**New Website Writing Log**

**Dan’s Tech Support Unlimited**

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# Index.html

Welcome Technology Users

You are now entering the new home of the DTSU team. Here you will find spectacularly low prices, great promotional offers, and tons of content to read up on.

Warning: This site is not complete and undergoing development. Thank you!

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# Home.html

## Slide 1

We are dedicated to speeding up the process of repairing and setting up your technology, without having to go through the expensive and nerve wrecking experience of using bigger companies. We strive for perfection in our craft, and will do all in our power to provide you with the best possible experience.

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## Slide 2

Website Design 10-20% off!

We are now offering lower than ever prices to create and maintain your own personal websites! Check it out now! This offer won’t last long.

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## Slide 3

Mobile Service is BOOMing

We have noticed a large spike in mobile device repairs, mainly cracked screens, in the past few months of operations. We offer the best quality, for the lowest price, and are proven to get the job done quicker than the rest with a 100% accuracy rating to date.

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## Column 1

Website Design and Management

We create websites that can range from any look, weather you prefer a sleek classic business design, or an older stylish picture sharing website; Dan's Tech Support Unlimited can provide. We offer low prices on some of the internet’s best products.

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## Column 2

New DTSU Logo!

This is the new DTSU logo recently created. We were starting to get tired of the old logo mainly because there was too much going on. We, and more importantly our customers find this logo to be much simpler. Although it is not too simple, we feel it is the just right balance.

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## Column 3

Mobile Device Procedure

We start by guaranteeing you first class service, order you Class B parts which arrive within days, then when you drop off your phone you don't have to wait hours for it to be returned, one hour at the max! It is then promptly returned with a 100% success rate to date.

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## Block 1

Welcome! We appreciate your visit.

There are many tricks malicious computer programmers can use to fool an anti-virus program, or more likely the user. Malicious programmers are very plentiful in today’s technology enriched society, and they are growing by the dozen. Most technology support companies like to charge overwhelmingly high prices, but the consumer is forced to pay these because of the total need for technology in today’s day and age. That is not the case at DTSU, where we offer the lowest prices around, and still provide the highest level of service.

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## Block 2

MONTH DATE YEAR

The newest and most adaptive version of the Dan's Tech Support Unlimited website has been officially released to the public! With a complete UI (User Interface) overhaul and improved graphics, this site is the best one yet! We are very proud of what has been accomplished, and you can view the team members behind this here.

February 15th 2013

The newest version of the website has been released to the public! This is a rushed project, and it will be a place holder until the next version has been developed. Change logs are available at this link.

December 12th 2011

The first computer repair case has been successfully completed, with a 100% turn around for the customer. The client is very happy, and says that DTSU will be used in the future.

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## Block 3

Sponsors

Dan's Tech Support Unlimited is all about small businesses and developers. We encourage anyone with inquires about sponsorship to contact us. We would love to hear your story, and you may just get on our website! For every sponsor, a new page will be created. Under each page will be information regarding the developer and the product.

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# About.html

## Standards

Flexibility

We are dedicated to making our services as flexible and comprehensive for our clients. All needs are assured to be addressed and we will provide answers for any question the client may have.

Speed

Most repairs take anywhere from 1 hour to 3 days (in extreme cases). While there are issues that can cause delays, we will always find a viable and cost effective way to work around and resolve any issues.

Quality

While offering the fastest service in the industry, we also strive for the highest quality possible. We are dedicated to making our service the best that it can be for our clients all around.

Assurance

In today’s day and age, we rely on our technology almost as much as we rely on each other. At Dan's Tech Support Unlimited, we provide you with the highest level of assurance that you will be happy by the end of our job.

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We use the terms client and job a lot here at Dan's Tech Support Unlimited, but we want you to know, you are more than that to us. You are what keeps us growing and surviving, as your satisfaction means everything to us. You are more than a client, you are more than a job, and we want you to know that we have your back.

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## Bar 1

The probability of success is difficult to estimate;

but if we never search, the chance of success is zero.

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## What We Have Done

Website Development

We have developed a few low end websites for small clients with low budgets. The most noticeable and large scale project is this very website! Go ahead and take a look around!

Computer Services

School is back, and the dependence on technology is on the rise. Your work computer has crashed and there are advertisements all over every page; what do you do? We have your back, give us a call.

iPhone Repairs

Phone repairs are always a stressful event for smart phone owners. With companies charging beefed up prices and days for completion, how could you survive without taking those selfish? Take a look at how we are different.

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## Bar 2

Our Work Process

We start by requesting that our clients fill out a small information sheet which gives us the basic contact information and some general questions for our reference in order to help you better. We then take the device and do a comprehensive analysis to determine what the best course of action would be. If you need to get parts to replaced, we assure you that the lowest prices and best quality items will be purchased, and the installation will be done in minimal time. We then will return the device to you promptly, and address any satisfaction issues you might have. We are here to help you, we are here to save your money, and your nerves.

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## Bar 3

Our services are executed with the utmost care to fulfill your needs.

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## Bar 4

Our team consists of many amazingly talented freelance workers and providers that make us who we are. We are currently ran mostly by the founder who is also a developer and graphics designer.

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## Danner.html

### Header

Daniel W. Anner

Web/Java Developer && Owner/Operator of DTSU Contact Me

### About Me

Daniel W. Anner came from a middle class working family. He started his life interest in computers when he was young, watching his father create racecars for his simulated NASCAR racing game. He wanted to know how the computer produced such vivid detail, how the pedals interacted with the computer, and how the microphone allowed his father to chat with buddies that were not in the same room, or even the same state!

He started tinkering with old computers his parent approved of. One day his family’s personal computer was infected with a virus, he approached his family and said he could fix it. They did not believe them, and one costly $600 trip later, the computer was back to its old slow state. He then created Dan's Tech Support Unlimited. His main goal was to charge as little as possible, and provide the best computer and home entertainment services.

A year or so later, his business started to boom! He expanded into working with mobile devices aside from computers and home entertainment systems. So far the DTSU success rate with mobile devices is 100% and 1% margin for error, fingers crossed!

Lastly, Daniel has been working on advancing his skills in programming since he acquired an interest at the age of 12. By 16, he was moderately proficient in HTML and CSS, starting to learn JavaScript. By 16 he almost mastered HTML5, CSS3, basic JavaScript, and jQuery. By the age of 18 he has become very proficient in Java and Java UI Design. Currently, he is enrolled in Stockton University to advance and gain valuable skills which will help him further his emerging career.

### Latest Projects

#### Website Redesign – DTSU

A responsive Bootstrap website for desktop and handheld devices.

The old version of the Dan's Tech Support Unlimited's webpage was written entirely by hand, mainly focusing on hand made graphics and hand typed code. Everything that makes that webpage what it is, was entirely hand made by Daniel W. Anner.

The new version of the website, currently being viewed, was also entirely written by Daniel, but a college friend was also employed to create graphics. This website was designed with a popular framework called bootstrap, along with the common jQuery.

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#### Theater Cue Tracker

This is an advanced GUI based management system for Theater Techs and Stage Managers. This was designed for a local high school that found a major issue in having to write down hundreds of lighting cues, stage cues, prop cues, etc. This program allows for addition of weirdly numbered cues, normal cues, text descriptions, removal from the list of cues, saving lists of cues, loading lists of cues, and optionally submitting usage data.   
**Version 1:** Light GUI created and not much detail added except for a list, a text box, a few buttons, and a few labels.   
**Version 2:** Enhanced GUI with addition of weird cue numbers, nicer table, larger description, and data usage.   
**Version 3:** Beefed up GUI, lots of details added. Save and load buttons added and given full functionality. {The program is finished in this stage}   
Future versions to be decided on usage data, user submissions and recommendations. Possible addition of multiple lists for all types of cues in the future.   
**[This project was created for a school theater program and will be used for the first time in full swing later this year.]**   
  
\*\*This program is available for licensing, contact us for more information\*\*

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#### Banking System

This Java program is a fully working banking system. The **first version** is a Terminal based version that allows for users to enter information and selections by using numbers. {Still in development}   
**Version 2** is going to be a fully functional, multi windows GUI based system, allowing users to open windows and use buttons and boxes for selections.   
**Version 3** will use the same GUI version, but add graphical tweaks and focus in on data security.   
Later versions not yet fully planned out...   
  
[Objective of this project: Learn and enhance GUI and data security skills for all needs in the modern computing world. Also there may be a need one day to represent a multiple class structure, that securely transmits data to and from in a small yet quick fashion. The main goal is to enhance skills and show large multi talents.]

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#### Dedicated DTSU Data Storage Server

DTSU has always had ways to back up your data, mostly by keeping it on our servers within compressed files. We are dedicated to keeping your data as secure and backed up before we do anything that may remove it. As we are starting to approach out 2 TB back up limit, we are looking to move forward and acquire a new NAS server, or alternately acquiring a new server to virtualize the process. This will cost approximately $200 - $600 and will make the current process a lot faster, more secure, and more reliable. These are three major aspects of backing up data, especially user data that we hold to the highest standards.

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#### Linux Data Recovery System

DTSU has used a various amount of ways to retrieve "irretrievable" data as larger companies have claimed. The problem with large companies is that they generate a lot of revenue per day, which allows them to drop certain aspects of technology repairs and claim that parts are "broken" or data is "irretrievable." Do not get us wrong, there are some cases where data is legitimately irretrievable, but the point is that DTSU will spend that extra time and resources in order to give our best effort to retrieving your data. If we are not able to do so, we can set you up with a various amount of options that may work for you.

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### Other Projects

#### Lucky 7’s

This is a very simplistic gambling game. You roll 2 dice, if your numbers added up returns the number you predicted you get a larger sum of cash than you placed down to bet. If you do not roll the same number, you lose the bet made. If a 7 is rolled, the game is automatically over.   
**Version 1:** All Terminal based, everything uses numbers to navigate menus.   
**Version 2:** Terminal based still, starting to add multiple classes and reduce data usage. {Currently in this stage of development}   
**Version 3:** Add a GUI and make die actually roll, or if not easy, skip this until version 4. Make everything single menu, or even better multiple menus.   
Later versions not yet fully planned out...   
  
[Objective of this project: Learn and enhance data structure skills, as well as data management skills. Integration of the GUI will improve and fine tune GUI creation skills and reduce the need for obsolete code. The main goal is to enhance and fine tune skills and showcase a skill in data management and creation of a gambling system.] \*\*Download of this program to come shortly\*\*

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#### Low End Website – Trifecta Entertainment

This is a low end website which was created in Dan's Tech Support Unlimited’s very early days. This was a rush job so the line spacing is not all to par. Low End websites today will look much better than this as skills have been refined majorly. Feel free to click the link and take a look over one of the first websites created by DTSU!

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### Work Experience

#### Computer Services Technician – Stockton University (2014 – present)

Daniel does a vast majority of things for Stockton University's Computer Services Department, including repairing and setting up new PC Equipment, as well as Macintosh's (Mac skills greatly improved at this establishment) repairs and set up.

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#### Business Owner/Developer

Daniel started Dan's Tech Support Unlimited after the unfortunate encounter he had with a larger company which drains money from clients, so in turn he created DTSU and pledged to always charge reasonable prices. As his slogan goes, DTSU "saves your nerves... and your wallet." He also is a website and java developer, with a deep passion for Computer Science.

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### (Info)

New Jersey, USA

Email:daniel.anner@danstechsupport.com

Website: http://danstechsupport.com

### Skills

#### Intro

Daniel W. Anner started learning what he knows about this industry when he was around the age of 12, and is now enrolled in Stockton University to perfect and advance his skill sets.

### Education

Currently enrolled

Computer Science & Information Systems concentrating in Computer Science

Stockton University ( 2014 - 2018 [Expected] )

### Languages

**English:** Native Speaker

### Favorite Coding Music

Wolfgang Amadeus Mozart

Ludwig van Beethoven

Johann Sebastian Bach

Slipknot

Linkin Park

Toby Keith

### Conferences

WWDC

Ignite

WPC - MPN

### Credits

Online Resources

Code Academy

# High School CS Professor - Mr. PaskoServices

## Computers

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## Home Entertainment

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## Website Creation

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## iDevice/Mobile

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## FAQ

## Information to Know

Viruses

Smaller scaled software programs or scripts that are designed to move from computer to computer and interfere with computer operations

Malware

Typically a catch-all term to refer to any software designed to cause damage to a single computer, server or network

Spyware

A general term used to describe software that preforms certain behaviors including: Advertising, Collecting Information, Recording actions, "harvesting", and tracking history

Adware

Programs or scripts that launch advertisements in the form of banners, boxes, overlays, and more

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The above are basic definitions of the four most common program types that are harmful to computers and are there to give a quick insight. For more information please click the related links below.

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## In Depth Information

### Viruses

What does a Virus do?

Viruses range in what they can do and what they are meant to do. The first thing that classifies a program as a virus is they execute without the computer owners permission. This can allow the virus to corrupt or delete data which the owner would not otherwise want or authorize the computer to do. The most extreme viruses can do anything from encrypt the whole computer to the point it is basically useless, and all the way to deleting all the data on a user’s hard drive. Smarter viruses that are coded to replicate, tend to use common services like private email to spread itself to other unsuspecting users.

How did I get the virus in the first place?!

Most malicious programs are commonly spread through email attachments and instant messages from friends or family without their explicit permission. While the previous statement is the most common way, programmers have found other ways to trick unsuspecting users into not willingly downloading their malicious code. These ways can range from funny images someone finds on Google or are sent as attachments, digital cards, audio files, or even favorite videos. Another very popular way of contracting viruses and other malicious programs is through illegitimate downloads from .torrent websites and online file converters.

How can I avoid these pesky viruses you speak of?

The most common and obvious way to prevent viruses is to turn on and update the anti-virus program. Dan's Tech Support Unlimited provides links to purchase our most trusted programs. Please visit the software page for links and more information. Another way is to keep up to date with information on the latest viruses found on the internet and the signs of infection. A user should also avoid visiting websites which are out of their country, or otherwise foreign to them unless they are 100% sure they are safe. As an added boost to the last statement, check the URL bar for redirects to other webpages which the user has not authorized the computer to go to. Examples of these redirects can be: www.microsoft.help123.com. This is going to the domain help123.com with a subdomain of Microsoft. This is a common way malicious coders disguise their websites to steal data and force the user to download programs which they should not. Lastly, the user should refrain from downloading attachments, emails, or other files which they are unsure of their entire origin.

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### Trojans

What does a Trojans do?

Trojans have two major tasks: Trojan viruses destroy/modify data, or they try to steal passwords, credit card numbers, and other personal information. They are deliberately designed to be destructive and disruptive to a user, while not having the computer owner’s full explicit permission. Trojans as a whole cannot spread themselves, but they can use malicious code like worms to spread themselves to other areas of the computer, around the network, and to other users.

Why is it called a Trojan?

The name Trojan horse comes from ancient Greek mythology during the Trojan War. The Greek empire wanted to have control over The City of Troy, which was currently in the Trojans possession. The city was too well guarded and reinforced for a regular attack, so the Greeks had to come up with a plan a little more cunning and sneaky. They began building a large wooden horse, which had many hidden compartments for Greek soldiers to hide in. Upon completion, many soldiers were placed inside the horse, where they would hide for a long time. Then one night the Greeks wheeled the horse up to the gates of The City of Troy, and left it there for its unsusceptible enemies. The Trojans in surprise, inspected the horse to their best ability, but it obviously was not enough. They found the horse as a gift from an unknown source, and happily wheeled it into their city gates. That night, the Greeks emerged from the horse to surprise the citizens of Troy, which ultimately allowed the Greeks to take over the city indefinitely. Thus, the name Trojan horse was born, a sneaky way to infiltrate an unsuspecting victim. Presenting itself as one object (a safe program), but really being another (a harmful batch of code).

What kinds of Trojans are out there?

**Trojan-Backdoor**

The main purpose to Backdoor Trojans is to allow the malicious programmer remote access to the infected computer. The author or otherwise authorized user of the Trojan can do anything they wish with the computer. This includes, but is not limited to, sending, receiving, launching, and deleting files; displaying files or images, rebooting the computer or shutting it down. All of these actions can be done without the owner’s knowledge and in total secrecy. Most of the time, Backdoor Trojans are used to unite groups of victim computer to form a botnet or zombie network, which is used for criminal activities like DoS (Denial of Service) attacks, insertion of key loggers, and other illegal operations.

**Trojan-Exploit**

Exploit Trojans are mainly used to take advantage of vulnerabilities within applications and software running on the victim’s computer to gain access and preform malicious actions.

**Trojan-Rootkit**

The main actions that Rootkit Trojans initiate is code that conceals other malicious objects or activities on the victim’s computer or network. These are spread in order to stop Anti-Virus programs from detecting the code and actions performed by other malicious code. This mainly extends the time in which the malicious code can be active and run on the infected system.

**Trojan-Banker**

Trojan-Banker programs are an extremely dangerous for of viruses in today’s technological day and age. Trojan-Bankers are designed to steal a user’s account data and login information for online banking, payments, and Credit/Debit Cards. These Trojans are so dangerous because in the 21st century, access to bank accounts and transfer money to other accounts and make ATM withdrawals is so easy.

**Trojan-DDoS**

Trojan-DDoS programs are usually used within botnets and zombie networks. These are dormant connections between computers that can be used to attack another network which the malicious programmer schedules to take down. Upon initiation of the DoS attack, the botnet or zombie network "awakens" and starts trying to make connections to a specific website or server. With a zombie network large enough, an attacker has the power to take down networks as large as Sony, and Microsoft. DoS attacks send multiple "requests", which are connections to a server or website, which with so many "requests" overwhelms the server and forces it to abort all connections, ultimately shutting the website/server down.

**Trojan-Downloader**

Trojan-Downloader's are mainly used to download and install other malicious programs. We have seen a lot of Trojan-Downloader programs that are now being used to download Adware programs which are explain further in the Adware section.

**Trojan-Dropper**

Trojan-Dropper's are the core to the whole Trojan class, allowing the malicious programmers to be able to install Trojans, Viruses, Adware, and many other type of malicious code. They are also the main code blocks for allowing the malicious programmer to be able to prevent the code from being detected by Anti-Virus and other combative programs (consult Trojan-Rootkit). These are used because not all Anti-Virus programs are able to scan all of the components inside this type of Trojan, mainly because it would take up too much computer resources, and the user would not be likely to use their program anymore, ultimately losing profits.

**Trojan-FakeAV**

Trojan-FakeAV programs pose as legitimate Anti-Virus programs and ultimately degrade the overall healthiness of the victim’s computer. They display annoying pop up alerts asking for payments to "disinfect" and most likely, infect the computer more. Remember, these threats are almost always illegitimate and non-existent.

**Trojan-GameThief**

Trojan-GameThief programs are designed and targeted towards the gaming community. These programs steal gamer’s information, which includes account details and other forms of gaming information. These are mostly downloaded by users who try to "hack" their games to gain benefits. There is a large portion of the gaming community who do try to gain advantages without paying, so this is a good spot for malicious programmers to attack.

**Trojan-IM**

Trojan-IM programs have died down in popularity, especially because the use of Instant Messaging (IM) programs has been reduced majorly. These programs are targeted towards instant messaging software such as ICQ, MSN, AOL, Yahoo, Skype, ooVoo, etc... These programs generally steal account information just as other Trojan programs do.

**Trojan-Ransom**

Trojan-Ransom programs are majorly on the rise, with well-known names such as CryptoLocker, RansomLock, and more... These programs modify data on the victim’s computer and does not allow the computer to run correctly or allow access to data on the machine. The criminal designs the program to heavily encrypt the files and data, then in return demand the infected owner to pay money to the malicious programmer commonly in the form of Bit Coins which are virtually untraceable, so once the money is sent, the trace is lost. Then a code is sent which allows the data to be unencrypted.

**Trojan-SMS**

Trojan-SMS programs are designed to cost money on the user’s cellular phone bill, by sending messages from the mobile device to premium rate phone numbers. They are not as common as phone companies are catching on to these methods and making ways to block these cellular transaction and relieve users of fees.

**Trojan-Spy**

Trojan-Spy programs "spy" on how someone uses their computer, the data that is entered on the keyboard, screen shots, running applications, etc... This information is then used to tailor Adware programs to what the user may like to see, and also the malicious programmer can sell this information to third party companies for large profits.

**Trojan-Mailfinder**

Trojan-MailFinder's are programs designed to harvest and transmit email addresses that the user has had contact with. These are used in Adware programs to find more addresses for the spammer to send messages to.

**Trojan-ArcBomb**

Trojan-ArcBomb programs are virtually outdated, but were majorly prevalent in the first stages of the internet and computer networking. New programmers were all about taking down networks to show that they were better programmers. These were times that entailed mindless vandalism that in seconds destroyed what may have taken months to create.

**Trojan-Clicker**

Trojan-Clicker's are programs that reside in the computer’s memory and frequently attempt to connect to specific websites. This is usually don’t to inflate the visit count for the specific webpages. These malicious programs make their coders money by making it appear that they are steering traffic to that webpages.

**Trojan-Notifier**

Trojan-Notifiers are designed to send notifications to the malicious user when an infected computer is online, hence its name. The user will receive information such as its IP Address, the open port number, email addresses, etc... The notification can be sent by email, through a website connection, or even instant messaging.

**Trojan-Proxy**

Trojan-Proxies allow the attacker to use the infected computer as a proxy to connect to the internet, or install a fake proxy on the victim’s machine to track usage and data. These are used by "hackers" in order to hide the location of themselves from authorities and companies trying to trace back the connection from where the Trojan is installed.

**Trojan-PSW**

Trojan-PSW programs are designed to drop password stealing components on the infected machine and try to steal account information with it. These are using in other types of Trojans (refer to Trojan-Banker/Backdoor).

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### Worms

What does a Worm do?

A Worm is a specific type of virus that propagates itself across many computer, usually by creating copies of itself in each infected computers memory. The weird thing about worms are, they are not always designed to cause harm like other viruses, but can unintentionally cause problems. Also unlike viruses, worms do not infect other files, instead they replicate like rabbits within seconds. Once the worm is embedded in a computer’s memory or across a network, it searches on that network to find other computers to infect. It will look for vulnerable computers that have not patched Operating System (OS) and application exploits in which it knows how to use to its advantage. The worm can scan network resources using the local OS services. Along with OS/Application exploits, a worm can be proficient in finding problems in network configurations which it use to exploit errors and in turn embed itself. The other most strategic way worms use to infect machines that are open to exploitation is by scanning the internet and sending data to machines in the form of packets or requests that contain worm downloaders or can install the work directly. If this method succeeds, then the machine was vulnerable and it executes its payload, which effects the computer and starts to scan for more computers. Most worms use more than one exploitation method in order to have the highest possible chance of replication and infection.

What are the most common ways worms are spread?

Worms are spread in many ways, some of which are automated and others rely on user mistake. These mistakes can cost a user dearly and induce a lot of stress, which can allow big name companies to force the user into tossing away money that does not need to be. The first most common way a worm is spread from computer to computer is through email attachments. This can include Microsoft Outlook services, direct connections to SMTP (Simple Mail Transfer Protocol) servers which use their own API (Application Program Interface), and through Windows MAPI (Messaging Application Programming Interface) functions which most computers use to fetch data. Another popular way malicious programmers often trick users into manually or unintentionally downloading and installing these viruses is through direct links to websites or FTP (File Transfer Protocol) resources. There is also a high usage of ICQ and IRC instant messaging programs which allow these programs to be downloaded and installed with or without the user’s permission. Along with the common FTP resource methods, malicious programmers find flaws in P2P (Peer-to-Peer) file sharing resources. The other most common and most likely the sneakiest form a malicious programmer can infiltrate an end users network is by sending network packets to the exploitable users computer and network. These directly penetrate the network and computer, activating itself within the memory, and then spreading itself to cause more havoc to as many machines as it can find.

When and how did worms first appear?

The first worm developed reached a whole mess of havoc on unsuspecting victims overnight, but as it goes to show, was not developed to cause any of the harm that it did. According to its writer, Robert Morris of Cornell University, it was written solely to gauge the size of the internet. The Morris Worm was released from MIT (Massachusetts Institute of Technology) to disguise where it was actually created. Without going into too much technical mumbo jumbo, The Morris Worm took advantage of early UNIX exploits and installed itself on the server itself. Caused by a flaw in the writer’s code, the worm would install itself not only once, but multiple times on each server and computer. This would create a process for each time it was installed and run, taking up massive amounts of RAM (Random Access Memory) and CPU (Computer Processing Unit) power which in turn would crash the computer or on webservers take up so many system resources the worm could be considered a DoS (Denial of Service) attack shutting down the webserver and causing critical damage. The worm infected almost ever Sun-3 and VAX system connected to the internet, which the United States Government Accountability Office released a damage sum of $100,000 - $10,000,000 damage total. It was estimated that 6,000 UNIX based computers were effected. The Morris Worm was the first worm to draw major media attention and cause a significant amount of damage.

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### Malware

Malware is a general term used for malicious software. It is generally a catch-all term that casts a net over any software that is intentionally designed to cause damage to a computer or network. Malware in its entirety is created to perform an unauthorized, most likely harmful, action on the computer or throughout the network.

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### Spyware

What does Spyware do?

Spyware is a special type of malware that preforms certain actions in which classify it in a different category called spyware. Spyware is specifically designed to be hard to find, and once found, be difficult to remove. Most programs are also designed with redundancy in mind, where if a user removes a spyware item, on start up a service will download the spyware and re-infect the computer. Spyware is also designed to revert any changed that user or technician may make in an effort to remove or halt the spyware program. Once the program is initially installed, the software can download advertisements that can overlay webpages as well as other programs. Another common feature seen as a result of spyware is changes in the configuration of the user’s computer or internet browser. The scariest part about spyware programs, they can send data back to the original developer. This includes internet habits, personal information, and even login information, but there are many ways to stop this.

How did I contract this nuisance program called Spyware?

Spyware programs can be acquired in many similar ways as other forms of harmful programs can be. One way most programmers sneak their spyware programs onto helpless victims computers is by inserting it within legitimate programs, then redistributing those infected programs to install on the consumers computer spreading the program. While a spyware program is harvesting someone’s email addresses, it may come across a friend and send an email to another computer user, which can redirect a user to a webpage which can automatically install the spyware program. There are also install links on the internet, weather they pose to be legitimate copies of programs, free copies of paid programs, or torrent downloads, they can still comprise of spyware software within them, or worse have more dangerous software inside them. This will lead us into how to prevent these situations.

So tell me already, how do I try to prevent these Spyware programs?

There are a few way someone can prevent and combat spyware programs. The first, most common, and easiest way to prevent spyware is to install an anti-virus program and let it actively protect the computer. Anti-virus programs are intended to prevent and disinfect or remove files that contain viruses, but in fact include tools that defend and prevent malicious, network, and spyware attacks. On the software page, there are lists of products which can protect a computer from Spyware. Another, slightly less recommended way to combat malware is to use a program specifically designed to combat spyware, appropriately names anti-spyware. This is not as highly recommended because multiple security scanners on a computer can actually lead to gaps in security due to the overlay of protection layers these programs put in place. Logically, multiple programs overlaying each other’s protection layer seems like a good idea, but works in reverse and creates gaps which spyware can easily squeeze its way through. The last, most sophisticated way is not a way to prevent spyware, but it is a way to prevent spyware from sending personal information back to its original developer or third party information collectors. This method involves setting up the firewall to monitor outgoing messages, and not allow anything which may contain sensitive data. This is a possible way to prevent spyware from communicating, but at the same time for the average end user, this is not a viable or worthy use of time. Remember, visit the Dan's Tech Support Unlimited Software page to view a list of programs that can help combat these major problems.

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### Adware

What is Adware?

Adware is a malicious and annoying form of computer programming that is designed to advertise products and services to users against their will. Adware can be anything from a banner on a webpage, a box with an advertisement, and overlaying images or text. The key to what separates Adware from advertisements is that Adware is not designed into the webpages the user is trying to access. Adware is designed maliciously in order to advertise a product or service for "free" and are usually a large nuisance. While sometimes there are situations in which web developers mistake one devices ability to comprehend code, which could turn into a bug which appears to be an infection of Adware, it is unlikely, and when someone sees these pop ups or problems, they should consult a technician as Adware can leave holes for larger and more treturous issues.

How did I get this Adware?

Adware is usually secretly built into programs which most users should not be downloading or installing on their computers. Programs that advertise to be completely free, without advertisements or any source or revenue for the company distributing it is usually not a program which the user should install. While there are programs which are freely distributed and are totally legitimate, there are more not legitimate programs that are totally free. These programs find tricky ways to disguise and suppress the malicious adware programs which they contain. Sometimes you may not notice an issue until days after the installation of the infected program. The developers purposely build in these adware programs as their form of revenue into these freeware programs described before. Another way some users get these programs is after the infection of a Trojan. The Trojan, being able to take control of the computer, can remotely download the adware or even a more serious malicious program.

So what does most Adware do and how can I prevent it?

As explained before, Adware can do a broad range of tasks, but mainly it tracks the user’s habits on infected computers and delivers advertisements that it believes the user may like to see. Usually these advertisements are done in a way which is a nuisance to the user who is trying to view a legitimate website. These tasks mainly take place in websites, which gives the task an appropriate name of "browser hijacking." These browser hijackers can redirect incorrectly types website addresses to dangerous and malicious webpages. This can ultimately cause more damage to the user’s computer by automatically installing malicious programs the user most likely does not want on their computer. These browser hijackers can also change settings within the browser including your favorites, homepages, and proxy configuration. Another dangerous form of adware can redirect any web searches to pay-to-view or pornographic websites, which the user is most likely not trying to reach. Good preventative ways to stop these kinds of malicious programs can include making sure the local anti-virus system is always up to date. You can also make sure your internet browser is always up to date, because often there are updates released in order to add security layers and help prevent the end user from having issues. Lastly, remember if you see signs of this harmful programs, get technical assistance as soon as possible.

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# DevTeam.html

# Store

## Main Page Headers

### Kaspersky

Internet and Real Time Protection against harmful programs that can affect your computer.

### Malwarebytes (Pro)

Malicious program and hacking protection against downloads and other real time threats.

### CCleaner

This is a great program for users knowledable in how to properly clean computers.

### Rufus

This is a great program to burn .ISO or other bootmedia to a USB.

### TDSSKiller

TDSSKiller is a great program for quick detection of serious malware that may block internet access and damage a computer.

### DAEMON Tools Ultra 3

This is a very useful tool for developers and power users. Can handle everything from virtual iSCSI servers to virtual

## Malicious Protection

### Kaspersky

Protection against all forms of threats with the most system performance.

### Malwarebytes (Pro)

Relatively good protection against real time threats with reliability and a low cost.

### Bitdefender AV +

Protection against all forms of threats with the most system proformance.

### Trend Micro IS

Relitivly good protection against real time threats with reliability and a low cost.

### Microsoft Security Essentials

Microsoft Security Essentials (MSE) is a good anti-virus and malware prevention program. Built in and shipped with

### Spybot Search & Destroy

Spybot S+D is a good real time protection client, but uses heavy system resources.

## Tools

### CCleaner Professional Plus

This is a great program for users knowledable in how to properly clean computers.

### Rufus

This is a great program to burn .ISO or other bootmedia to a USB.

### TDSSKiller

TDSSKiller is a great program for quick detection of serious malware that may block internet access and damage a

### RKill

RKill is a compilation of malware removal tools that can also automatically clean a computer. Use with caution.

### DAEMON Tools Ultra 3

This is a very useful tool for developers and power users. Can handle everything from virtual iSCSI servers to virtual

### ComboFix

ComboFix is a good program to detect and remove issues occuring with a computer. Use with caution.

## Individual Page Content

### Kaspersky

### Malwarebytes (Pro)

### CCleaner Professional Plus

### Rufus

### TDSSKiller

### DAEMON Tools Ultra 3

### Bitdefender AV +

### Trend Micro IS

### Microsoft Security Essentials

### Spybot Search & Destroy

### ComboFix

# Support

## Dan’s Tech Support Unlimited

"Profit in business comes from repeat customers, customers that boast about your project or service, and that bring friends with them." -W. Edwards Deming

## Computer Support

We provide high end computer services. We can handle anything from maitnance of your PC to building and setting up any computer. We also deal in networking support, which includes the isntallation of routers, servers and other networking needs.

## Home Entertainment Support

We provide high quality home entertainment builds and repairs. We can handle anything from planning a new home entertinment system, repairing an existing one, or setting up new products.

## Website Support

We provide high end website design and managment packages. We can handle everything from building the website, setting up databases, and helping you get the business page hits.

## Mobile Device Support

We provide high end mobile device service. We can handle everything from repairing cracked screens, fixing damaged speakers and buttons and more while keeping the price low and quality high.

## Disclosure

When you click on a title, you will be redirected to information on what we do with each topic, where you will be able to read about services, email us for support, and upon completion leave a review!

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