



DWPC Technology Newsletter

Technology news from David W. Potts Consulting, LLC

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Welcome to the twenty-fifth edition of the *DWPC Technology Newsletter*. We hope you find this information helpful. If you no longer wish to receive this newsletter, please send us an email, indicating such. If you received this newsletter from a friend and wish to be added to the mailing list, please send an email to the address above and indicate your desire to receive the newsletter. Please feel free to share this newsletter with others.

Vulnerabilities in Apple QuickTime! Apple has stopped supporting its QuickTime media player. Vulnerabilities have been found in QuickTime that can allow malicious remote control of a computer. As QuickTime is no longer supported, these vulnerabilities will not be addressed. The Department of Homeland Security's Computer Emergency Readiness Team (CERT) issued an alert, strongly encouraging users of Microsoft Windows computers to remove QuickTime from their computer(s). You can read the alert, here: <https://www.us-cert.gov/ncas/alerts/TA16-105A>. The QuickTime media player had been installed with Apple's iTunes, in the past (or could be installed on its own). You can uninstall QuickTime from the Programs and Features Control Panel or through Start->All Programs (or All Apps)->QuickTime->Uninstall QuickTime.

Free Upgrade to Windows 10 ends July 28, 2016 When Microsoft released Windows 10, they began providing it [as an upgrade] to eligible users (most users of Windows 7 and Windows 8.1), free of charge. Although, once you upgrade your device to Windows 10, the Windows 10 license is valid for that computer, for its "life", the free upgrade is only available to install, the first year after the release of Windows 10 (ending July 28, 2016). As of July 28, 2016, users who wish to upgrade their computers to Windows 10 will need to purchase the upgrade. Although most users who are using Windows 8.1 will likely benefit from upgrading to Windows 10 (most users dislike the user interface of Windows 8[.1]), Microsoft will continue to support Windows 7, until 2020, so there is no pressing need to upgrade your Windows 7 computer to Windows 10. **As I have seen Windows 10 upgrades go awry, I strongly suggest performing an image backup, prior to upgrading.** Please Let David W. Potts Consulting, LLC assist you with your upgrade to Windows 10—or help you if you run into difficulties with, or after, your upgrade.

Windows 10 broke my computer! Although most Windows 10 upgrades go well, there are some computers that are not yet ready for Windows 10 . . . for one of a number of reasons (e.g. driver support). Many people don't know that, for the first month after upgrading to Windows 10, the upgrade can be reversed, reverting you back to your previous version of Windows. If you have upgraded your computer to Windows 10 and would prefer to revert back to Windows 7 or Windows 8.1, please contact us and we will be happy to assist you.

I DON'T WANT WINDOWS 10! Please contact us if you would like to have a utility installed on your computer that will stop the Windows 10 upgrade messages and stop Windows Update from downloading Windows 10, automatically. **Do NOT turn your computer off during the Windows 10 upgrade!**

Comcast voice remote controls: If you have the newest Comcast "Xfinity X1" equipment, you can request a voice-controlled remote control from Comcast. Not only will these new remotes allow you to control your Comcast set-top box with voice commands, but can also be programmed to control most TVs (for volume, mute, power and input), as well as some audio equipment (volume, mute and power). An extra benefit is these new remotes control the Comcast set-top box via RF (radio frequency), rather than IR (infrared), so, although they still must have line-of-sight to control your TV or AVR (audio/video receiver) via IR, they can control the Comcast set-top box from up to 50 feet, even through walls. Comcast should provide these remotes, at no additional charge, for X1 customers. If you have the older X1 equipment (that does not support the voice control or RF remotes), you may likely get your equipment replaced with the newer technology, at no additional cost.

Samsung is back on track with their new Galaxy S7! If you have been following my newsletters, you know I was disappointed when Samsung removed the water resistance with the Galaxy S6 (except the S6 Active), removed the memory expansion option and do not have user-replaceable batteries. That gave the Galaxy S6 the same features I dislike in iOS devices (like the iPhone). I guess I am not the only one with that opinion, as the new Samsung Galaxy S7 and S7 Edge are both water-resistant and support MicroSD memory! They didn't bring back the user-replaceable battery, but they claim the Galaxy S7 series has their "biggest battery yet". The Galaxy S7 series also supports wireless charging (so you can charge the phone by simply placing it on the charging pad). I am happy to see Samsung bringing back the water-resistance and memory expansion with their Galaxy S7 and feel that the S7 is a good option (correcting most of the issues I disliked with the Galaxy S6).

Windows Vista End-of-Life, in less than a year! Microsoft will stop supporting Windows Vista, April 11, 2017. When Microsoft stops supporting software, updates are no longer available, so new vulnerabilities will no longer be addressed. Although it is not a good idea to run any software that is not supported, running an operating system (e.g. Windows), once it is unsupported, is potentially more perilous. There are already programs that are no longer supported under Windows Vista, including the Google Chrome Web browser, and we can expect to see more programs no longer supported under Windows Vista. If you are running Windows Vista on a computer that is connected to the Internet, you should consider replacing it, before April, 2017. As Windows Vista computers are likely running on hardware that is over 6 years old, users should see a significant improvement in performance, moving to today's hardware (and Windows 10). Likely, you will find your replacement computer, although faster and having more storage, will cost less than you paid for your computer with Windows Vista. Please let David W. Potts Consulting, LLC assist you with selecting a new computer. We will also be happy to assist you with migrating your programs and data to a new computer, helping configure the computer for safety and for your peripherals.

Scam and fraud resources are available through the office of the Oregon Attorney General. As scammers are quickly creating elaborate ways to separate you from your money, I strongly suggest you use complex passwords, that you change often, and visit the Oregon Attorney General's Web site at www.oregonconsumer.gov, to keep abreast of newer scams and help learn ways to keep you and your family safer. You can also contact Ellen Klem of the Oregon Attorney General's office at ellen.klem@state.or.us or 503.507.1061.

Java Security Alert! As Oracle's Java continues to be a security risk, I am continuing to include warnings in my newsletters. Oracle has published a Web page that details how to disable the Java program. Please visit the page at: http://www.java.com/en/download/help/disable_browser.xml. If you do need to run Java, ensure you are using the latest release and remove any old versions. If you have any questions about this or other security issues (or any other computer questions), please feel free to contact David W. Potts Consulting and we will be happy to help you.

How do I . . . Please submit questions to me via email to the email address at the top of page 1. Questions may be answered in future issues of this newsletter, or may be addressed individually. I often have clients who exclaim, after my correcting their issue, how they have been frustrated by working on an issue for weeks before calling me. Often the problem takes less than an hour to correct. Many mention how, next time, they will call me first to avoid the frustration! I have helped people do things from selecting and programming a high-tech remote control to setting up a company's network infrastructure.

David W. Potts Consulting will be happy to assist you with your hardware, software and network selection, purchase, integration, troubleshooting and training. We specialize in Microsoft Windows computers and networking and can also assist you with home theatre and other electronics and technology consulting.

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