

Computer Bytes – August 2016 – Blue Screen Bug

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There has been a 'scam' issue of late and I've been having so many clients hit by it I felt it worth sharing. Maybe it will help you 'head em off at the pass'!

The most common recent occurrence is when a user goes to Facebook (keep in mind it's not limited to Facebook). Within seconds a blue screen with a warning not to turn off the computer and call a phone number immediately pops up. In some cases users could just close and move on, other could not move forward/backward – just locked up.

For the most part this seems to be just a 'pop-up' scare tactic to get your money. In other cases it did seem to install other malware we had to run cleanup on to get rid of. The bulk of our clients called us first and we assisted them without going down the wrong path of hooking up with the crooks doing this.

DO NOT CALL AND DO NOT PAY AND DO NOT LET THEM LOG INTO YOUR COMPUTER! No reputable service would ever do this. The misleading part is if you do let them in, they run bogus files that display supposed errors meant to scare – and unfortunately if you're not familiar with the practices it can be scary. **THEY** are the bug! Again, **DO NOT GIVE THEM ANY MONEY!!!** Call your local IT support. The cost will be less if you do have an issue and you're working with someone you can trust and 'see'.

For those of you interested in reading an extended overview/description you can go to the link below. There's tons of information regarding how it works, who they are, etc.

<https://blog.malwarebytes.com/threat-analysis/2015/07/techsupportscams-and-the-blue-screen-of-death/>

Again this brings up the never-ending recommendation of keeping anti-virus/anti-malware tools up to date. Some of these annoyances can still occur but you want to do your best to minimize them.

As a side note I wanted to share **HANDS-ON Consultations** just celebrated year 18 as a full time computer support service supporting Ventura County and beyond. Thanks to all who have helped us grow and continue to thrive.

NOTE: Our sharing of information within articles includes suggestions and tips. USE AND/OR APPLY AT YOUR OWN RISK. If you have any questions or concerns, please contact our offices for professional service/guidance.

Until next time, don't forget your backups! For more information, contact Harv Oliver, HANDS-ON Consultations, (805) 524-5278, www.hocsupport.com