



Tutor Talk

Volume 6 Issue 3

January 2005

**Technical Tutoring brings you this newsletter and training information
in appreciation of your business and support**

Company News

2005 is a year of expansion for Technical Tutoring. We are now officially open in **two additional locations** within Massachusetts! Keeping our original office in Upton, we are adding offices in **Marion and Peabody**. Each will use the Technical Tutoring name and materials while being run by local individuals.

In Marion, Holly Clavell will continue her 7 years of teaching by offering instruction in Windows, Word, Excel, FrontPage, Outlook, PowerPoint, and the Internet. In Peabody, Jackie Owens will continue her 11 years of training by offering instruction in Windows, Word, Excel, Access, Outlook, Visio, Project, the Internet, FrontPage and PowerPoint.

In addition to new offices, we've added a new scan pen to our repertoire of computer and office toys. It scans text directly into an application with a high degree of accuracy and it's hoped that it will help those with poor typing skills to complete some of the computer tasks around the office.

Our holidays were filled with family and friends and seemed to last forever in order to celebrate with as many people as possible. I hope yours were joyous as well and that 2005 brings love, laughter and peace for all of us.

With Gratitude For You Always,

Seema

Have you seen our web site?
www.TechnicalTutoring.com



**Technical
Tutoring**

(508) 529-9087

(508) 889-9112 or

(781) 858-6224

Security Checklist

- ✓ (From PC Magazine) **Keep Windows up to date** by installing all critical updates.
- ✓ **Check your start-up processes.** Launch Msconfig from the Start menu's Run dialog and click the Startup tab. Look up unfamiliar entries on a site like AnswersThatWork.com to find out what they are and if you can safely disable them.
- ✓ **Keep all security programs up to date.** This includes antivirus, firewall, and antispyware programs.
- ✓ **Back up regularly.**
- ✓ **Surf safely.** Set Internet Explorer's Security and Privacy levels to at least Medium, disable third-party cookies, and never click on a button or pop-up dialog without reading it carefully. Never allow a download that you didn't specifically request.
- ✓ **Be wary of attachments.** Viruses often arrive in e-mail messages with spoofed return addresses, so open only expected attachments from sources you trust.
- ✓ **Don't swallow Spam.** Check sites like Hoaxbusters for lists of Internet scams.
- ✓ **Set up your IM properly.** Allow connections only from users on your buddy list. Disable file sharing, file transfer, and other advanced features.
- ✓ **Check for vulnerabilities** via assessment sites. One of our (PC Magazine) favorites for this is Gibson Research www.grc.com.
- ✓ **Keep an eye on those icons.** Antivirus, firewall, and other types of security software place status icons in the system tray (next to the clock). Glance at them every day to make sure they're active and not flashing any alerts.

Traveling With Technology

Here are some items PC Magazine recommends you carry if you're taking a laptop on a trip:

A second cord and charger	Space-saving or retractable RJ-11 and RJ-45 cables
Blank CD-R discs	Noise-canceling headphones
USB Key Drive	Backup or install discs
Travel mouse (wireless or USB)	Energy bars and pharmaceuticals
USB light	Spare battery

Malware Identification, Infestation, and Prevention

(Adapted from an article in Smart Computing Magazine.)

Malware has been a focus of the computer magazines that we review and thus a focus of this newsletter for many months. There are several types of malware and each tends to have its own method of finding a home on your PC. Viruses are the oldest form of malware. Infections typically manifest themselves through data corruption and loss, error messages, and sudden strange system behavior. There are more than 60,000 known viruses in existence, but less than 1% of those are in the wild.

Worms are typically distributed as email attachments or disguised as Trojan horses. An active worm can be embedded in an email or on a web page. Fighting passive worms involves your own attention – avoid opening or downloading any file unless it comes from a reputable source and you know what it contains. Fighting active worms requires regular updates of your Operating System (OS) and antivirus utilities.

Trojan Horses arrive inside files that promise access to exciting games, titillating images, cool screen savers, and necessary software updates, among other things. These tend to arrive as email attachments or Web downloads and are difficult to spot as they can change forms quickly.

All of the above malware types are effectively fought by up to date antivirus utilities. The newest types of malware require different tools to fend them off and clean them from your PC.

Adware is probably the most common form of malware these days. This typically comes attached to freeware applications and embeds itself for the purpose of delivering pop-up or pop-under advertisements. Adware may also function as a browser hijacker.

Adware may be annoying, but spyware can be criminal. Spyware monitors system activity and writes it to a log file that is later retrieved by the developer by exploiting a bug or security flaw in your Operating System or other program.

**The best advice anyone can offer:
take measures to protect your PC!**

(Mind you, I may read, review, and regurgitate this information, but I'm still a regular computer user who doesn't always follow her own advice!)

See other side for definitions of terms used in this article

Malware Definitions

Active worm – springs into action without any apparent precipitating action

Adware – software displaying targeted ads on a user's computer

AOL4Free – Trojan horse that executes a DOS command that systematically deletes data from the hard drive

Back orifice – contains a spyware payload that lets crackers control a system from a remote location

Blended Threat – a Trojan horse that carries another piece of malware as its payload

Boot Virus – attacks files required during start up

Browser Hijacker – a control that modifies your browser in some way

Code Red – an active worm that instigates DoS attacks

Dialers – programs that hijack PCs and network access devices so third parties can place long distance or toll telephone calls.

DoS (Denial of Service) attack – disruption of a network due to flooding with bogus traffic until the server collapses

Drive-by downloads – unsolicited file downloads

File Virus – goes after executable files containing coded instructions for the computer

Host – program infected with a virus

In the Wild – actively spreading from one system to another

Keystroke logger – a program that creates a record of every key a user types

Macro Virus – inserts itself into popular applications

Malware – **software designed for a malicious purpose**

Online Hoaxes – emails and web sites produced to convince gullible readers that fraudulent information is true

Passive Worm – unleashed by a precipitating action like a double mouse click

Payload – the destructive code inside of a Trojan horse

Polyglot – Trojan horse that monitors internet activity

Sasser – an active worm that exploits a known Windows security flaw

Spyware – software that installs itself for the purpose of tracking a user's on-line behavior

SubSeven – a spyware payload that lets crackers access files on a remote system.

Virus – programs designed to infect other programs

Worm – replicates without first infecting another file



Software Tips – Back to Basics

Outlook

- Outlook's calendar has an option for you to add legal holidays with a couple of mouse clicks. To add the holidays, choose Tools – Options and click Calendar Options. Click the Add Holidays button then select those you want to add (by country).
- Display your appointments in analog time – display your calendar, click on View, Current View, Customize Current View, Other Settings, select the view you use (week or month), select Show Time as Clocks, click OK.

Windows

- Use the show desktop icon on the quick launch toolbar rather than minimizing your window when you need to get to something on the desktop
- Using Shift/F10 as a key combination is the same as a right click of the mouse
- To enlarge your scrollbar, use the Appearance tab in Display Properties
- Double click the title bar of a window to maximize it
- Use the asterisk on the keypad to expand all the folders within a Windows Explorer display

Word

- Increase your workspace by using Full Screen view—Select View / Full Screen from the menu bar (this will make the toolbars and menu bar disappear). To exit this view, click the Close Full Screen button on the Full Screen floating toolbar.
- Keyboard shortcuts for changing font size: CTRL +] = increase font size CTRL + [= decrease font size
- You can change the mouse pointer I-beam to a clover symbol (easier to find quickly) by typing Ctrl/Alt/+(the one on the keypad). To change it back, press the Escape key.
- Typing three dashes followed by ENTER creates a single line.
- Typing three equal signs followed by ENTER creates a double line.

Printing Tips:

- If you're using your time to rearrange pages because they come off your printer in the opposite order of what you desire, check your printers Options or Properties, you may be able to check a box that says something like "print last page first", thus forcing your pages into the correct order and saving you time!

Software Tips – Back to Basics

PowerPoint

- If the rotate or flip feature is not available for your piece of clipart, select Draw / Ungroup and then Draw / Group. This will convert the object to a drawing object that can be rotated or flipped.
- Using the Master Slide feature can save you a lot of formatting work - set things up once and have the software apply them to each slide.
- Align multiple graphic items on a slide by selecting them as a group (use the Shift key) and then use ALIGN from the Draw menu.
- Exporting your presentation to WORD is a quick way to create handouts or marketing materials.

The Internet

- You can use your mouse wheel as a browsing tool – hold down the CTRL key while turning the wheel and it will magnify or shrink the size of the text on the Web, in Word, or in Excel.
- Scroll a long web page with the scroll bars, page up, page down, or Spacebar to scroll down and Shift+Spacebar to scroll up.

Access

- Shift+Enter will save a record without moving off of it.
- Use LIKE to find a series of entries within a query, such as those starting with A,B, and C. Set your criteria to say LIKE “[A-C]*” or for more flexibility, select several letters by using LIKE “[A-C,E,J]*”. Just separate the first and last items in a series with a hyphen and separate groups with a comma.
- To copy a value from the cell above in datasheet view, use the key combination ALT+' (single quotation mark)

Excel

- To quickly double underline the contents of a cell, use the key combination SHIFT + the underline icon from the formatting toolbar
- Use CTRL+Page Up to move to the previous sheet or CTRL+Page Down to move to the next sheet within a workbook.
- When working with multiple files, use the WINDOW/Arrange option to display all open files tiled to fit the screen, tiled horizontally or vertically, or cascaded.

Firewalls

(From Smart Computing Magazine)

A firewall protects your PC by forming a barrier between your PC and the Internet. Here are some of the tasks a Firewall may perform for you:

-
-
- ✓ **protect against viruses** – some incorporate antivirus features
 - ✓ **monitor incoming traffic and only allow trusted connections** – advanced firewalls use Stateful Inspection techniques to examine data packets and identify possible attack patterns
 - ✓ **Authorize Communication** - New or unauthorized apps that try to make a connection are flagged to alert you to their presence
 - ✓ **hide your PC behind another IP address** – let the Internet see only the IP address for the firewall so that individual PC's can't be seen or attacked.

CAVEAT: firewalls can sometimes prevent established network features from working properly, especially multiplayer gaming and network printer sharing. You may need to adjust the security levels or add desired locations to your trusted zones to restore normal operations.

(While Technical Tutoring is not familiar with setup and maintenance of firewalls, we are happy to recommend companies who are to our customers.)

Designing a Web Site

(From PC Magazine)

Web Sites are not difficult to design, but they do require some planning and thinking about what you want available to the world:

Review your business

- Identify your audience
- Position your company
- Set specific goals

Plan your site

- Create a flow chart
- Convert flow chart to focused pages
- Categorize your products
- Plan your home page
- Simplify the purchasing process

Establish design standards

- Define consistent navigation
- Commit to a visual theme
- Respect limits

Create essential site features

- Provide detailed product views
- Set store policies
- Make searching easy
- Include a contact page
- Create user-friendly error pages

Optimize the experience

- Keep page sizes small
- Support search engines

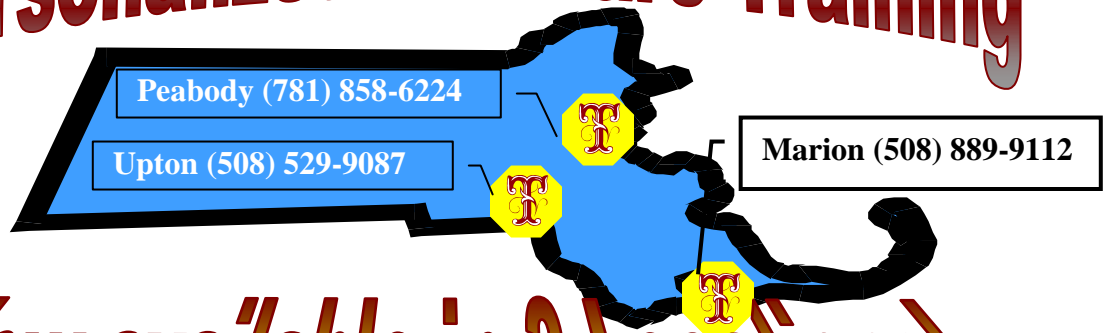
Test before launch

- Perform usability testing
- Eliminate broken links
- Test compatibility

Update and Maintain Your Site

- Keep things fresh
 - Eliminate out-of-date material
 - Update your FAQ's page
-
-

Personalized Software Training



Now available in 3 Locations!