

# Newsletter Tips & Tricks

By: PC Tech UpTime, Inc.  
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## SYSTEM IMAGE RECOVERY

Image File Recovery has been around for a while! The Idea is used by major businesses, and education facilities. So how can this help me...you might say?

Let's imagine you're working on your computer to complete a report, online purchase, or banking that must be done...like NOW...! So many things can come into play while running your computer. Hardware system failure even on brand new computers is possible.

There is no catch here. Survival from a computer crash depends on the following:

1. You must have your data backed up regularly!
2. Having recovery disks. Or USB stick for your computer recovery when needed.
3. Having all the installation software that did not come on your computer originally!
4. Access to Internet, so that your Operating System can be updated .
5. Having newest printer drivers to ready to install when disaster strikes.

To repair a catastrophic system failure can sometimes take you from three (3) to six (6) hours to properly complete. This includes returning all your system settings and personal or business files, and pictures.

OR...

You can setup your computer so that you are prepared to recovery from most any major glitches that might render your PC unusable! It is always wise to make more than one backup and keep them at different location. This may sound strange, but your data is usually worth far more than the computer it is stored on.

## ACRONIS IS THE ANSWER...

You install the Acronis software, create a system image, saving it to a reliable external drive. The Acronis program request that you make an Acronis boot CD/ or boot Flash Drive to allow you to boot

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your system in a disaster situation. It is also important to learn how to select a boot device, ie. Your Acronis CD or Flash Drive. The recovery usually takes roughly 1 to 2 hours to do a complete restore exactly as it was at the time you made you last made a system image! It would be wise to update that image at least monthly to keep it up to date!

## **SPECIAL NOTE:**

**If the failure is from physical damage, or just plain worn out or defective parts then you must contact a qualified technician to evaluate your computer to see if repair is cost effective. The possibility that damaged parts may end up costing you more than your current system is worth!**

## **DEFAULT PROGRAMS...TIPS for IE users**

The word DEFAULT on a computer means that there is a program that will always take charge of viewing a specific file type unless you change it. Fortunate for us...we still have the ability to change the default browser. For those who don't install Windows updates on a regular basis you can expect that any browser you choose will have conflicts.

**NOTE:** Two things can change in the way you do this depending on your settings.

- 1- Depends on whether your system is set to "Single, or Double click" on an icon to open it.
- 2- And, if your system shows extensions such as .exe, .doc., html etc that trail the title of a file.

These directions are for a normally set default system of "**Double Click**"

It's probably wise to tell you right here that opening icons from a **Start menu**, or the **Task Bar** are usually a single click process by default. Whereas opening an icon from the desktop, or a folder window is generally set to open by double clicking that icon!

## **MAKING INTERNET EXPLORER 11.0 YOUR DEFAULT BROWSER**

- First of all...be sure all Windows 10 updates have been completed...!
- To make things easier...first place hidden system icons back onto the desktop...
- Right Click on blank area of desktop & choose "**Personalize**" from the drop down menu.

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- left click on “**Themes**”
- left click on “**Desktop Icon Settings**”
- Next, place a check mark next to all boxes at top of the “**Desktop Icon Settings**” window.
- Optional: place check mark in “*Allow Themes to change desktop icons*” **close all open windows.**
- Double left click on the “**This PC**” icon on your desktop.
- Double left click on the **C:/** drive where the system files are located.
- Double left click on the folder “**Program Files**”, or the “**Program Files (x86)**”
- Double left click on the “**Internet Explorer**” folder, once to open it:
- Right Click on the “**iexplore**” icon it should be the one that is **797 kb** in size.
- There are 2 options on the popup menu, “**Pin to Start, & Pin to taskbar**”, Check both
- This puts IE on the **START MENU**, and on the **TASKBAR** at the bottom of the screen.
- At this point you can move the **EDGE** icon off to the right in the Task bar, or leave it alone.
- Next, Set Internet Explorer as your **default browser**...
- Open the START menu then click on “**settings**”
- Left Click “**System**” icon
- Choose “**Default apps**” ,it's approximately the 6<sup>th</sup> or 7th one down will be the “**Web Browser**”
- Left click on the default item listed there and a menu with all possible choices will pop up.
- Select “**Internet Explorer**”. Close all windows and restart your computer.

You should now have IE 11.0 (Internet Explorer) now set as your default browser, and have an icon of Internet Explorer, both in the Taskbar at the bottom of your screen, and in your Start Menu. IE should appear as a light Blue “**e**” with a Gold slash wrapping around it at an angle. Webpages that you have links to on your desktop or in folders should now open Internet Explorer by default.

## AN URGENT CLOSING NOTE:

Many utility program scams are promoting the idea that they are legit because they advertise that they are in fact Microsoft Partners. Even a TERRORIST can pay for that TITLE. My grandfather always said if it sounds too good to be true...it probably is.

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A customer reported the other day that after trying to connect their new KINDLE to his computer that he got a call that his computer was infected with a virus and or malware. I think the Kindle connection was in fact a coincidence to this event, but anyway they told him his computer had been compromised with malware and that they were willing to sell him an annual contract for \$376.00 to fix the said problem.

He turned his computer off immediately and called my company to make an appointment. When I went to his home on a service call, the only problem I found was a Remote Access Program that had been installed on the same day the call came in to him. Of which he had not authorization to do so. Nothing on his system appeared to have been removed. After a virus scan there were no threats on his computer at all. Scams like this can costs users all over the world Millions of dollars and countless hours of lost computer time...! Because these scams use fake virus and malware alert files that don't really exist, or they end up removing important files that your system needs to operate normally. Their game is to convince you your in trouble so they can extort money from you. I call these individuals, or companies software terrorists. Call them what you will, they are thieves working to part you from your hard earned money and piece of mind by instilling fear and uncertainty.

Oh yeah I must add the scariest part of this scam scenario! Your installed antivirus and or malware software is very unlikely to catch any of this because the user usually invites the scam into their computer system accidentally when the scammer convinces the user that their computer is infected and they need this action to save them from disaster. Sadly the users action basically give authority to the scammers request, and any alerts that might arise would be written off as part of the problem. These scams if left unaddressed sometimes will install viruses by downloading them from their own websites.

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Call us today to setup an appointment to review your situation and recommend what would fit into your budget, and needs. (828) 400-7271.

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Check out our company website for a link page:

<http://www.pctechuptime.com/security.html> Antivirus software

<http://www.pctechuptime.com/backup.html> Backup Choices

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**NOTE:** Generally backup units of all types only backup your files, and not the programs or system files. If you want a program that does that then you'll need to Buy, install and configure the Acronis program.

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