



ANSWER QUEST TIP SHEET

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BI-MONTHLY NEWSLETTER

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Do you do WINDOWS (update)?

Raise your hand if you perform Windows Update on a regular basis. Hmmmm, not too many hands raised I see.

If you are not connected to the Internet at all (meaning you never dial in or have internet access through cable modem or DSL at home) then *congratulations!* You are 100% safe from Internet viruses.

If you connect to the Internet, then you are susceptible to unscrupulous people who try to find ways to get through to your PC from the Internet.

So what's Windows Update have to do with this?

If you run Windows Update on a regular basis, it will inventory your Microsoft products (such as Windows, Outlook and Internet Explorer) and then let you know if there are any patches out there to fix problems in the software.

This in conjunction with regular updates of your anti-virus software will make it harder for viruses to attack your computer.

This isn't just for Internet bugs but for general software problems too. It's quick and simple to run and is for Windows 98 and higher versions.

There are several ways to run the Windows Update but since some people might not have the menu option on their START – PROGRAMS menu, let's do it this way:

- Open INTERNET EXPLORER
- In the ADDRESS BAR, type in <http://windowsupdate.microsoft.com>
- Click on PRODUCT UPDATES
- A PLEASE WAIT pop-up screen displays (it promises that it's not sending information about your software back to

Microsoft) and inventories the versions of Microsoft software you have installed.

- The next screen displays any fixes or software updates that are available divided into the following sections (these titles may change slightly):
 - Critical Updates and Service Packs
 - Picks of the Months
 - Recommended Updates
 - Additional Windows Features
 - Device Drivers

The updates you should ALWAYS perform are the CRITICAL UPDATES. Right now there is a CRITICAL UPDATE to help fix a problem with Internet Explorer and Outlook. A new virus that uses these problems to get to your computer is out. See text box on page two for more information about the BadTrans virus.

Sometimes CRITICAL UPDATES must be downloaded by themselves (you are prompted if this is the case). NOTE: There are times when the program indicates the file will be downloaded in a very short time. Actually, only a small portion of the update downloads and the download/ update continues after the initial download is finished.

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Should you perform every update or upgrade recommended? NO WAY! If in doubt, ask someone. Some of the stuff is "new" software that hasn't totally been tested (it's called beta software).

Also, there might be an update that will actually break something else. For example, you might play your favorite video game, perform an upgrade that's not critical and then you are unable to play your game.

Once you have checked the update(s) you want, click on **DOWNLOAD**.

The next screen shows you the download checklist with estimated download times. If you are on a

modem, be aware that it could take some time to complete the download.

Click **DOWNLOAD**.

A screen pops up asking you to accept the Microsoft licensing information. Click **YES** to begin the download.

When the download finishes, you are prompted to either **RESTART** your computer (make sure you do not have any thing else open) or to start the installation process. Just follow the directions on the screen.

Happy Updating!



Happy Holidays from all of us at Answer Quest!

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VIRUS WARNING UPDATE!

The reason this newsletter is about Windows Update is because of a new virus just released called BadTrans.

You need to update your virus definitions immediately plus run Windows Update for any critical updates that it indicates needs to be installed. Thankfully, I was made aware of this the other day, updated everything and yep, tonight, it caught a BadTrans virus coming into my email and stopped it before it could do any harm.



For the entire story, go to <http://www.msnbc.com/news/663187.asp?0si=&cp1=1#BODY>. You can also go to McAfee's site at http://vil.nai.com/vil/virusSummary.asp?virus_k=99069 or Symantec's site at <http://www.symantec.com/avcenter/venc/data/w32.badtrans.b@mm.html> for more information.

I don't just write these newsletters, I follow my own advice. Thanks Barb B. for the warning on BadTrans!

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