

Computer Applications I

Competency 1 – Discuss business communication hazards, techniques, system maintenance and navigation.



Objective 1.01 - Identify digital communication hazards.

Spyware and browser hijacking -Definitions and implications

What is spyware?

- Spyware is a category of _____ that attach themselves to the computer's operating system in various ways.
- It can drain the life out of your computer's _____ power.
- It is designed to track users' _____ and nag them with unwanted _____ or generate traffic for the _____ Web site.

What is browser hijacking?

- The most generally accepted description of *browser hijacking software* is _____ that changes your _____.
- Generally the _____ will be changed and new _____ will be added that point to sites of _____ content. In most cases, the hijacker will make _____ changes to the system, causing the _____ to revert back to the unwanted destination even if it is changed manually.
- A browser hijacker may also disallow _____ to certain web pages, for example the site of an anti-spyware software manufacturer like Lavasoft. These programs have also been known to disable _____ and anti-spyware software.

Characteristics of browser hijackers

- They take advantage of Internet Explorer's (IE) ability to run _____ scripts straight from a web page.
- Generally, these programs will request permission to _____ themselves via a popup that loads when visiting a certain site. If the user accidentally gives permission to install, IE will execute the program on your computer and change your settings.
- Use _____ within Internet Explorer to install themselves automatically without any user _____ at all.
- These can be launched from _____ windows which the user has not even intended to view.
- Make entries to the _____ file on your system.
- This special file directly maps _____ (web URLs) to IP addresses, so that every time you type a _____ you are redirected to the IP address of a sponsored search or porn site.
- Some browser hijackers may also install themselves onto your computer system as _____ programs, leaving an entry in the 'add-remove programs' list in the _____ panel.
- There are many faces of browser hijacking, and to combat the situation, you have to be aware of all tricks and loopholes that make this scourge possible.
- Browser hijacking isn't necessarily a virus, and isn't necessarily adware, so stopping it isn't necessarily best left to software monitoring programs.

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Antivirus software

- Definition
- How to protect yourself
- Purchasing guidelines

Antivirus software definition

- Antivirus programs _____ and _____ all of the different replicating viral signatures that are already out there (40,000 to date), and then compare the binary signatures of incoming files against those already-known viral signatures to see if anything _____ is lurking on your computer.
- The software typically is kept running in the _____ to check files and e-mail messages as they are _____.
- A *virus signature* is a section of _____ that can be used to identify a known virus.

Virus protection

- Install _____ software and keep it _____ in the background.
- Before _____ a file, make sure the source is _____.
- When you receive a disk, _____ it with _____ software before using it.
- Never open an _____ unless the sender is _____.
- Watch for information about the _____ virus _____.
- Keep your _____ program up-to-date.

Purchasing guidelines

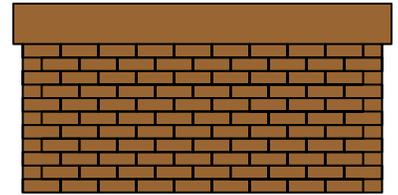
- Use software that provides free weekly _____.
- Use software that provides the coverage necessary to maintain the computer's _____.
- The two most popular brands:
 - Symantec
 - McAfee

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Firewalls

- What are firewalls?
- Packet filtering
- Circuit level gateways
- Application level gateways
- Stateful inspection



What are firewalls?

- A *firewall* is either a piece of _____ or a _____ program that _____ data as it passes into your _____ or _____ and discards it if it does not meet certain _____.
- Depending on the type of firewall used, this operation may take place at different points in the path between the _____ of the data and the _____ in your computer. Different _____ will be used to examine the data, but the basic operation remains the same for all firewalls.

Packet filtering firewalls

Packet filtering firewalls work by examining _____ as they attempt to pass through the firewall.

They compare them to a _____ of _____ based on the source of the data, its intended _____, and the connection _____ between the target and source data.

Circuit level gateways

- The firewall keeps a _____ of requests for data that go out, and only allows data in that _____ that request.
- An advantage of this type of firewall is that since it acts as the gateway to the network it is protecting, anyone _____ the network from _____ will see only the _____ of the firewall and not the rest of its protected network.

Application level gateways

▪*Application level gateways*, also known as *proxies*, are outwardly similar in operation to circuit level gateways in that they act as the only _____ into or out of a _____ network and _____ all non-requested data from outside. The major difference is in the way they handle information.

▪A firewall using this method runs _____ applications to view common types of data before it is _____ through the firewall.

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Stateful inspection

- *Stateful inspection* is a _____ of packet filtering with some elements of the _____ methods.
- Essentially, it is a packet filter firewall that examines _____ just the addresses and _____ information of the data. Without using proxies, it can imitate some of the features of an application gateway by viewing the application specific data sent in each packet.



Secure websites

- Definition
- Security confirmation

What is a secure website?

A *secure website* is one that uses _____ to protect all information.

How can you tell a site is secure?

There are three ways to confirm that a website is secure:

- Click the VeriSign _____ to verify that the _____ is valid.
- A secure page should include a small _____ symbol displayed on the bottom line of your browser.
- On a secure page, in the browser address box, the URL will begin with an _____ : prefix rather than the standard http: prefix. The s means that the page is _____.

Identity theft

- Definition
- Types of identity theft
- Examples of identity theft
- Protect against identity theft



Definition

- Any instance where a person uses someone else's _____ or other identifiers in order to impersonate that person.
- It _____ into many areas of people's daily lives.

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Types of identity theft

• *Financial fraud* - includes _____ fraud, _____ fraud, computer and _____ fraud, social program fraud, _____ refund fraud, _____ fraud, and several more.

• *Criminal activities* - involves taking on someone else's _____ in order to commit a _____, enter a country, obtain special permits, hide one's own identity, or commit acts of _____.

• *Credit card fraud* is identity theft in its most simple and _____ form. It can be accomplished either by a thief who steals your _____ or when your pre-approved credit card _____ fall into the wrong hands.

Examples of identity theft

Common modes of identity theft:

- Dumpster diving - Dug out of trash cans and _____
- Memorized or _____ by sales clerks and waiters
- Removed from _____ in the form of tax notices, financial account statements, and other bills
- Removed from your _____ files, either secretly or with the help of an inside accomplice
- Removed from _____ records, usually with the help of an inside accomplice
- Removed from your financial _____ files
- Removed from your _____ files
- Purchased (or found free) in online (or offline) _____
- Collected from " _____ " Web sites - someone may recreate a legitimate merchant Web site in order to capture your personal information and credit card information when you place an order.
- Stolen from a merchant database through computer _____ (not as simple as other forms of theft)
- Snatched using _____ that mirrors _____ to capture credit card account information

Ways to protect yourself

- DON'T give out your _____ number unless it's critical.
- DESTROY any unwanted credit card _____.
- ONLY include your name and address on _____.
- SHRED (cross-cut) any _____ documents before _____.
- DON'T carry your Social Security card, passport, or _____ in your wallet or purse.
- REVIEW your credit _____ to verify its accuracy.

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- NEVER give out _____ information on the phone to someone you don't _____ and who initiated the call.
- REVIEW your credit card _____ each month to make sure there are no unauthorized charges.
- DON'T mail bills or documents that contain personal data (like tax forms or checks) from your _____ mail box.
- If you're ever _____ credit, FIND OUT WHY.
- REACT QUICKLY if a _____ calls about charges you didn't make.
- GUARD _____ slips as closely as you do checks.

Netiquette

- Definition
- Common Rules



What is Netiquette?

- "Netiquette" is _____ , the do's and don'ts of online communication.
- Netiquette includes both common _____ online and the informal "rules of the road" of _____.
- In other words, Netiquette is a set of _____ for behaving properly _____.

Core Rules of Netiquette

- Rule 1: Remember the _____
- Rule 2: Adhere to the same standards of behavior online that you follow in _____
- Rule 3: Know where you are in _____
- Rule 4: Respect other people's _____ and _____
- Rule 5: Make yourself look good _____
- Rule 6: Share expert _____
- Rule 7: Help keep _____ under control
- Rule 8: Respect other people's _____
- Rule 9: Don't abuse your _____
- Rule 10: Be _____ of other people's mistakes

<http://www.albion.com/netiquette/corerules.html>