

## How much of a target are you ???

### Incomplete Protection

Just recently, my daughter emailed me her grades and included her comments about each of her courses. Now this might sound ordinary to you, but she was out of the country at the time. Lakehead University allows students to register for courses, check their grades, and a variety of other activities all online. As well, two of her courses were online courses !!

For her, and thousands of other students the use of the computer is well beyond simply being a wordprocessor, or a device that solves mathematical problems. The use of the computer for the post-secondary student is becoming more pronounced, and more integrated into the business of education.

As well, there are videos and photograph attachments which help us remain close to friends and relatives. There are: chat services, online banking, government services, etc., The list goes on and on.

It is quite obvious that the use of the computer is becoming **more pronounced and more integrated into everyone's life**. Clearly, if a computer is not working well, the ramifications are often times severe.

Having said that, there is a tremendous value to a solid running and reliable computer. We have written previously a lot about the false economy of cheap low end computers, but this is not the focus today.

Regardless of the type of computer you have, there is the issue of your software and operating system, and all of the sources of attack which you face. Judging from the many people that come to us, there is an ignorance to the many potential problems.

Concerning viral attacks, it seems that these are so popular now that it hardly seems worthy of mention, but these are the **problems which still occur**: (1) the anti-virus software is outdated, you have 2003 software package trying to find a 2005 virus, (2) something has caused the automatic update not to work well, (3) the subscription has run out, and there is no update being done, and lastly, (4) a very poor anti-virus software package is being used. **Solution**: Buy a good software package. We of course

recommend the current Norton's Internet Security package. With our clients receiving telephone support as well, it is silly to spend more money elsewhere, and get less.

Aside from Viral Attacks, there are many other computer security issues, and I have borrowed some of the information from Symantec, and have them listed, and briefly described below:

(1) **Adware** is a class of software that facilitates the delivery of advertising content to the user. Sometimes, these programs may gather data from the user's computer. This may include browser usage or other computing habits. This information may be sent back to a remote computer or webpage.

(2) **Dialers** are programs that use a computer equipped with a modem to dial toll number. This would cost the computer user money. Some people have had very expensive telephone bills. Dialers can be installed with or without a user's explicit knowledge. Again, a potential & costly security threat.

(3) **Hacking Tools** can be used by an unauthorized user to accomplish a number of tasks such as: performing identification or fingerprinting of your computer, gain information through a security breach, etc., .

(4) **Joke Programs** while they do not necessarily cause problems, but they do alter or interrupt the ordinary and normal behaviour of your computer.

(5) **Remote Access Programs** will allow one computer to access another computer, and this is done without explicit authorization. This means that you don't know about this. Once access is gained, there are a series of problems such as: attacking or altering the computer, gather personal information, or infect or delete files.

(6) **Spyware** programs have the ability to scan a computer or monitor the activity and relay this information to other computers. Information such as: passwords, log-in details, account numbers, personal information, individual



files or other personal documents. It can also perform the same functions as adware too.

So the sixty-four dollar question is **how serious have you been about keeping you and your computer safe?**

## Free Products

Very recently, TBAY TEL has announced a FREE service which addresses the cyber attack issues discussed earlier. *TBAY TEL should be applauded for creating this value added package.* It is most welcomed, and should save some people some aggravation. TbayTel certainly demonstrates once again, a very good value for the money, and as well, continues to show leadership in the industry. But like other free packages, it is not perfect. Of course it is not perfect! Its FREE!!

After our quick inspection, we have come to the conclusion that Norton's Internet Security 2005 still has several very significant advantages over the Tbaytel Enhanced Security Suite. At Mentor Computers, we believe that **Norton's Internet Security 2005 represents the best single package protection** that is available for the retail user.

Here are some things that Norton's Internet Security is very, very good at, but is lacking in Tbaytel's Free Suite: (1) Heuristics scanning allows software to find a currently unknown virus. This is a very good feature, (2) Scheduled Virus Scanning for a full system scan, (3) Intrusion Protection is a fantastic addition for Norton's but not found elsewhere, (4) Spam filtering is almost a must now-a-days, and (5) Parental Control is easily installed and setup with Norton's.

Of course the TbayTel free package does have a few advantages over Norton's Internet Security 2005, and they are: (1) the price is one big advantage, (2) the software is fast, and there is a low overhead of computer usage, and (3) the firewall is easy to use, and comes with an extremely good explanation for just about anyone to read and understand.

Here is a wonderful test. Do this your self. Visit the Symanetc.com site and click on their Security Check link. Let them test your computer online for security issues and breaches. We hope this convinces you of the need for NIS 2005.

So in conclusion, for some significant financial reasons, the free package would be a wonderful and welcomed addition to a TbayTel internet users arsenal, but it should really be considered as minimal protection. For very much better protection, **Norton's Internet Security 2005 still represents the BEST**

**protection scheme** for the at home computer user, or the small business or office user.

## New Product

At Mentor Computers, we have an exciting new product which we think will help many people. Which category of computer user are you ?

(1) Your computer is rather old and slow, but you have a number of peripherals that all do the job with no problem. Even your monitor works very well. But at only \$ 490, does it make sense to upgrade your old computer when everything is new with a replacement tower system? The DK 2440 may be right for you !

(2) Your desk is beginning to look rather crowded. You don't want a big box on your desk anymore. Your current system is ugly, and takes up too much space. Well the DK 2440 was designed as a space saving system, and coupled with a LCD display makes for a sleek computer system - very desk friendly. Once again, the DK 2440 and monitor may be perfect for you.

(3) This is your first computer, and you really only need some simple games, internet capabilities, and word processing. The DK 2440 with the Linux operating system will allow you to run safely and virtually free of viruses for a long time.

You owe it to yourself for a look at our new line of computer systems. Starting at only \$ 490, and with top of the line components in that class of computer, you are assured of superior performance. And, it is all local. **The service and the support are performed here in town.** You are NOT shipping your product anywhere, and you are NOT speaking to someone at a call center.

## Maintenance Special

We still have a few weeks left of our maintenance special. Keep your computer running fine by having us do a complete preventative maintenance check and update. We guarantee you better performance, and few problems. Bring this newsletter in with you for our 18<sup>th</sup> Birthday Special.

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