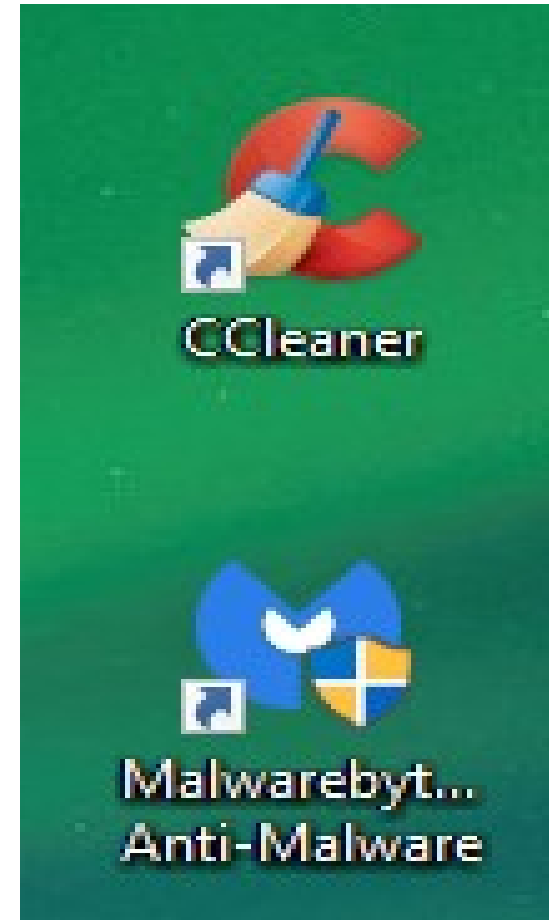
<https://www.google.ca/search?q=windows+pop+up+virus+alert+image&tbm=isch&tbo=u&source=univ&sa=X&ved=0ahUKEwjY-ZiW26bJAhXGKB4KHTjnC5AQsAQIHA&biw=1920&bih=1050>

REMEMBER: If you're not sure, do not click on it. Call someone you trust, who knows. Heck, email me or call me.

Programs

CCleaner

Malwarebytes



CCleaner

www.piriform.com

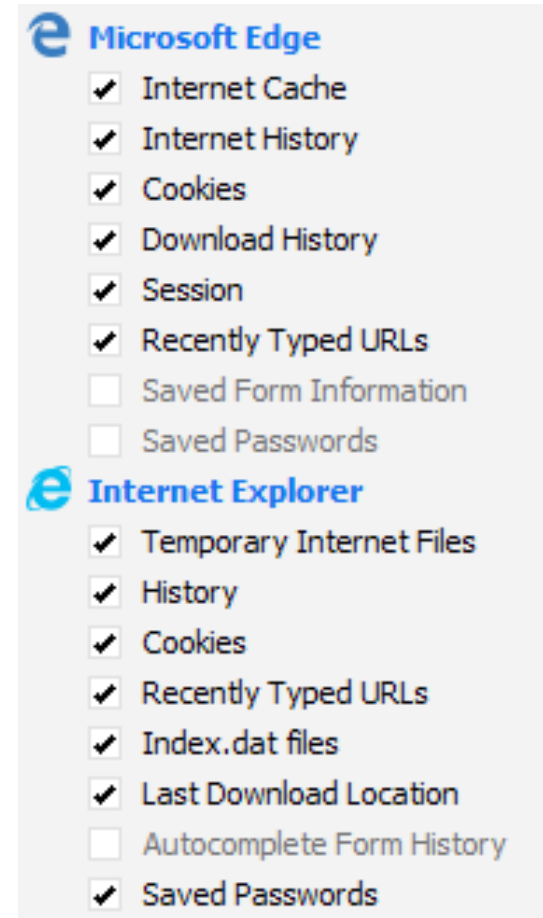
Get the free one

Cleans up old web files.

Garbage files

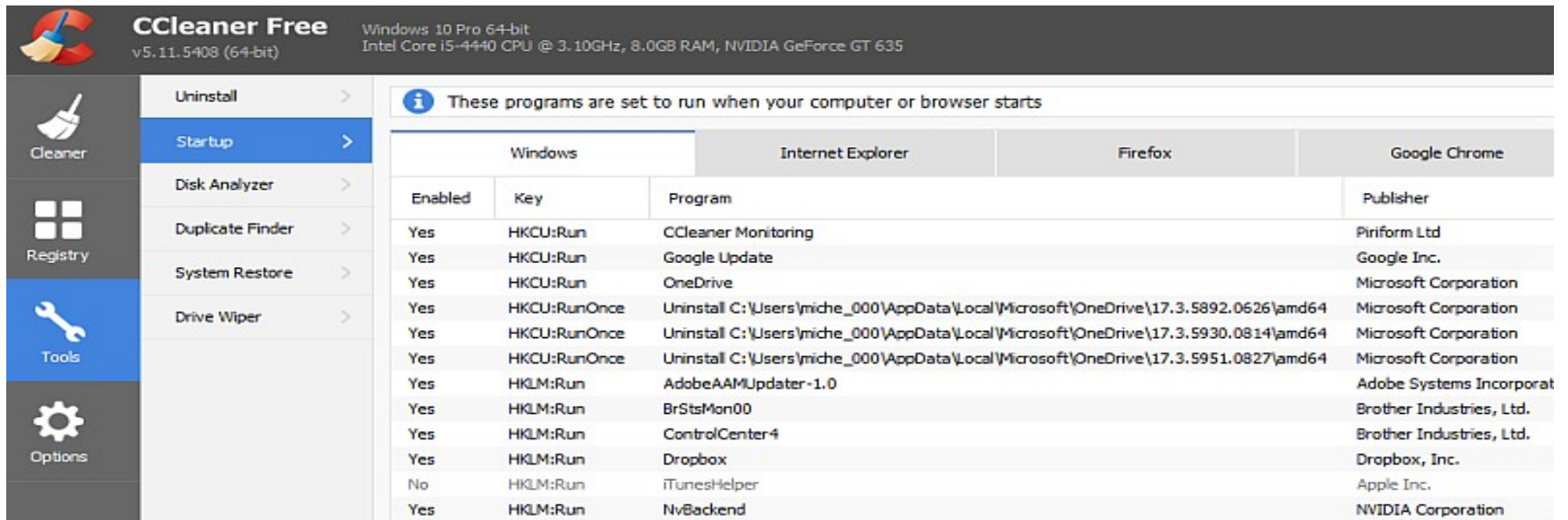
Prefetch files

All browsers files
(passwords, history,etc)



CCleaner

- Check on your start up programs.



CCleaner Free v5.11.5408 (64-bit)
Windows 10 Pro 64-bit
Intel Core i5-4440 CPU @ 3.10GHz, 8.0GB RAM, NVIDIA GeForce GT 635

Uninstall >
Startup >
Disk Analyzer >
Duplicate Finder >
System Restore >
Drive Wiper >

Cleaner
Registry
Tools
Options

i These programs are set to run when your computer or browser starts

Windows		Internet Explorer	Firefox	Google Chrome
Enabled	Key	Program		Publisher
Yes	HKCU:Run	CCleaner Monitoring		Piriform Ltd
Yes	HKCU:Run	Google Update		Google Inc.
Yes	HKCU:Run	OneDrive		Microsoft Corporation
Yes	HKCU:RunOnce	Uninstall C:\Users\niche_000\AppData\Local\Microsoft\OneDrive\17.3.5892.0626\amd64		Microsoft Corporation
Yes	HKCU:RunOnce	Uninstall C:\Users\niche_000\AppData\Local\Microsoft\OneDrive\17.3.5930.0814\amd64		Microsoft Corporation
Yes	HKCU:RunOnce	Uninstall C:\Users\niche_000\AppData\Local\Microsoft\OneDrive\17.3.5951.0827\amd64		Microsoft Corporation
Yes	HKLM:Run	AdobeAAMUpdater-1.0		Adobe Systems Incorporat
Yes	HKLM:Run	BrStsMon00		Brother Industries, Ltd.
Yes	HKLM:Run	ControlCenter4		Brother Industries, Ltd.
Yes	HKLM:Run	Dropbox		Dropbox, Inc.
No	HKLM:Run	iTunesHelper		Apple Inc.
Yes	HKLM:Run	NvBackend		NVIDIA Corporation

Malwarebytes

- Will remove infections of type malware, trojans, key loggers, etc.
- Does not remove Viruses.
- Most infections are not viruses.

The screenshot displays the Malwarebytes Anti-Malware software interface. At the top, there is a navigation bar with icons for Dashboard, Scan, Settings, and History, along with 'ACTIVATE' and 'UPGRADE NOW' buttons. A notification banner at the top center reads 'A scan has never been run on your system' with a 'Fix Now' button. Below this, a status table provides details on the license, database version, scan progress, and real-time protection. The 'Update' link in the Database Version row and the 'Scan Now' button at the bottom are circled in orange.

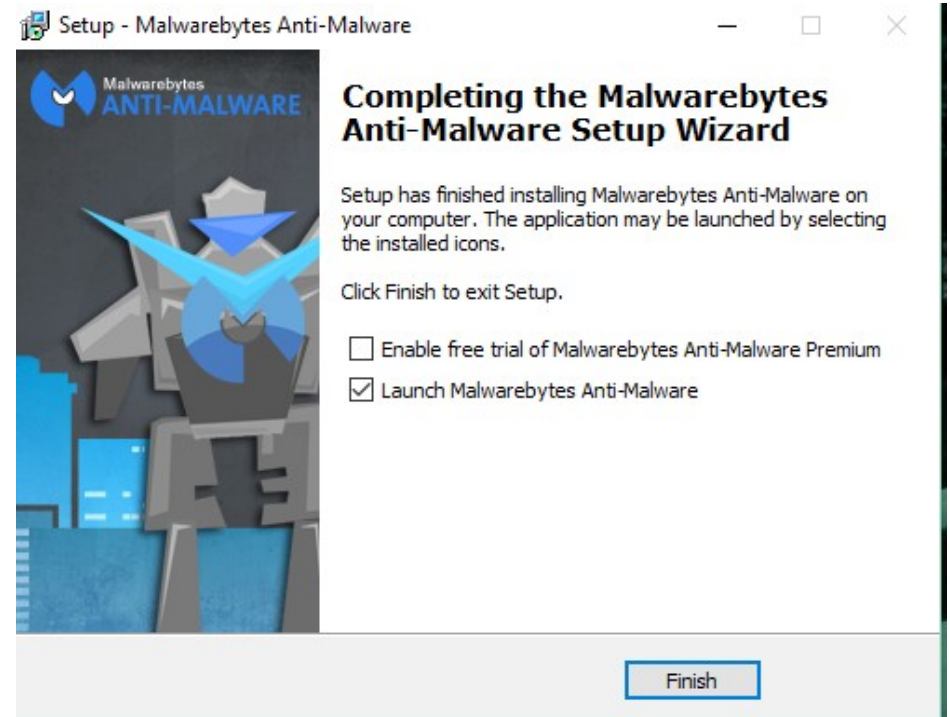
License	● Malwarebytes Anti-Malware (Free)	Buy Premium »
Database Version	● v2015.11.23.03	Update »
Scan Progress	● Not Running	
Real-Time Protection	● Available with Malwarebytes Anti-Malware Premium	Start Free Trial »

[Scan Now](#)

[Need Help?](#)

Malwarebytes

- If an update, it auto downloads and all you need to do is click Next/OK until this screen and uncheck free trial.



Links

- **LINKS:** in emails, web sites, etc...

Links are a great way to get infected: Just because they say one thing does not mean they won't go somewhere else and do something else.

<https://www.google.ca>

Emails: you get a email from a family member, friends, co-worker, the Kanata Senior Center

Does not matter from who!!!

If there is a link in it: Put your mouse over it and see where it is going. If not where it should go then do not do it. Also reply to the email and warn who ever suppose to have sent it that they may be infected and tell them why.

Just because it came from them does not mean they sent it.

Anti-viruses

- Windows Essentials
- Norton
- AVG
- Avast
- Avira
- Bit Defender
- McAfee
- Bell
- Telus
- Rogers
- Cogeco
- Etc, etc etc...

Anti-viruses

- None of them are perfect.
- They all have false positives.

They are only as good as their programmers.

Only as good as they are notified of new viruses and update their programs to deal with them.

Only as good as you update them and run them. (some you have to run yourself: IE: AVG Free)

So just be careful on what you click on or down load.

QUESTIONS



Software

- CCleaner: get the free version
- <https://www.piriform.com/ccleaner/download>

Malwarebytes: Get the free version

- <https://www.malwarebytes.org/downloads/>

My Info

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