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The Digital
viking



NEWSLETTER

Minneapolis & St. Paul, Minnesota USA • Vol. 33 No. 4 • November 2012

*TC/PC Exists to
Facilitate and Encourage
the Cooperative Exchange of
PC Knowledge and
Information Across
All Levels of Experience*

November 2012

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General Meeting


Tuesday, November 13, 2012 


7:00 PM

Online Selling with Anne Simpson

**Location: Summit Place
8505 Flying Cloud Drive
Eden Prairie, MN 55344**

Are you still thinking of selling those treasures in the attic but need some encouragement? Anne Simpson, who always draws a large audience at our meetings, is back with her engaging stories of the fun and foibles of selling on eBay and eCrater. Anne is sure to have a stash of tips to share and the latest buzz from the world of online auctions.

Bring your questions and share your experiences as an online seller at our November meeting. 

December Meeting will be relocated! Because Summit Place hosts its holiday party on the 2nd Tuesday of December, we will not be able to have our meeting at Summit Place. Jim Grotz is making arrangements for an alternate site. Check the website for details. 

TC/PC is a
Member of



24-Hour Information • www.tcpc.com

Application form inside back cover

TC/PC Business Members

Friendship Village

Metro Sales

Thank You!

The Digital Viking

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Advertising

Full page (7½ x 9½)	\$100.00
Two-thirds page (7½ x 6)	80.00
Half page (7½ x 4¾)	65.00
One-third page (7½ x 3)	50.00
Quarter page (3½ x 4¾)	40.00
Member Bus. Card (2 x 3½)	10.00

Multiple insertion discounts available.

Contact Sharon Walbran at: SQWalbran@yahoo.com

Deadline for ad placement is the 1st of the month prior to publication. All rates are per issue and for digital or camera-ready ads. Typesetting and other services are extra and must be requested in advance of submission deadlines.

Payment must accompany order unless other arrangements are made in advance. Please make checks payable to: Twin Cities PC User Group

TC/PC Member Benefits

Product previews
and demonstrations

Special Interest Groups
Monthly Newsletter

Discounts on products
and services

Contests and prizes

Business Member Benefits

All of the above PLUS:

FREE ½ page ad on
payment of each renewal

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Viking* Newsletter

Up to 5 newsletters mailed to
your site
(only a nominal cost for each
additional 5 mailed)

TC/PC 2011-2012 Board of Directors

Meets second Thursday of each month at 7:00 PM. All members welcome to attend.
Call **Ross Held** (612-386-3172) for meeting details.

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Last Month's Meeting: Intel Corporation


By Sharon Walbran, sqwalbran@gmail.com



A representative from Intel Corporation spoke to our club at the October meeting. She took us through the evolution of Intel's computer chip families and showed comparison charts of the current family of chips. Intel has been re-designing chips in the last year or so to make them smaller, faster, and lighter to meet the changing demands of the mobile device marketplace. Intel has always been the chip of choice in PCs with its "Intel Inside" sticker on PCs, but more recently has been a part of Apple's operating system in at least one device.

She said the Ultrabook, a PC laptop that's thin/light/fast and that competes with the Mac Air, which has been on the market for a while, will be coming out with a whole array of new models beginning October 26th, the same date Windows 8 comes out. Intel has been able to take its most powerful and fastest chips and reduce the size of the chip dramatically. They have also improved the graphics capability of these chips by upping the amount and performance of video RAM, such a key component in devices that have built-in camera and which are capable of playing movies without a skip. The most powerful/speedy/high performing new Ultrabooks will come out at prices in the \$999-1200 range, but she said to look for the sales at Best Buy and Microcenter and Dell before Christmas when she expects the prices to drop to \$699 or so. There will be 40 models to choose from - some with the screen bending over the back of the laptop so it acts/looks like a tablet, but can be propped up on a desk or table to make it more flexible. Some will have a screen which will be removable to act as a stand-alone tablet, etc., but all models will have USB ports and lots of RAM and hard drive space so they are real computers. Some models will have only SSD drives, others will have a combination of a small capacity SSD drive and a sizeable hard drive. In both types of models the boot up will be swift. With the SSD drive used for hard drive storage, saving will be speedy as well. On those models that use a combination saving will continue to perform at the speed of standard hard drives.

Also Intel has bought McAfee, the anti-virus software company. Up until now anti-virus operations have always been handled by software which has not made computers as secure as they could be. Intel and McAfee have been working on an anti-virus "firmware" that will be built into the Intel chip hardware and, therefore, be much safer from viruses, etc. This new anti-virus firmware will be available as an add-on to some models with the i5 and i7 chips.

She was very enthusiastic about the direction Intel was taking and sees their future as bright and positive. Thanks to Lon Ortner for recruiting our speaker. It was a very enlightening presentation.  [Go to Page 1](#)



Another Way to Connect

By Ron Weinberg, Tampa PC Users Group, rswjbr@verizon.net

Do you want or need an Internet connection at or near your TV? Easy, just run a Cat 5e or Cat 6 cable through your walls, ceiling, etc. for the best hard-wired connection. Too difficult? Buy a pair of power line adapters and connect through them. Not as efficient or fast as wired, but it works. Don't want to spend the money and already have a wireless router and receiving equipment? Just set up your slower wireless connection.

Wait! Now there may be a better alternative for you. Here is my story:

As avid movie fans, we have been streaming movies, primarily from Netflix, using a wireless G connection from our ISP router to and through our Blu-ray Player. The quality of the picture has been excellent, but the initial connection has been slow. From time to time we could not connect and received a "Network Interference" message, which seemed to be coming from the Blu-ray Player or an intermediate Samsung server. To resolve each instance, we had to turn the Blu-ray Player off and on, sometimes several times, in order to connect to the Internet and on to Netflix. A Google search showed this was a common problem but a specific remedy was not available.


It occurred to me that perhaps a faster, better connection might correct the problem. Hard-wiring is the preferred method for the best signal. Running a physical Ethernet cable was not practical for this location. Budget would not allow power line adapters. Next best, I thought, would be to try wireless N, which the player was capable of receiving. A wireless N router was not readily available at no charge from Verizon, my ISP, but I did have the option of buying my own directly, which could be easily connected to my network.

After a discussion of the problem with a Verizon support specialist, it was decided to send a service technician to investigate. When I explained the problem to the technician he immediately came up with a solution and installed a Coaxial Network adapter, which required a splitter, two short coax cables, one Ethernet cable and one power adapter.

The main coax cable carrying the TV signal is connected to the input of the splitter. The splitter outputs from one port to the adapter and another to the Verizon DVR/Set Top Box. The Ethernet cable is connected from the adapter to the Ethernet port in the Blu-ray Player. Powering of the router does not kill the coax signals to the TV, only the Ethernet connectivity. We reset the Blu-ray Player to use a wired connection and the router automatically assigned it an address and incorporated it into the network. After testing it, the tech was on his way.

The adapter shows as a MoCA device in the router. Difficult hardwiring or other adapters were not needed. MoCA is the home entertainment networking standard, from the Multimedia over Coax Alliance, used for delivery of cable, satellite, and IPTV signals. Main features are: Supports full Ethernet speed, uses existing coax cabling, and coexists with cable TV services.

The new adapter is Verizon Coaxial Network Adapter, Model ECB2200V, manufactured by Actiontec. You can see details on the Actiontec website, <http://www.actiontec.com> If your ISP cannot provide this or an equal device, Amazon sells them without the Verizon brand for about \$83.

I can now report that connection times are faster and the "Network Interference" error message has not reoccurred. I have all the benefits of a high speed wired connection.  [Go to Page 1](#)

Word 2010 Paste Features

By Lynn Page, Newsletter Editor/Webmaster, Crystal River Users Group, FL, October 2011 issue, CRUG newsletter, www.crug.com, editor@crug.com

Those of you who have taken any of my Word classes or workshops know I think the Paste Special feature is one of Word's most important tools. We all cut, copy and paste text, images, graphics and other items all of the time. When working within a single document that is not a problem but when working with documents having different formatting or worse yet web pages it is not as easy. So it is important to consider how the pasted items to be represented. For text this is more obvious as you usually want text pasted into a document to conform to the format of that document. With graphics especially from the web it can also be a concern. So I have always advocated using the Paste Special command.

Word 2010 has added new features to the Paste command to make it easier to use Paste and Paste Special.

In Word 2007 a Paste button was included in the Ribbon but now in Word 2010 the Paste button in the Clipboard group provides a better preview of what happens with the paste options.

Once a selection has been copied to paste into a document on the Home tab click the down arrow under the Paste button to open the drop down menu. There are three options:

- Keep Source Formatting pastes the text with the formatting from the source text. It has the same fonts and attributes that were copied. If images were included they are inserted with the same vertical and horizontal spacing.
- Merge Formatting pastes the selection with the formatting used in the destination Word 2010 document.
- Keep Text Only pastes only the selected text as plain text. This means any images, hyperlinks and text formatting are lost. Only plain text will be pasted so headings, for example, will lose their size and bolding.



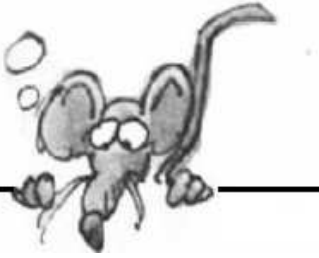
What is really great is the live preview. When you mouse over the icon in the Paste Options drop down a preview of the pasted selection is shown in the document. Click on the icon to select the paste option for inserting the selection. Moving the mouse away and moving back into the document closes the drop down and nothing is pasted.

Another new feature is that Set Default Paste is included in the Paste Options. I personally have not felt the need to change the default paste settings but it is available through Word options. To make changes click Set Default Paste in the Word Options Advanced features look at the Cut, Copy and Paste section. This allows you to change the default paste option depending on where you are pasting from. It also has controls for pasting lists and images.

If like me you like to cut, copy and paste by right clicking you can still access the new features. After making a selection right clicking on it opens a new drop down menu. You still have the expected copy and cut options but also have the new paste options.

The new icon based Paste tool with live preview makes cutting, copying and pasting much easier for those of us that do a lot of moving text and graphics between documents and even applications. [Go to Page 1](#)





NIBBLERS

By Jeannine Sloan

CD/DVD Burning: Live File System vs. Mastered File System

Which format you should use is determined by the computer you're going to use *to read the information after it's saved*. This is an excellent article re. the evolution of CD or DVD technology at the time of Windows 7. The article includes a table of scenarios to determine which technology to use.

<http://windows.microsoft.com/en-US/windows-vista/Which-CD-or-DVD-format-should-I-use>

http://www.brainyquote.com/quotes/authors/r/richard_p_feynman.html

Computer Disease

There is a computer disease that anybody who works with computers knows about. It's a very serious disease and it interferes completely with the work. The trouble with computers is that you 'play' with them!

Richard P. Feynman

Find a Good Book

This site has information on over 350,000 books. Throughout the site, just click on a book to see its cover picture, description and publication details.

<http://www.fantasticfiction.co.uk/>

Suggested by Jim Matson

Be Aware

The "Do Not Track" option is enabled by default in Windows 8's Internet Explorer 10 and available in Firefox, Safari, and Opera. Google is even adding it to Chrome. **There's just one problem: it doesn't actually prevent tracking.** This article will explain how this is so:

<http://www.howtogeek.com/126705/why-enabling-do-not-track-doesnt-stop-you-from-being-tracked/>

Archived Data

Now is a good time to start moving data off your CDs and DVDs to memory cards. CDs and DVDs are aging technology and flash memory has matured so it's becoming affordable.

Hint: Prolong the Life of SD Card

The best way to use memory cards for long-term storage is to purposely use SD-sized cards with miniSD cards mounted in them, for the reason that the miniSD's contacts don't get scraped when the card is inserted into the card reader's slot.

Screen Cleaner

Equal parts 70% Isopropyl alcohol & distilled water. Shake and spray on a microfiber cloth.

Printable Greeting Cards

Search for the terms *free printable cards*. The resulting list from this search gave me many sites to choose from: <http://tinyurl.com/9uwt6ya>

or:

<http://www.google.com/search?q=free+printable+cards&sourceid=ie7&rls=com.microsoft:en-US:IE-Address&ie=&oe=>

Study Guides and Strategies

A huge database of study guides for a number of subjects published in many different languages.

<http://www.studygs.net/>

Transfer Files via Bluetooth between Phones & Windows 7 PCs

<http://www.7tutorials.com/transfer-files-between-devices-your-windows-7-pc-bluetooth>

Three Ways to Help Protect Yourself from Fake Download Buttons

1. Don't just click the first Download option you see. You might need to scroll down the page a bit to find the right one. Take your time, and look carefully.
2. Still not sure? Mouse over the button or link (but don't click!) and then look near the bottom of your browser: You should see a little box containing the associated URL for that item. If the domain matches the site you're on, you should be in the clear. If it's long and/or fishy-looking, or contains telltale words like "adservices," it's probably a fake.
3. Stick with reputable download sites. (Hint: Most torrent sites? Not reputable.) Even better, whenever possible, download software directly from the developer's site.

http://www.pcworld.com/article/2012958/how-to-avoid-fake-download-buttons.html#tk.nl_pwr

Password Tracking System

Downloadable forms for writing your passwords in. This site offers printable forms to keep in a notebook or forms that can be filled in on a computer and saved in a secure location. The download is free either way. <http://tinyurl.com/94oh3az>

Quickly Change Line Spacing in Word

Sometimes need arises that you have to change line spacing among different paragraphs. Here are the shortcut keys:

CTRL + 1 → Change line spacing to 1

CTRL + 2 → Change line spacing to 2

CTRL + 5 → Change line spacing to 1.5

Note that you just need to place the cursor on the paragraph that needs to be styled. You need not select the paragraph.

To Print Out a Whole Bunch of Files All At Once

Here is how: Open Windows Explorer, select all the files to be printed, right-click on the selected group, on the menu that appears left-click on the print option. Follow this link for more information:

<http://www.180techtips.com/40.htm>

Saving Web Pages on Windows

Just open up your browser, navigate to the page, and go to File > Save Page As.

Save it using file type "Web Page, Complete". You'll get an HTML file and a folder full of images and other data contained within—don't delete this. When you want to see the web page, just double-click on

the HTML file and you should be able to see it just as it was when you saved it, whether you have a connection or not

Windows 8

In Windows 8 the “Windows Explorer” has been renamed “File Explorer”. Windows 8 still supports **Alt + Tab** to switch among programs.

Misc. Tips

Clean Hazy Headlights: Squeeze a glob of toothpaste on a damp cloth. Apply with elbow grease to headlight lens.

Rest a wooden spoon across the top of a pot to prevent liquid from boiling over.

To stop receiving marketing email filter by the word “unsubscribe”.

Make a long match by lighting a stick of spaghetti.

Privacy vs. Commerce

The move to mobile has set off a debate between privacy advocates and online businesses, which consider the accumulation of personal information the backbone of an ad-driven Internet. ...

Mobile apps possess a ravenous ability to collect personal information on users. Read the New York Times article here: <http://tinyurl.com/9r6qcm7>

New Tablet Comparison Chart

I like charts for comparison shopping and found this site. It includes a comparison chart of some of the new tablet computers including: iPad mini, Kindle Fire HD 7, Kindle Fire, Nexus 7, Nook HD, Galaxy Tab 27.0 and Excite 7.7.

<http://www.techhive.com/article/2012954/>

Computer Wisdom

Software undergoes alpha testing as a first step in getting user feedback. Alpha is Greek for "doesn't work."

A user friendly computer first requires a friendly user.

Image Editing Feats You Can Do With MS Word 2010

Most of the image editing magic in MS Word 2010 lies in the Picture Tools tab. It gets activated as a Ribbon as soon as you insert an image in a document. The entire Ribbon is reserved for your love of images and the ways you can manipulate them.

<http://www.makeuseof.com/tag/photoshop-amazing-image-editing-feats-ms-word/>



CPU vs. GPU

Entertaining 10 minute video: <http://www.youtube.com/watch?v=XtGf0HaW7x4>

Emergency Response

→ Discover that you're out of ink. What to do: Remove the cartridges and run a warm hair dryer on the spot where the ink comes out for 2 to 3 minutes. Try printing again while the cartridge is still warm. The hair dryer heats the ink and helps it flow through the cartridge's tiny nozzles. From Laptop Magazine

→ The Minnesota Department of Health lists mayonnaise as an acceptable suffocant for treating head lice. Oil and petroleum jelly are listed as well.

Creating Secure Passwords

Mr. Grossman was the first hacker to demonstrate how easily somebody can break into a computer's webcam and microphone through a Web browser. He is now chief technology officer at WhiteHat Security, an Internet and network security firm, where he is frequently targeted by cybercriminals. Mr. Kocher, a well-known cryptographer, gained notice for clever hacks on security systems. He now runs Cryptography Research, a security firm that specializes in keeping systems hacker-resistant. Here were their tips: **Forget the dictionary** if your password can be found in a dictionary, you might as well not have one. **@ Never use the same password twice @ Come up with a passphrase @ Jam on your keyboard @ Store your passwords securely @ A password manager? Maybe. @ Ignore security questions** or use a memorable lie as your response **@ Use different browsers @ Share cautiously.** Read the complete article here:

<http://www.nytimes.com/2012/11/08/technology/personaltech/how-to-devise-passwords-that-drive-hackers-away.html>

Cartoon contributed by J. D. Yearous [Go to Page 1](#)



Interesting Internet Finds

By Steve Costello, Boca Raton Computer Society, (<http://about.me/sefcug>)

In the course of going through the more than 200 news feeds in my Google Reader, I often run across things that I think might be of interest to other user group members.

The following are some items I found interesting during the month of October 2012. (Long URLs shortened with the Google URL shortener <http://goo.gl/>)

The Best Three Public Domain Clipart Galleries

<http://goo.gl/DGNMq>

5 Best FeedBurner Alternatives For Your WordPress Blog

<http://goo.gl/dP5Da>

HTG Explains: How Antivirus Software Works

<http://goo.gl/Yjp38>

Why I bought my wife a Mac

<http://goo.gl/FDzmM>

How To Get Free Movies Online - Legally

<http://goo.gl/jc8Nw>

Secrets for successfully narrating a presentation

<http://goo.gl/USl4m>  [Go to Page 1](#)

Special Interest Groups (SIGs)

w Work phone h Home phone c Cell phone
* Meets at an alternate location

Most SIGs will meet at Edina Executive Plaza, Conference Room #102, 5200 Willson Road, Edina, MN

Confirm with a SIG group if they meet elsewhere.

For more info contact the SIG Leader(s) listed here.

Get SIG announcements!

Link from www.tcpc.com

Board of Directors*

All members are welcome! Call for location.

Selected Saturday mornings

Ross Held RHeld83745@aol.com

Community Outreach*

To request services or volunteer to help
Contact:

Ross Held RHeld83745@aol.com

Linux on Saturday

This is for the Linux newbie and those trying
to come over from Microsoft to a different
operating system.

Second Saturday @ 9 AM-Noon

Jack Ungerleider 612/418-3494 c
jack@jacku.com

Picture Perfect

Explore how to use your digital camera
and learn how to use a variety of software
for editing, organizing, and sharing images
and video.

Second Tuesday 6:00—7:00 PM

Every other month

Right before the general meeting

Sharon Walbran SQWalbran@yahoo.com

Microsoft Access

All levels. Presentations by expert develop-
ers within the group and by MS reps.

Third Saturday 9:00 AM—Noon

Steve Kuhlmeiy 952/934-8492
steve@kuhlmeysystems.com

Microsoft Office

Addresses the use, integration, and nuanc-
es of the Microsoft Office applications.

Combined with Systems on Saturday

Third Saturday of the Month

Steve Kuhlmeiy 952/934-8492
steve@kuhlmeysystems.com

Web Page Design

Discussion and demonstration of HTML,
web publishing software and page design.

Second Tuesday @ 6:00-7:00 PM

Every other month

Right before the general meeting.

Jack Ungerleider 612/418-3494 c
jack@jacku.com

Microsoft Word for PC & Mac

Any level user can be proficient and efficient
in basics and advanced features of Word..

Combined with Systems on

Third Saturday 9:00 AM—Noon

Tom Ostertag 612/951-5520 w
651/488-9979 h

Curt Trout 651/484-4569 h
ctrout@troutreach.com

Systems on Saturday

For all levels of computer challenges and any
type of computer-related question. Incl. Q&A

Meets 2nd & 3rd Saturdays 9:00 AM-Noon

Curt Trout 651/484-4569 h
ctrout@troutreach.com

Directions to Summit Place for General Meetings:

Proceed to Eden Prairie Center Flying Cloud Drive . [Flying Cloud Drive runs along
the West side of the Eden Prairie Center.] Once you have driven past Eden Prairie
Center (on the left) along Flying Cloud Drive you will come to a stop light at Prairie
Center Drive. The next intersection with a stop light and left turn lane is Fountain
Place. Turn left at Fountain Place and go straight into the parking lot. Turn left again
to the first covered entry way of Summit Place. There is plenty of parking in the
large parking lot in front of the first Summit Place covered entry way. When you
enter the door at the first covered entry way, ask to be directed to the Performance
Room for the TC/PC meeting. For a map of more detailed directions and *info on
Web SIG and Board meeting*, check the TC/PC website.

Directions to Edina Executive Plaza
for Systems on Saturday, Access,
Word and Picture Perfect SIGs: Take
Highway 100 to the 50th Street/Vernon
exit. [If you have come from the north,
cross back over Highway 100 to the
east side.] Take the first right and go
past Perkins [The golf course will be on
your left.] and continue on the east
frontage road (Willson Road) to the
next building—5200 . There is ample
parking in the building's lot.
Conference Room #102 is on 1st floor.

Help yourself by helping others!

Join the team & share your knowledge with others.

Contact TC/PC at www.tcpc.com

Meetings start at 7:00 PM (9:00 AM on Saturday) unless otherwise noted. *Meets at Edina Executive Plaza.

November

December

sun	mon	tue	wed	thu	fri	sat
				1	2	3
4	5	6	7	8	9	10 Linux and Open Source on Saturdays 9:00—Noon
11	12	13 General Mtg Online Selling 7:00 PM Summit Place 6:00 Picture Perfect SIG	14	15	16	17 Windows & MS Office (including Access) 9:00-Noon
18	19	20	21	22	23	24
25	26	27	28	29	30	1
2	3	4	5	6	7	8 Linux and Open Source on Saturdays 9:00—Noon
9	10	11 General Mtg 7:00 PM 6:00 Web SIG	12	13	14	15 Windows & MS Office (including Access) 9:00-Noon
16	17	18	19	20	21	22
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Free Utilities to Remove Difficult Malware

by Ira Wilsker,

WEBSITES:

<https://www.emsisoft.com/en/software/eek>

<https://www.virustotal.com>

http://www.trendsecure.com/Info/Rescue_Disk/html/download.html

<http://free.antivirus.com/us/rescue-disk/index.html> **(INSTRUCTIONS for Rescue Disk)**

<http://www.imgburn.com> (free ISO file burner)

<http://www.imgburn.com/index.php?act=download>

<http://support.kaspersky.com/viruses/rescuedisk>

<http://www.avg.com/us-en/avg-rescue-cd>

<http://www.bitdefender.com/support/How-to-create-a-Bitdefender-Rescue-CD-627.html>

http://download.bitdefender.com/rescue_cd/v2/bitdefender-rescue-cd.iso **(Direct download of latest build)**

I recently received a call from a regular reader of this column about a problem he was having with a pernicious piece of malware on his computer, one of the newer iterations of the infamous "FBI Ransomware" malware. In the past he had successfully utilized two of the most widely used free anti-malware utilities to clean infected computers, but now he had a really difficult to remove type of malware that had hijacked his computer. Appropriately, and based on his prior satisfactory disinfection experiences, he first used the free portable version of SuperAntiSpyware (superantispyware.com) and the free version of MalwareBytes (malwarebytes.org) to scan the computer booted in safe mode with networking (F8). Both of these products have an excellent reputation of detecting and removing malware. As he had done previously while cleaning compromised computers, he booted the computer in safe mode with networking, inserted the USB flash drive, and performed a full scan first with an updated version of MalwareBytes, followed by a full scan with the updated portable version of SuperAntiSpyware. The MalwareBytes scan detected and neutralized several trojans and other forms of malware, while the follow-up scan with SuperAntiSpyware indicated a clean computer.

Upon rebooting the computer fully into Windows, the ransomware was still in control of his computer. While unusual, it is not unknown that some malware can survive detection and removal with properly updated versions of some of the most popular and widely used anti-malware utilities. In the continuous cat-and-mouse game between cyber crooks and security software companies it is inevitable that the bad guy will frequently create new malware that will temporarily penetrate the existing security software on a computer, and evade detection by excellent quality software explicitly designed to detect and remove malware. In this particular case a build of the endemic FBI Ransomware penetrated the existing defenses on his computer, a major name brand security product, and hijacked his computer, holding it for ransom. A reasonable first response is to run one or more of the well respected and updated malware detection and removal utilities, and eradicate the problem; in this case, that contemporary build of FBI Ransomware was able to survive the assault by two of the most reliable anti-malware utilities.

While MalwareBytes and SuperAntiSpyware are both outstandingly fine products with an excellent reputation at detecting and removing malware (my personal first choices), no product is 100% effective at preventing or removing malware. While the build of malware on this particular computer was not detected or removed by the cleaning utilities, it is inevitable that a near update of these utilities will be capable of detecting and removing this specific digital threat. As unlikely as it is that these fine utilities when properly installed and updated will be unable to clean an infected computer, sometimes it is necessary to call out the "big guns" and attack the malware with some other weapons.

When simpler methods fail to detect and remove all of the malware from a badly infected computer, my first "come to guy" is the recently upgraded freeware edition of "Emsisoft Emergency Kit 3.0" (emsisoft.com/en/software/eek). This Emergency Kit 3.0 is a large 225mb download that is intended to be run from a USB flash drive. The file is downloaded in ZIP (compressed) format, and then "unzipped" (uncompressed) to a flash drive. A zip file can be uncompressed with the Windows Explorer (file manager) incorporated in all versions of Windows since XP, or any one of the many third party file compression utilities can perform this simple function. Once uncompressed on the flash drive, the protocol is to first boot the computer into "Safe Mode with Networking" by turning on the computer (cold boot) and immediately tapping the F8 key every few seconds until the safe mode menu screen appears; highlight the selection "Safe Mode with Networking", hit enter, and the computer will boot into safe mode, only loading the minimal necessary drivers and programs. Do not be shocked if the screen looks unusual with very large icons, as the default screen is at low resolution. If you are offered a choice to restore the computer to an earlier time, do not do it! Also if a window opens offering a help menu, simply exit that screen; all you want is a basic desktop screen. Insert the flash drive (it may take a few moments for the computer to recognize it), and open your file manager by clicking on the computer icon or the Windows Explorer (file manager) icon. Select the flash drive letter which will open the flash drive. There may be a "Start" item displayed, which may be used to open the Emsisoft menu, or click on the RUN file folder on the flash drive, and then open "a2emergencykit.exe".

The Emergency Kit program will load offering the user a few choices; if given the opportunity to check for updates, and there is a good internet connection, then update the data files. Emsisoft releases several large signature files every day, and updating the files will make it more likely that the Emergency Kit will be able to satisfactorily resolve the malware infestation. The Emsisoft malware library contains over 10 million malware digital signatures, with maybe thousands of new signatures added every few hours of every day. This Emergency Kit utilizes a dual scan technology, basically using two different scan engines to detect and remove malware. If malware is found my personal recommendation is to quarantine what is found, which will render the malware inert without actually deleting it. My rationale for quarantine rather than delete is that the Emergency Kit is so powerful and comprehensive that in my experience it has detected a few false positives which, if deleted, could adversely impact the performance and function of some of the software on the computer. If I suspect that any file detected as malware is a false positive, I upload the questionable file to VirusTotal (virustotal.com). VirusTotal scans the questioned file with dozens of different scan engines, and displays the detailed results of the multiple scans; if most of the scan engines report that the file is clean, it likely is clean and safe, and may be restored from quarantine; if most indicate that it is malware, then the file is likely safe to delete. In my experience with Emsisoft Emergency Kit, I have found it extremely competent and thorough at detecting malware of all types; the downside of this kit is that since the malware database is so large, and since it is using a dual scan technology, it is among the slowest of scanners. The slow scan speed, as well as its sensitivity (both a positive and negative feature) and occasional reporting of false positives, is why I choose to use the more traditional malware scanners as my primary choices; but if they fail, then this Emsisoft Emergency Kit becomes my first choice malware detector and killer.

Sometimes malware files are so seriously embedded in a system that the traditional Windows based utilities cannot detect and remove them. Some of the most ruthless forms of malware hide in almost inaccessible places on a hard drive, or in protected files that are a part of the Windows operating system. Since these files are loaded when Windows boots, they are somewhat "locked" or otherwise protected by the operating system when loaded, which also protects their malware content. Another form of malware hides in the deepest spots in the hard drive, not typically accessible when Windows is loaded; when any of these scenarios occur, it may be necessary to scan the computer without Windows being loaded at all. For this purpose, many of the leading security software publishers offer a large downloadable file that can be properly burned to a CD or DVD disc, making it bootable from the disc which contains its own operating system, rather than loading Windows from the hard drive.

TrendMicro offers its "Trend Micro Rescue Disk" for download from trendsecure.com/Info/Rescue_Disk/html/download.html. Once downloaded, by following the on screen instructions, this file can create a bootable CD, DVD, or bootable flash drive with its own operating system as well as an updated version of the TrendMicro scan engine. My recommendation is to create a bootable CD or DVD disk, rather than a bootable USB flash drive as virtually all contemporary Windows computers can easily boot from a CD or DVD, but many cannot easily boot from a USB flash drive. To make almost any Windows computer bootable from a CD

or DVD (this applies to any bootable CD or DVD, not just this TrendMicro disc) TrendMicro gives these instructions: "1. Insert the disc or USB drive into the computer.

2. Restart the computer.

3. When the computer powers up again, look for a BIOS setup message, which often looks like "Press [KEY] to run Setup" where [KEY] might be Delete, ESC, or one of the F1–F12 keys.

4. Once the BIOS Setup Utility has opened, look for a tab labeled Boot, Boot Order, or Boot Options."


Set the CD or DVD drive (or bootable USB flash drive, if listed) as the first boot device. Once completed, save and exit; the computer will now boot from the disc or flash drive. Without a disc in the drive, the computer will boot normally from its hard drive. Once the computer is booted with the Rescue Disk, follow the onscreen prompts and menu to scan the computer from malware. Since the hard drive is not used to boot the infected computer, and a compatible operating system other than the built in Windows is loaded, any hidden malware or compromised system files now become accessible to the malware scanner.

In addition to the TrendMicro Rescue Disk, several other excellent security software publishers offer a similar bootable disc that will load its own operating system and scan for malware. These publishers include BitDefender, Kaspersky, and AVG. All of them offer a free downloadable file, that is reasonably up to date when downloaded, and may also offer the opportunity for a "soft" update when loaded, and internet access is available. These rescue disks are downloaded in ISO format which requires a third party utility to properly burn them to a disc; simply burning these ISO files to a disc like any other files will simply not work as a bootable disc. I recommend the free ImgBurn software (imgburn.com/index.php?act=download) for creating a bootable disc from an ISO file.

The Kaspersky Rescue Disk 10 is available for download (free) as a 264mb ISO file from support.kaspersky.com/viruses/rescuedisk. Click on the "Product Info" tab for direct download, and "Knowledge Base" for additional information and assistance. According to Kaspersky, "Kaspersky Rescue Disk 10 is designed to scan and disinfect x86 and x64-compatible computers that have been infected. The application should be used when the infection is at such level that it is impossible to disinfect the computer using anti-virus applications or malware removal utilities running under the operating system. In this case, disinfection is more efficient because malware programs do not gain control when the operating system is being loaded."

AVG offers its AVG Rescue CD, which it calls, "...a comprehensive toolkit that will repair system crashes and return systems to a state where they can operate at full capacity, thanks to deep-rooted infections having been removed and file systems repaired. "The AVG Rescue software is available for free as an ISO file to create a bootable CD, or in ZIP compression format to create a bootable USB flash drive. The ISO file requires the use of an ISO burning program such as the ImgBurn mentioned above. AVG Rescue CD is available for download from avg.com/us-en/avg-rescue-cd. The ISO file is an 84mb download, and the USB version is a 95mb zip file.

BitDefender offers an ISO file, the latest build of its free rescue CD, as a direct 360mb download from download.bitdefender.com/rescue_cd/v2/bitdefender-rescue-cd.iso. This ISO file is fully up to date when downloaded, and requires a utility such as ImgBurn to create the bootable CD from the ISO file. Instructions on how to create the bootable CD are available from bitdefender.com/support/How-to-create-a-Bitdefender-Rescue-CD-627.html. Also at this same location are detailed instructions on how to use the ISO file to create a bootable USB flash drive.

With a comprehensive selection of anti-malware detection and removal utilities such as those listed above, any PC user should be able to clean the most heavily malware infested computer. While it may take some time and effort to download and install the utilities, and to possibly burn a CD or make a bootable USB flash drive, the results will be well worth the effort.  [Go to Page 1](#)



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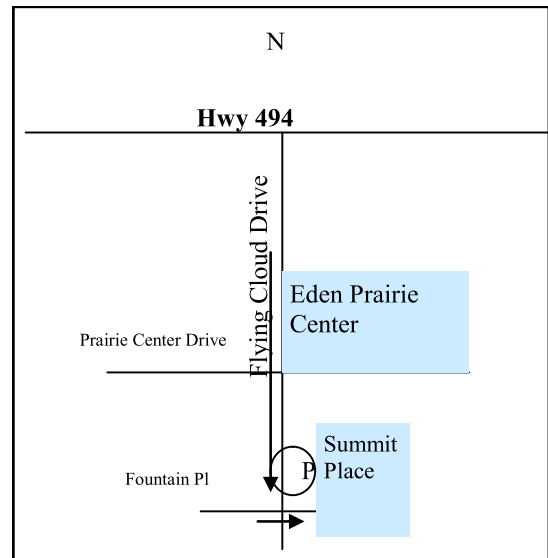


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