

# Basic IT: Be Your Own Tech Support



Presenter: Ryan Kroh, IT Manager North Dakota State Library

# Reboot or power off/on



- This applies to almost all electronics, computers, mobile devices, printers, routers...etc.

# Check Cables and Connections



- Check cables – If they are loose, bent, and broken.
- Internal connections – Cables and connectors can be jarred loose or become dislodged, especially after a move.
- Clean connections – Connections can have dirt, debris, and/or corrosion.

# Search the Internet for a Solution

- Ask Google – Know how to ask Google. Be detailed, include error codes, software versions, OS versions.
- Go to manufacturer's website – Most manufacturers of hardware and software have a support section on their website that usually has a knowledge base, downloads, updates and a forum.

# Retrace your steps

- When did the issue start happening?
- Think about any hardware that you added since having the issue.
- Check software or updates that you installed. Sometimes software is not installed correctly, the installation is corrupted, or there might be compatibility problems with other hardware or software that is already installed.

# Preventative Maintenance



- Run anti-virus and anti-spyware software
- Keep software, browsers, add-ons, and OS up to date
- Clean temp data
- Physically clean the computer
- Diagnostic scans

# Preventative Maintenance



# Preventative Maintenance

- Uninstall redundant and unnecessary software.
- Reset browser and install only toolbars, plug-ins and add-ons you use.
- Pay attention when installing software. Watch out for bloatware. Sometimes software installers will install other unwanted software in a sneaky way and they also change other settings on your computer such as your home page.

# Bloatware/Crapware

Step: 1 of 3

## Adobe Flash Player



**Version 21.0.0.197**  
[System requirements](#)

Your system:  
**Windows 64-bit , English, MSIE**  
[Need Flash Player for a different computer?](#)

[Are you an IT manager or OEM?](#)

### Optional offers

- Yes, install **Google Chrome**.
  - Make Chrome my default browser
  - [Learn more](#)
- Yes, install **Google Toolbar** for Internet Explorer.- [Learn more](#)



### Terms & conditions:

By clicking the "Install now" button, you acknowledge that you have read and agree to the [Adobe Software Licensing Agreement](#) and the [Google License Agreement & Privacy Policy](#).

Note: Your antivirus software must allow you to install software.

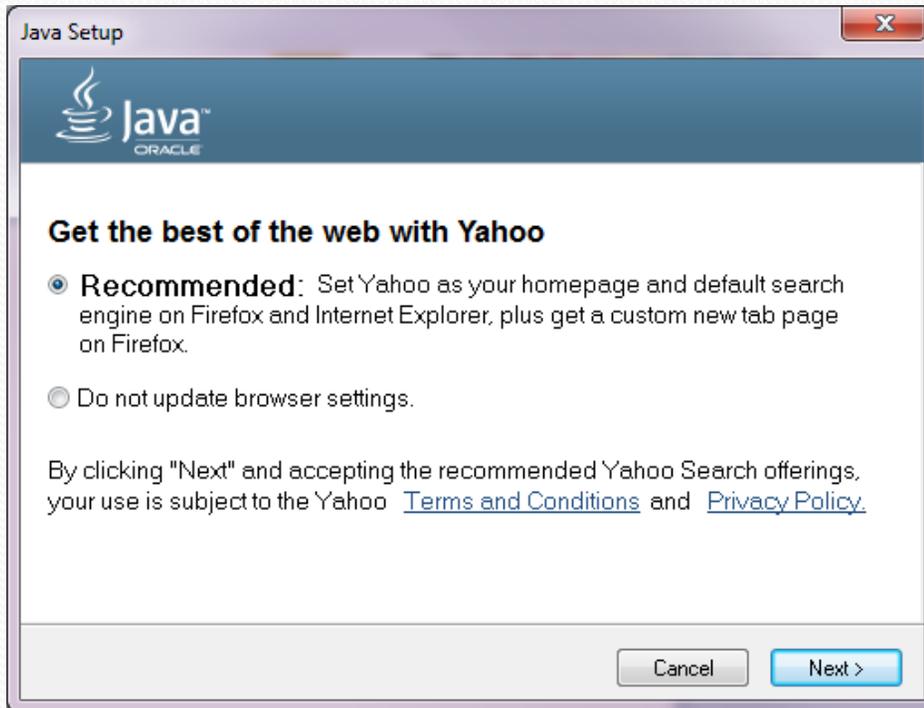
**Install now**

Total size: 67.42 MB

Choose your region

Copyright © 2016 Adobe Systems Incorporated. All rights reserved.  
[Terms of use](#) | [Privacy](#) | [Cookies](#)

# Bloatware/Crapware



# Bloatware/Crapware

Download.com

 **Download.com**  
Powered by [c|net](#)

 **Skype Recorder**

**Welcome to the Download.com Installer**  
This will download & install your software. Click "Next Step" below to continue and start your download.

 **Download.com Secure Download**  
Download.com hosts this file and has scanned it to ensure it is virus and spyware free.

**Quick Specs**

|           |                    |            |                  |
|-----------|--------------------|------------|------------------|
| File Name | skype_recorder.exe | Version    | 6.11             |
| File size | 6.6M               | Date added | January 14, 2014 |

Step 1 of 7

©2014 Download.com  
[FAQs](#) | [Privacy Policy](#) | [Terms of Use](#)

**Close** **Next Step**

# Bloatware/Crapware

Download.com

 **Download.com**  
Powered by [cnet](#)

 **Skype Recorder**

SPECIAL OFFER

**Choose your installation type to continue...**

Please select the installation type, click "Accept" to continue.  
Download.com recommends Search Protect By Conduit.

- Express Installation (Recommended)  
Install Search Protect to set my home page and default search to Conduit Search for Internet Explorer®, Firefox®, and Chrome™, and to prevent attempts to change my browsers' settings.  
[Learn more](#)
- Custom Setup

By choosing to install and set the search features and install Search Protect, you agree to the product's [Terms of Use](#) and [Privacy Policy](#).  
[Learn More.](#)

Step 2 of 7

©2014 Download.com  
[FAQs](#) | [Privacy Policy](#) | [Terms of Use](#)

**Next Step**

# Bloatware/Crapware

Download.com

 **Download.com**  
Powered by [cnet](#)

 **Skype Recorder**

SPECIAL OFFER

**Choose your installation type to continue...**

Please select the installation type, click "Accept" to continue.  
Download.com recommends Search Protect By Conduit.

- Express Installation (Recommended)  
Install Search Protect to set my home page and default search to Conduit Search for Internet Explorer®, Firefox®, and Chrome™, and to prevent attempts to change my browsers' settings.  
[Learn more](#)
- Custom Setup
  - Install Search Protect to set my home page and default search to Conduit Search for Internet Explorer®, Firefox®, and Chrome™, and to prevent attempts to change my browsers' settings.
  - I allow my current home page and default search settings to be stored for easy reverting later.

By choosing to install and set the search features and install Search Protect, you agree to the product's [Terms of Use](#) and [Privacy Policy](#)  
[Learn More](#).

Step 2 of 7

©2014 Download.com  
[FAQs](#) | [Privacy Policy](#) | [Terms of Use](#)

**Next Step**

# Bloatware/Crapware

Download.com

 **Download.com**  
Powered by *c|net*

 Skype Recorder

SPECIAL OFFER

**Make your selection to continue...**

**Find coupons, huge sales, in depth reviews, and crazy rebates—For Free! PassShow is FREE because advertisers pay to have their offers delivered to you. Pass Show is SAFE because it does not collect information that personally identifies you. Instead, it communicates several times each day with its servers to check for new offers, the placement of offers, the web pages you view, the advertisements that appear on these pages, the ads you click on, and other information about your computer and web usage. Pas**

**End User License Agreement**

Terms of Service

Last Updated October 1, 2013

PLEASE READ CAREFULLY THE FOLLOWING TERMS BECAUSE THEY CONSTITUTE A LEGALLY BINDING AGREEMENT. BY ACCEPTING THIS AGREEMENT IN THE INSTALLATION PROCESS, OR BY DOWNLOADING OR INSTALLING THE PassShow BROWSER EXTENSION OR BY USING ANY OF THE SERVICES INCLUDED IN IT, YOU AGRFF TO BE BOIIND BY THE TERMS AND CONDITIONS

By clicking "Accept", you hereby agree to the Pass Show [Terms of Use](#) and [Privacy Policy](#)

Step 3 of 7

# Bloatware/Crapware

Download.com

 **Download.com**  
Powered by c|net

 Skype Recorder

SPECIAL OFFER

**Make your selection to continue...**

**Lookinglink - search made simpler**

**The lookinglink program adds tools to your internet searches. Lookinglink enables coupons and comparison shopping. Additional features may be auto-enabled after installing. Lookinglink content includes advertisements and is not affiliated with any underlying websites. Browser settings will be adjusted at install. User info is collected and shared for ad relevance and other purposes. Uninstall Lookinglink with Add/Remove Programs. Please review all terms before installing.**

**End User License Agreement**

LOOKINGLINK END USER LICENSE AGREEMENT  
Last updated: July 12, 2013

BY INSTALLING LOOKINGLINK TOOLBAR SOFTWARE, YOU AGREE TO THE FOLLOWING TERMS AND CONDITIONS, WHICH INCLUDE AN ARBITRATION AGREEMENT, CLASS ACTION WAIVER, DISCLAIMERS OF WARRANTY, AND LIMITATIONS OF LIABILITY. PLEASE READ THEM CAREFULLY.

The terms set forth in this End User License Agreement

By clicking "Accept", I AGREE to the Lookinglink [End User License Agreement](#) and [Privacy Policy](#).

Step 4 of 7

# Bloatware/Crapware

Download.com

 **Download.com**  
Powered by *c|net*

 **Skype Recorder**

SPECIAL OFFER

**Make Your Selection To Continue**

**What does MyPCBackup do? MyPCBackup uses a small desktop application to back up all of your computers to the cloud. Your files are constantly backed up and you can access them at any time from any device in the world.**

**MyPCBackup will back up the files and folders that you choose. Once the initial backup is complete, MyPCBackup will automatically save any changes to the files or any new file added.**

**End User License Agreement**

IMPORTANT-READ CAREFULLY: This MyPCBackup ("MyPCBackup") License Agreement ("License" or "Agreement") is a legal agreement between You (either an individual or an entity, who will be referred to in this License as "You" or "Your") and MyPCBackup for the use of desktop, laptop, and mobile device software applications, and which may include associated media, printed materials, and other components and software modules including but not limited to drivers ("Product"). Learn more at MyPCBackup.com.

By clicking on "Next Step" you agree to the [Terms of Use](#) and [Privacy Policy](#) of MyPCBackup.  
This product is compatible with Windows and can be removed at any time via Add/Remove

Step 5 of 7

# Bloatware/Crapware

Download.com

 **Download.com**  
Powered by [cnet](#)

 Skype Recorder

**Thank you. Your download is complete.**  
Your software has been successfully downloaded. Click "Install Now" below to install the software on your computer.

Step 7 of 7

©2014 Download.com  
[FAQs](#) | [Privacy Policy](#) | [Terms of Use](#)

# Cyber Security



# Cyber Security

- Sensitive browsing – Banking, shopping, or anything that requires you to enter sensitive data should be done on devices that belong to you and should also be done on a network you trust. Public networks and free wifi should not be used because your data could be stolen.
- Be cautious on what devices you plug into your machine. Malicious software can execute from flash drives and other external drives.
- Social Networking – Be careful on what you post. Criminals can get a lot of information about you via social networking.

# Cyber Security

- Back up your data frequently – Backing up your data is a good idea all the time because of hardware failure or computers crashing. Also, it is good to back your data because some malicious software out there can encrypt your data and hold it hostage.
- Strong Passwords – Don't use words that are in common databases, like the dictionary. Use a good mix of characters, letters, numbers, and symbols. Don't recycle passwords. People reuse passwords on multiple sites, some sites are securely encrypted and some are not.

# Cyber Security

- Attachments and hyperlinks – Scrutinize all attachments and hyperlinks. Even if you get emails from people you know, be careful because it might not be them. Make sure an attachment has a file extension that you recognize, don't open the following file extensions: bat, cmd, com, exe, hta, pif, scr, vba, vbs.
- Make sure hyperlinks go where they say – most email software allows you to hover over a hyperlink without going to it and will display the location of the hyperlink.
- If the email is from a company that you do business with, make sure that they are addressing you personally, not with a generic greeting like; User, Customer, Client, Sir/Madam, Account Owner, etc.

# Cyber Security

From: Amazon <management@mazoncanada.ca> on behalf of Amazon.com  
To: @sheridanc.on.ca  
Cc:  
Subject: Suspension  
Date: 05/01/2014 7:55 PM

**amazon.com**

**Dear Client,**

We have sent you this e-mail, because we have strong reason to believe, your account has been used by someone else. In order to prevent any fraudulent activity from occurring we are required to open an investigation into this matter. We've locked your Amazon account, and you have 36 hours to verify it, or we have the right to terminate it.

**To confirm your identity with us click the link below:**

<https://www.amazon.com/exec/obidos/sign-in.html>

Sincerely,  
The Amazon Associates Team

© 1996-2013, Amazon.com, Inc. or its affiliates



not an Amazon email address  
(note the missing A in Amazon)

Generic non-personalized greeting

Hovering over the link reveals it points to a non-Amazon site - "http://redirect.kereskedj.com"

# Cyber Security

**From:** IRS Online <[ahr@irxt.com](mailto:ahr@irxt.com)>  
**Reply-To:** "[noreply@irxt.com](mailto:noreply@irxt.com)" <[noreply@irxt.com](mailto:noreply@irxt.com)>  
**Date:** Thursday, April 11, 2013 12:15 PM  
**Subject:** Final reminder: Notice of Tax Return. ID: I3H583326/13



---

Department of the Treasury  
**Internal Revenue Service**

---

04/11/2013

Reference: I3H583326/13

Claim Your Tax Refund Online

Dear Taxpayer,

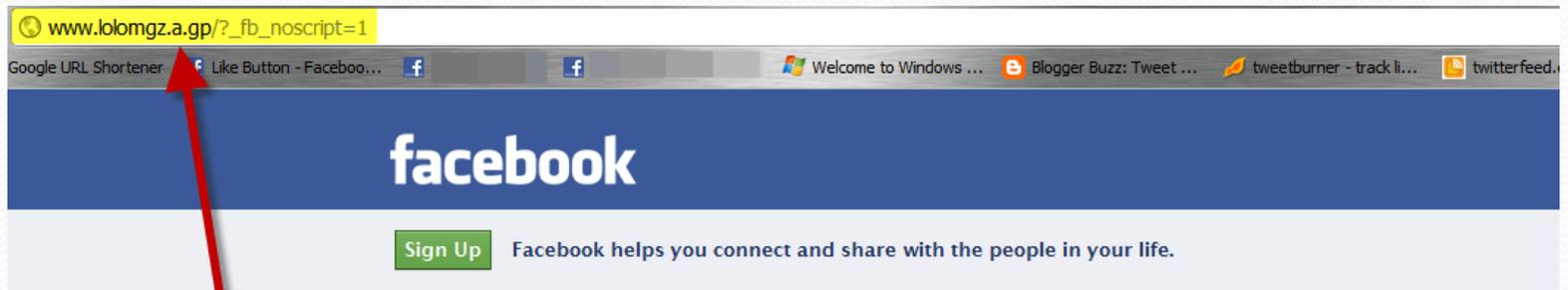
We identified an error in the calculation of your tax from the last payment, amounting to \$ 319.95.

In order for us to return the excess payment, you need to create a e-Refund account after which the funds will be credited to your specified bank account.

Please click "Get Started" below to claim your refund:

[Get Started](#)

# Cyber Security



**This is a Phishing Scam. This web site looks like Facebook.com, but if you note the web address in the the browsers address bar you can clearly see this is not Facebook.**

Facebook Login

Email:

Password:

Keep me logged in

[Login](#) or [Sign up for Facebook](#)

[Forgot your password?](#)

?????? English (US) Español Português (Brasil) Français (France) Deutsch Italiano ?????? ??(??) ??? »

# Cyber Security

- Phones Scams - scam artists are now starting to use the phone to try to break into your computer. They usually call, claiming to be computer support associated with companies like Microsoft. They say that they've detected viruses, malware or some other thing on your computer to fool you into giving them access to your computer remotely and they will try to sell you repair service or software that you don't need. Sometimes they will lock you out of your computer and make you pay to get back in.

# Anti-Virus and Anti-Malware

- Microsoft Security Essentials
- Avast! Free Antivirus
- Panda Cloud Antivirus
- Avira Free Antivirus
- Windows Malicious Software Removal Tool
- SUPERAntiSpyware
- Malwarebytes' Anti-Malware
- Spybot Search & Destroy

(<http://library.nd.gov/flickertale/2013january.pdf>, page 13)

# Free Office Alternatives

- **Apache OpenOffice** – Formerly known as OpenOffice.org, this suite is probably the most well-known open source office suite. Apache OpenOffice offers six sub programs very similar to Microsoft's suite. Visit [www.openoffice.org](http://www.openoffice.org) for additional information.
- **LibreOffice** – This office suite is a derivative of OpenOffice, which means the underlying code is the same. LibreOffice was created by a group of OpenOffice developers that were worried about Oracle's plans with the source code. LibreOffice offers the same six applications, but uses a slightly different graphical user interface as well as a few different features. Many users favor LibreOffice, because LibreOffice continues new development, whereas OpenOffice development seems to be stagnant. Visit [www.libreoffice.org](http://www.libreoffice.org) for additional information.
- **NeoOffice** – This suite is another derivative of OpenOffice, created for the Mac operating system. NeoOffice was created before OpenOffice and LibreOffice had Mac support. NeoOffice has basically all of the functionality of OpenOffice, but is tuned for the Mac user by supporting the unique features of the Mac operating system. Visit [www.neooffice.org](http://www.neooffice.org) for additional information.
- **Kingsoft Office** – This program is very much like a knock-off, stripped-down version of Microsoft Office. Kingsoft offers the three basics - a word processor, a spreadsheet application, and a presentation application. The downside to Kingsoft Office, other than its limited applications, is that it only supports Windows and a few other mobile devices. Visit [www.kingsoftstore.com](http://www.kingsoftstore.com) for additional information.
- **Google Docs** – This web-based suite is becoming popular among Google users, because of its online architecture which allows you to sync it with a number of internet connected devices and other Google services. Google Docs makes it easy to share documents and collaborate with other Google users using the cloud environment. Google Docs offers the basic office suite including a word processor, a spreadsheet application, a presentation application, and an image editor.

# XP is DEAD!!



# Microsoft Support Lifecycle

| Operating system/Office Suite            | Latest update/service pack | End of mainstream support | End of extended support |
|--|----------------------------|---------------------------|-------------------------|
| <b>Windows XP</b>                        | Service Pack 3             | 4/14/2009                 | 4/8/2014                |
| <b>Windows Vista</b>                     | Service Pack 2             | 4/10/2012                 | 4/11/2017               |
| <b>Windows 7</b>                         | Service Pack 1             | 1/13/2015                 | 1/14/2020               |
| <b>Windows 8</b>                         | Windows 8.1                | 1/9/2018                  | 1/10/2023               |
| <b>Windows 10, released in July 2015</b> | N/A                        | 10/13/2020                | 10/14/2025              |
| <b>Microsoft Office 2003</b>             | Service Pack 3             | 4/14/2009                 | 4/8/2014                |
| <b>Microsoft Office 2007</b>             | Service Pack 3             | 10/9/2012                 | 10/10/2017              |
| <b>Microsoft Office 2013</b>             | Service Pack 1             | 4/10/2018                 | 4/11/2023               |
| <b>Microsoft Office 2016</b>             | N/A                        | 10/13/2020                | 10/14/2025              |

- Mainstream support—Microsoft will offer mainstream support for a minimum of 5 years from the date of a product's general availability. For example, if you buy a new version of Windows and five years later another version is released, you will still have two years of support left for the previous version.
- Extended support—Microsoft will offer extended support for a minimum of 5 years from the date of a product's general availability.

# Windows 10

## Things to know:

- Windows 10 originally claimed that it will be “the last version of Windows”.
- The Start menu is back.
- Windows 10 will begin automatically installing on your old machine. Microsoft is becoming very aggressive about getting it on your machine.
- The free upgrade offer will expire on July 29, 2016, after that you will have to purchase Windows 10.
- If you do install the free upgrade and don't like it, you have 31 days to uninstall it, after that you are stuck with it (sorta).
- Internet Explorer is replaced by Microsoft Edge.
- Microsoft is logging and storing a lot of information “Usage Data”.
- Updates are going to start being mandatory.

# LINUX



- What is Linux - an open-source operating system modeled on UNIX.
- It is an open-sourced operation system so software for it is mostly free.
- Linux has a very low susceptibility to virus and malware attacks.
- Requires a little gumption.
- Incredibly versatile and customizable.
- Thousands of different distributions (Distros).
- Common Distros:
  - Linux Mint
  - Debian
  - Ubuntu
  - openSUSE
  - Fedora

# WRAPPING IT UP



# Questions?

