



One Call PC Solutions



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Bits and Bytes...

Issue #7

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newsletter.

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Happy Valentines Day!

We're now at issue #7 of our newsletter! In this issue: Printable newsletters, Regular computer maintenance, Spam advice, Virus Alert and Dell Tech support!

Virus Alert:

W32.Dumaru.Z@mm is a multi-threaded, mass-mailing worm that downloads and runs a file called a keylogger, and attempts to steal personal information. It is very similar to W32.Dumaru.Y@mm. The email has the following characteristics:

From: "Elene" <F**KENSUICIDE@HOTMAIL.COM> (censored)
Subject: Important information for you. Read it immediately!
Attachment: myphoto.zip

If you receive an email with this subject please do not open it just delete it.

Regular Maintenance:

Keep your computer running at its peak. We recommend that you run a defrag once a month as well as keeping your virus definitions up to date. Defragmenting your computer will locate and consolidate fragmented boot files, data files and folders on local volumes. This will help speed up your computer when you attempt to open stored files. Keeping your virus definitions up to date will help protect your computer from worms and other types of viruses.

Can you please stop this SPAM?

We have tried many different types of Spam blockers and we have found that it is just easier to deal with it and delete it. With all of the programs we have tried, you still end up having to look through the Spam in the enemy folder to make sure that it has not put something you want in to that folder. If you want to try a Spam Blocker for yourself we recommend Giant Company's Spam Inspector 4.0. The cost is about \$20.00 and it works with Outlook, Outlook Express, Eudora and MSN Hotmail. You can check out there information at <http://www.giantcompany.com>.

Hot off the Press (or at least your laser printer)!

We have printable versions of our newsletters available on our website at <http://1callpcsolutions.com/newsletter.htm> in Adobe Acrobat format. Acrobat Reader can be found at <http://www.adobe.com/products/acrobat/readstep2.html> if you don't have it. You can also find a link to printable and past issues on the left side of each newsletter.

The Last Byte...

If you call Dell or some other computer maker for technical support and they tell you to put the recovery CD into the computer, tell them NO! Unless you have backed up everything that is important to you on your computer. We have recently had a serious problem with tech support, their first suggestion is to reload your computer which should be used only as a last resort. There have been four times in the last week that 20-30 minutes worth of work on the computer and it would have been running like a new machine. Instead Dell has turned it into us having to spend 2 hours reloading machines to fix Dell's mistakes.

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