

**Finally! Your Computer Woes Are Over!  
Just Call The Man... The PC Man.**



Glenn Crabtree  
**The PC Man**  
Call or email today:  
704.708-5949  
glenn@homepcman.com

- Has your system crashed?
- Is your computer too slow?
- Want a high speed Internet connection?
- Can't load the latest software or games?
- Need more memory?
- Need virus protection?
- Want to send email to family and friends?
- Bring your children into the internet age.
- Need help choosing new system & setting it up?
- Need to upgrade or have general repairs?

*No need to take your system to the shop and wait an eternity to get it back. We come to you!*

*"I needed someone to help me get the most out of my computer system. Dealing with email and the Internet has always been a bit overwhelming for me. Glenn has made it fun and exciting to use the computer, not frustrating and laborious, for our entire family"*  
*Satisfied Client*

**Now you can get computer repairs and general help right in the comfort of your own home. Expert service, setup and training.**

**Call today for your exclusive in-home consultation**

**computer help for the home**



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Technology Consultants  
Data Storage Solutions  
Data Security & Virus Protection  
**Affiliated w/ PC Man**

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# CDN The Daily Backup

CDN TECHNOLOGY INC

Technology Consulting for the Small Business



A Newsletter from CDN Technology, Inc.

December 2003



*A Note  
from the  
President*

*My newsletter is used primarily to expose new and exciting technology that is coming or is available now. My last newsletter was in May of this year and my schedule has not permitted the time to compile the data required to compose another. The holiday season has prompted me to compose another and combine it my usual Christmas greeting for everyone.*

*The digital divide is narrowing faster every day. The demand for technology related services is expanding at an equally fast pace. Now may be the time for you to evaluate upgrading that old computer that has been a burden for a while. You may also be evaluating the need for that computer for the kids. One thing is for sure, the exciting times that we are in now is improved greatly by the latest computer technology. Digital pictures, wonderful audio features, and unbelievable gaming technology can be at your fingertips.*

*At the same time I am be very grateful for my blessings of friends and clients created through my relationships born from technology. The holiday season with Thanksgiving gone and Christmas coming fast urge us to appreciate these blessings more.*

*I would also like to add that I can be very grateful to those people would have endured great sacrifices in this world so that I can enjoy the simple pleasures and blessings that we all take for granted everyday.*

*Think about it and thank someone today.*

*Glenn*



## Somebody is Watching What is this Spyware issue anyway?

Also called *adware*, spyware is any software that covertly gathers user information through the user's Internet connection without his or her knowledge, usually for advertising purposes. Spyware applications are typically bundled as a hidden component of freeware or shareware programs that can be downloaded from the Internet. Once installed, the spyware monitors user activity on the Internet and transmits that information in the background to someone else. Spyware can also gather information about e-mail addresses and even passwords and credit card numbers.

Spyware is similar to a Trojan Horse in that users unwittingly install the product when they install something else. It is often hidden in the EULA, or end-user acceptance policy accompanying most software installations. Nobody reads them and even if we did we would not understand them. Another common way to become a victim of spyware is to download certain peer-to-peer file swapping products that are available today. The worst one I have seen is Kazaa. I would not recommend it for anyone's computer. I wrote about it in my November 2002 newsletter, *Beware of Kazaa*, and it has gotten worse.

You also have what is called 'drive-by downloads.' Drive-by downloads are accomplished by providing the user with a misleading dialogue box that forces a stealth installation. Many times users have no idea they have installed the application at all, and it's quite typical for adware developers to make their applications very difficult to uninstall.

Unlike adware, spyware is potentially a more dangerous beast because of the type of information it can gain access to. Spyware covertly gathers confidential and private information, and monitors system activity without the user's knowledge. Spyware can record your keystrokes as you type them, obtaining passwords and credit card numbers, tracking where you surf, and logging chat sessions, and can even take random screenshots of your activity. Basically, whatever you do on the computer is completely viewable by the spy. Spyware is often sold as a spouse monitor, child monitor, surveillance tool, or simply as a tool to spy on users that gain unauthorized access to your PC.

Now you may ask, what can I do to prevent these intrusions. For starters, you should be using a good anti-virus package like Norton Anti-Virus or Trend Micro PC-cillin. Even though these programs don't specifically target Adware and Spyware per se, many anti-virus programs can catch prolific spy software because they are often classified as "Trojan Horses." Most of the popular antivirus programs are starting to package adware fighting tools in there package. Norton and Trend are the best to date.

Another practice would be do not install file sharing programs like Kazaa. These types of applications are often littered with adware and spyware. How do you think these companies get funding to let you use their applications for free? (see page 3)





# Merry Christmas

Many thanks for the many blessings that have been bestowed upon my company and me over the past year. My personal and business success can only be judged by the successful relationships and friends that have been established.  
**There have been many!**

*May you and your family realize the many blessings of the holiday season  
and  
may your home be filled with happiness.*

## Somebody is Watching

A telltale sign that your system might be infected is if you start to notice a considerable drain on system resources. Poorly written spy software will almost always put a drag on system resources. Watch out for insufficient system resources, running out of memory, lots of hard disk activity, or a screen that "flickers." A flickering screen can sometimes be caused by some spy software programs, as they continually take snapshots of the computer screen.

To combat the problem I would start first with the installation of a good firewall. Firewalls will alert you to both the inbound and outbound activity on your network, and will also allow you to control exactly what type of traffic is allowed to pass through. Many firewalls offer very detailed logs which record and warn you of any suspicious activity. Keep any eye out for any programs you do not recognize that try to send data out of your system. A good one that I personally use and recommend is ZoneAlarm Pro. It is easy to install and administer.

I would then install and use a good spyware/adware removal program. A program called SpyBot Search & Destroy is the one I personally use and recommend. It is free and works very well. Download it from <http://www.safer-networking.org/index.phplang=en&page=download>. The most highly regarded is appropriately named Ad-aware. It won an award from PC World magazine as Best Software Product 2002. You can get this one from <http://www.lavasoftusa.com/software/adaware/>. While these utilities (and others like them) are very effective at protecting your privacy, there is only so much they can do, and they work most effectively when used in conjunction with a bit of common sense. So don't be lulled into a false sense of security just because you have one or more of the applications installed. They are helpful, but there is no such thing as 100-percent

## Kid Proof your computer

As technology becomes easier to use, it's likely that your kids are going to be spending more and more time in front of the family computer. While every parent would like to ensure that the time was conscientiously supervised, especially when kids venture out onto the Internet, we all know that overseeing your children every moment of the day and night is not always possible. Never fear, you can still protect the safety of your children (and your computer!) even when you're not home.

### set clear rules

When you can't be there to keep an eye on your children's computer usage, it's important to have a clearly defined set of rules. Exactly what these rules are will depend on you and the ages of your children, but they will probably include stipulations like how long they can use the computer at a time, guidelines for sharing the computer with siblings, and what games or programs they are allowed to use. You will also want to establish a clear set of rules for Internet behavior, and post these on or near the computer. Though the Children's Online Privacy Protection Act has been in effect for a while now, the Internet can still be hazardous for young people who are uninformed about safe and unsafe behavior. Such rules should include:

- Never use your real name online; always use a screen name.
- Don't give out personal information such as your address and phone number, or exchange photographs online.
- Never agree to meet a chat room or e-mail acquaintance in person.

Depending on the age of your child, you may want to restrict their chat room and instant messaging activity to child-safe portal sites, which are monitored to protect against inappropriate behavior. Also, encourage your child to introduce you online to new "friends," and to come to you if they encounter any disturbing behavior while online. ↗

## while the cat's away ...

Of course, if you're not around to supervise, your children will likely be tempted to push the boundaries that you've set. If you want more guaranteed control of your kids' computer use, there are a variety of software programs that you can install that will help.

The most comprehensive of these will allow you to set up a special profile on your system for your children. When a child logs on using their user ID and password, they can only access those programs and files on your computer that you have designated. These programs can also monitor time spent online and report on the activities your child has pursued while on the computer.

If you're primarily concerned about making sure your child doesn't happen across inappropriate material while surfing the Web, a large number of child-safe browsers and filtering programs are available. The programs, many of which you can find free online, use different means to filter adult and otherwise inappropriate content. Do some research to discover which program will best suit your needs.

Whether you decide you need only the most basic child-proofing for your computer or you feel it necessary to have more elaborate protections in place, you will rest easier knowing you have done what you can to ensure the safety of your children.

### THE DAILY BACKUP

*The entire contents of this newsletter are written and published by CDN Technology & Glenn Crabtree. It does not represent any endorsements of the products and articles within.*

*Please send any comments or questions to email address, [glenn@cdntech.com](mailto:glenn@cdntech.com). If you do not wish to receive this publication email to the same address or call 704.708.5949.*

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Exclusive area representative for:

