

Radio Days – 2009-08-08

Tip of the Week – More Virus Problems

Virus problems are coming thick and fast. Two more bad infections this week, so please keep them coming as I need the work! Both of these infections were relatively easy to remove (unlike the ones from previous weeks) using programs which I carry with me in my Toolkit: a USB disc with all sorts of files waiting to be installed and used to clean out the infections.

One way to find out if you can fix an infection by yourself is to go to the Symantec website: if you are not allowed in then the virus has blocked access to anti-virus websites and you will need to get professional help.

One client had such a good virus that it managed to slip though the defences provided by an up-to-date copy of AVG Free. This one easily succumbed to MalwareBytes: a program which I first heard of from Microsoft's support people then read about in magazines. This time it found 27 infections, mostly from Trojans, and they were all removed without any fuss apart from the time taken to scan the computer (about 1½ hours). The main culprit was called PersonalAV (which I had never heard of) which appeared as a notice informing my client that he was infected and should download this wonderful program.

Beware programs which offer to do magic for you!

Finding Duplicate Files

Duplicate files are everywhere. My favourite program for finding duplicate files will find all the duplicate files in the areas which you tell it to search. Some of those files may be needed, especially if the file name starts with *C:\Windows* or *C:\Program Files*. You must be careful if you want to delete any of these files as deleting them may cause Windows or your favourite programs to stop working.

In this section I am talking especially about duplicate photographs. I have seen a number of clients who have downloaded photographs from their camera and wondered just how they managed to get so many copies of the same photographs. I am not sure how this happens, but I find it easy to show my clients where the duplicate files are. My favourite program for finding duplicate files, *DupFinder*, finds all the duplicate files, but a program like *Picasa*, which displays images, makes it much easier for people to actually see the duplicate files.

Another program which I use when working in images is *IrfanView*. This program can show you the images which you have on your hard disc. Unlike Picasa it shows only one image at a time. Both programs have their place in my toolkit: I use DupFinder to find the duplicate files then both Picasa and IrfanView to check the photograph to see which copy I want to keep.

Websites

DupFinder	brooksyounce.tripod.com
IrfanView	www.irfanview.com
Picasa	picasa.google.com.au
Symantec	www.symantec.com
MalwareBytes	www.malwarebytes.org
A Squared	www.emsisoft.com
Ad-Aware	www.lavasoft.com
Spybot Search & Destroy	www.safer-networking.org