Hello all,

Given the high volume of calls I have received over the last few years regarding "some guy from India has controlled my computer and now I can't do anything." Back in 2013 I reported this issue. Please remember, people in my business will never call you regarding your computer being infected. It will never be legitimate. **It will always be a scam**. In which case, you have a choice to make should you be called by one of these people. You may hang-up or tell them what you think of them or try something new. When they call me, I let them ramble through their written routine and then I respond with, "I'm filled with the Holy Spirit and I know you are lying to me." I then wait to see if they hang-up. If they stay on the line, I present them first with the truth that they already know what they are doing is wrong (it is written on their heart). Then they are presented with the Gospel and I encourage them to tell others what they heard and received. I pray with them over the phone and then ask them if it was appropriate for them to continue doing this criminal activity given what they have received. I then suggest to them to walk out as a group. It is a way into India without stepping foot on an airplane. To date, I have been called 12 times. Imagine that. A computer Tech. business being called 12 times by computer extortionists. This is disproportional to the national average.

Never pay a ransom to get your files decrypted. Doing so empowers these criminals to keep doing what they are doing. You should keep a backup copy of your data like pictures and documents and quicken backups or QuickBooks backups etc., on external flash or hard drives. Once your data is stored safely off of your computer, unplug the storage device. DO NOT plug it back in unless you are planning to copy or backup your data to it; or, copy or restore data from it back to the computer. Always check to see that you can open a picture or a document on your computer before backing up to an external device. If your files are encrypted by some ransomware, you will be unable to open your file(s) and if you were to plug in your external device, it too would become infected and therefore encrypt all of your backed up drive data. So don't plug it in if your computer is infected.

Do not become a victim. Think before opening things in your email. Don't fall victim to online attacks via a web screen telling you that your computer is infected and to call Microsoft or some other place. These are methods of how you willingly become a victim. If you get a window popping up while you are browsing the Internet telling you that your computer is infected, do not panic and do not interact with the webpage telling you that you are infected and DO NOT call their 800 number. Instead, simply go down to the start button and either shutdown or restart the computer. This will close out the open windows without you clicking on them. When you get back into

windows, run Ccleaner if you have it or manually delete your temporary Internet files. Then go here to run a scan to be sure nothing got in. Just wait for the run dialogue to come up and then click on it or save the file to your computer and then run it. Then click scan. If it finds anything, click clean and answer ok to allow it to restart the computer. When it come back into windows it will show you what it deleted. Close the window and you are done.

If you get a file attachment in your email and do not know if it is any good, download it to your desktop or any place where you know where to find it, click on my webpage Comp-Tu and then click on Scan Your Files. I suggest choosing the first scanner. It is one of the fastest and uses more than 40 scanning engines to check for infections. Simply upload your file to the site and allow it to scan it.

If I happen to be online and you have questions, you may go to my site Comp-Tu and then click on Chat & Contact. You may contact me by clicking in the window located at the bottom right of the page. It will also tell you whether I am online at that time.

Please sign my Guestbook and let not just me but also others know if I am serving your computer needs.

https://www.bleepingcomputer.com/news/security/ransomware-victims-hit-on-average-by-two-attacks-per-year/

https://www.bleepingcomputer.com/news/security/california-voter-database-exposed-online-again-held-for-ransom-again/

Rick Cunha
Comp-Tu, Computer Technical Support and Consulting
Click the link below and then click chat if you need help. If we are online, you'll know it.
Please sign and rate us in the Guestbook. Let us know how we are doing.
Comp-Tu

"Life without God is like an unsharpened pencil. It has no point."