

# PINON PC SUPPORT

a division of Enterprise Computing Systems, LLC



## Newsletter #10

## July 2009

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SALITY .... and more !

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### Quick Links

<http://www.pinonpc.com/>

<http://astore.amazon.com/wwwpinonpccom-20/>

**Pinon PC will be closed for a summer trip from July 29th until Aug 20th.** Pinon PC will re-open on Aug 20th, late in the morning, after Kaity gets off to 2nd grade ! :-) My husband, Brady, and our techs will be in town and available while I am gone. You may reach Brady at 662-5450. Warning: he charges a higher hourly rate than I do!

**We have 2 more Mac techs on board now.** One specializes in software and the other troubleshoots hardware & software.

### IE 8 and its blocker

Internet Explorer 7 (IE 7) and IE 8 are both out and are being pushed by Microsoft. If you wish to receive neither of them, start a Windows update, select "Custom", and unselect them from the list of updates to be installed. Then check "Do not offer this again".

IE7 proved to be seriously problematic, but IE 8 is a much friendlier web browser. I have found it to be quicker to open and quicker to retrieve web pages than IE 7 ever was.

IF you wish to upgrade to IE 8 it is available at <http://www.microsoft.com/windows/internet-explorer/default.aspx> . It is also available from Google, optimized for Google at <http://www.google.com/toolbar/ie8/> . After installing I suggest that you update each toolbar you have installed so as to obtain the latest one which will be compatible with IE8.

### XP SP3 and HP Office Jets

XP Service Pack 3 (SP3) is out now and being pushed by Microsoft. I no longer have the objections any more that I did to it when it first came out. It installs easily and doesn't seem to effect performance MUCH if your computer is rather new. I DO SUGGEST that you run your anti-virus and all anti-spyware tools you have BEFORE installing SP3 !!!

There DOES seem to be a major issue with SP3 and HP Office Jets printer software. I can't really quantify what the issues are, but only that we have seen a pattern of problems. I suggest that, if your printer is not working after installing SP3, you should uninstall the printer suite software, reboot, download the most recent version, and reinstall it. Don't forget to remove the usb cable for the printer during the reboot step.

## SALITY

For 2 weeks in late June / early July my shop was paralyzed by a bit of malware called Sality. It came in on an infested machine and rapidly spread to other machines on my bench. I had to go into "quarantine" mode on my bench, stopping all work on clean machines until I was able to eradicate the infestation. It about drove me nuts !!! This put me up to 2 weeks behind on projects promised and in the shop. I am so sorry !!!

Symptoms: the registry editor command of REGEDIT and the CTRL-ALT-DEL invoked Task Manager are blocked from being accessed. If you see these symptoms, remove the PC from networking with others, turn it off, and call me !

A big help I found in cleaning these PCs were the free online scanners. Since the registry couldn't be modified, no program could be installed. These web based cleaning tools use ActiveX commands and can run during a Sality infection

<http://www.bitdefender.com/scanner/online/free.html>  
[http://www.f-secure.com/en\\_US/security/security-lab/tools-and-services/online-scanner/](http://www.f-secure.com/en_US/security/security-lab/tools-and-services/online-scanner/)  
<http://housecall.trendmicro.com/>

Feel free to use these reputable cleaners !

## ShopPinonPC.com

It has been brought to my attention that my Amazon shop called [www.ShopPinonPC.com](http://www.ShopPinonPC.com) has been trying to push down some malware. Until I get that cleared up, you may access the store directly at <http://astore.amazon.com/wwwpinonpccom-20/> .

## Something fun!

I don't remember how I came across this web site - <http://www.deadcellzones.com/> - but it sure is interesting. It shows user reported dead spots for cell phones. You can select just your carrier (Sprint, Alltel,...) and then zoom in tightly to a very specific part of a state. Try it !

## YOUTUBE.COM is not supporting IE 6 any more

Youtube.com just posted the following notice:

We will be phasing out support for your browser soon.  
Please upgrade to one of these more modern browsers.

They list Google Chrome, IE 8 and Firefox 3.5 as being their supported browsers. Hmmm. I still use IE 6 but will switch to IE 8 soon. This may be a sign of things to come !

Heather Burke  
Pinon PC Support  
505-470-2431  
[help@pinonpc.com](mailto:help@pinonpc.com)

Prior newsletters at: <http://www.pinonpc.com/newsletters-front-page.htm>

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