ACK Computing Recommendations
www.ackcomputing.com – 485 4352

This is an incomplete list – just the highlights here! Call or write with specific questions.

Remember that if you have an internet connection you can look up stuff on the net and perhaps get some idea of what a "thing" does and why it might be on your computer. There are some very evil sounding but harmless (even helpful) programs out there that you might want or even need to run your computer.

Google, Dogpile, Yahoo, and MSN are just a few of the available Search Engines on the Web. Use search engines to research your questions, they are easy to use and often offer several answer sources allowing for a comparison and verification of the results. – Or, CALL US!

The purchase of additional spy/mal/adware tools such as Spyware Doctor or SpySweeper to be used in conjunction with McAfee, Norton, or PC-ilion is recommended. (For the latest and best choice, use a search engine from the Consumer Reports of Computer Protection ...) The latter products will be used on a daily basis to protect your computer from viruses, spam, and pop-ups while products like Spyware Doctor should be used occasionally but regularly to guard against the more insidious Trojan type programs that tend to hide deeper in your system. These products will cost about $30 to $90 for a one year subscription that allows automatic updates as well as support calls. Usually these licenses will cover three computers, read the fine print before buying. Please note that you can have to much of a good thing; one primary protection for everyday and one "run on demand" protection package is sufficient.

Buy your computer with as much memory as you can afford - 2 GB is a good place to start.

If or when pop-up ads do invade your screen it is our recommendation that the user go immediately to the task bar at the bottom of the monitor and right click the pop-up button (assuming a right handed mouse) and close the pop-up here and not in the frame itself.

It is absolutely necessary to keep dust and dirt out of your computer. The purchase of "canned air" or some way of carefully blowing/vacuuming the dust out of your computer every six months or so is recommended. Never blow air into a fan that is running - these fans are not designed for this abuse. A word of caution: never perform this action with the power on. In fact, if you are going to blow air into your computer or even remove the case cover do so only after unplugging the power source. Be aware that static shock is not good for your computer so make sure to ground yourself before working on it.

It should go without saying that you should keep your Windows operating System up-to-date either automatically or by manually updating; go to your Start button and search for Windows Updates to do this manually or while on the internet click on the Tools button in the upper right corner and select the update option there.

In Internet Explorer use the Pop-up blocker and the Anti Phishing services offered since Explorer 7. Be aware that older operating systems may not support the latest and safest Browsers for Microsoft. You may need to use Google Chrome, Firefox, or some other Browser to be safe.

Whether you pay for your protection or use a Freeware version, keep the program up-to-date for the best protection. There are NO legitimate products out there that will guarantee to keep your computer free from attacks by the "Bad People", which is why we recommend a second level of protection that you can "run on demand" to clean up any loose ends.

ACK makes several anti Spyware / Virus tool recommendations from our Web Site. If we have installed one of these on your machine it is most likely the FREE version. These free versions, like the paid subscriptions, should be updated regularly.

Other free tools we might install such as SpyBot, Malwarebytes, and Advanced Windows Care are run manually. We cannot stress enough that the user should research any unfamiliar program names before deleting, even if that means doing so from another computer. Do not delete any "Windows" programs – SpyBot will usually find three to six of them, just un-check them so that you do not "Fix" them. By not deleting, we mean "un-check" the box that precedes any of the following – or any other programs that you recognize and actually want to keep!
* Incomplete list of good programs your spyware protection might find and you will probably want to keep:
Microsoft. WindowsSecurityCenter.AntiVirusDisableNotify
Microsoft. WindowsSecurityCenter.FirewallDisableNotify
Microsoft. WindowsSecurityCenter.AntiVirusOverride
Microsoft. WindowsSecurityCenter.UpdateDisableNotify

Advanced System Care (iOBIT) is a Manual Protection program that will augment but not interfere with your current (full time) protection, it is important to change the settings from automatic to manual (instructions are at the bottom of this page). You do not need to turn off your current protection to run Advanced System Care. Run this program as often as you feel necessary; daily, weekly, monthly, semi-annually … If your computer has slowed down recently – run this program, then after it is done turn it off and update your full time protection and force that to do a scan as well.

Malwarebytes
Malwarebytes is another Run-On-Demand program, that we will sometimes install on your computer to augment your existing Security. Similar to Advanced System Care, you should click the tab marked "Updates" and run the update program before running any scan options. When downloading new versions uncheck the "Trial" option if you wish to keep this as a free product.

Please note these are free products, if downloading for the first time or downloading a newer version, **read the "pop-up" vendor offerings in each new Window presented very carefully for appropriate choices – Usually, we opt out of all the but the main product offer. BEWARE of the pre-checked options as you go through the installation screens.**

THERE IS NO NEED TO <u>ACTIVATE</u> THESE PRODUCTS - THEY ARE FREE!!!
YOU DO NOT NEED <u>iOBIT Defragment, Driver Booster 2,</u> or their <u>Malware Fighter</u> either!