Computer Care for Students

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Overview

• Which system is right for you?
  – Mac vs. PC
• Virus Protection
• Backing Up Your Data
Mac or PC—Which are you?

Watch now to decide!

http://jabba.at.northwestern.edu/podcasting/news/2009/10/NUIT_MacvPC.mov
• Most PC manufacturers offer educational discounts.
• Apple also has a store for college students.
• Apple Education Store:
  • http://store.apple.com/us_edu_14359
• Apple Store in Norris:
  • http://northwestern.bncollege.com/workorders/Incident-22002/index.html
• Dell Online Store:
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• Dell Online Store:
  • http://www.dell.com/northwestern
Snow Leopard available in Apple store for $30
Windows 7 available through Microsoft student discount for $30
  • Win741.com
Windows 7 new feature demo
• You may know viruses come from:
  • Torrenting
  • Limewire
  • Kazaa

• You may not know viruses come from:
  • Streaming videos
  • Sites like Todou, Megavideo, SurfTheChannel

• Watch what you install!
How do you spot a virus?

- Fake Antivirus ads or programs
  - e.g. WinAntivirusPro2009
  - Asks for money
  - Changes desktop background
  - Popups
- General slowness with other symptoms
  - Can’t open certain programs
  - Can’t run antivirus or complete scan
- Computer won’t boot up
• Northwestern provides a comprehensive antivirus suite for FREE…

• Symantec Endpoint Protection:
  • www.it.northwestern.edu/software/sav/
  • Built-in spyware protection and firewall

• Other Antivirus Options
  • AVG
  • Avira
  • Microsoft Security Essentials
- Rarely get viruses

- Leopard users:
  - Norton Antivirus -  
    www.it.northwestern.edu/software/sav/mac/index.html

- Snow Leopard users:
  - Built-in malware protection
  - Doesn’t play well with Symantec/Norton
General Antivirus Tips

• Do not combine two antivirus programs!

• Always uninstall your previous version before installing the new one.
  • Norton Removal Tool
If you think you have a virus...

- Run existing antivirus program
- Visit Laptop ER: www.it.northwestern.edu/laptoper/
• Have an external hard drive or high-capacity flash drive handy!!

• Decide what to back up:
  • Documents? Music? Pictures?

• Decide what medium to back up to:
  • CD? DVD? Hard Drive?
Windows Backup

- Restore Partition (usually the D:/ drive)
  - Not what you think!
- Windows Backup and Restore Center
  - Shadow copy/previous versions
- Conventional “Drag-and-Drop” files onto an external drive
- Freeware: Acronis Home Image
- Paid: Norton Ghost, Nero
Mac Backup

- Time Machine
- Carbon Copy Cloner
- Conventional “Drag-and-Drop” onto an external hard drive
Cloud Backup

- An online backup of your files:
  - Google Docs
  - DropBox
  - Mesh
  - MobileMe
Questions?

- Contact the NUIT Support Center
  - Laptop ER at Norris Starbucks
  - 1-HELP
  - consultant@northwestern.edu

- Follow us on Twitter for up-to-the-minute news and tips
  - http://twitter.com/NU1help