

Welcome to remedy IT's latest newsletter - providing information that will allow you to get the most of your technology while remaining safe on the Internet.

Click here to forward the newsletter to anyone who might benefit from it.

Unwanted Software:

It makes sense that extra software running on your PC will slow it down. Obviously you need some software, but it's not unusual for me to find dozens of completely useless applications and utilities on a PC. These software products, also known as junkware, bloatware and crapware, are either installed by the PC manufacturers in the factory or sneak onto your computer after the purchase.

Unfortunately, the *sneaking* of unwanted software onto PC's has become very widespread. The software companies want their products on your PC - if you're not going to knowingly install it, they'll sneak it on while you're installing something that you do, in fact, want. They will generally give the option to opt-out, but you need to look very carefully before pushing the download or install button. Most, if not all, of the toolbars at the top of your browser would have come onto your PC this way.

Historically, this practice was limited to dodgy operators in gaming, gambling, and pornography. Unfortunately, reputable companies like Google, Adobe, Oracle, and McAfee (to name a few) have jumped on the bandwagon. It's not that the software is necessarily bad or harmful, but they're obvious ploys to trick people into installing something that they don't want or need. Here are a few examples that will demonstrate what to look for:

This Java update gets top billing because it's so very common. Most PCs I see have the "Ask Toolbar" installed and I've yet to find someone who installed it intentionally! They're not hiding the fact that they intend to install the toolbar, but that Next button has some weird power that blinds us to everything else. If you read the text it becomes apparent that unticking the box will allow you to install the update without installing the toolbar. The lesson here is to read before clicking.

Java Setup	
Java [®]	ORACLE
We recommend installing the FREE Browser Add-on from Ask	
Q - Search 🕴 🐼 💽 Facebook * 💽 🕥 Listen to t	Ausic 💿 🖲 Amazon * 🔚 YouTube -
Get the best of the Web delivered to you!	
Receive Facebook status updates directly in your browser, listen to thousands of top radio stations, and get easy access to search, YouTube videos, local weather, and news. Supports Internet Explorer, Google Chrome and Mozilla Firefox.	
Install the Ask Toolbar and make Ask my default search provider	
By installing this application and associated updater from Ask.com, your use is subject to the Ask.com Terms and Conditions and Privacy Policy.	
	Cancel Next >



This example shows the big "download button" trick. This window came up after clicking a link to download FFDShow. Clearly, the big "FREE Download" button is the predominant feature on the page and many users will click that as opposed to the smaller text in green that they should click. There are cases that are far more confusing but this was an easy one to explain. The point is, read everything very carefully and check that the name of the file being downloaded is what you actually want. At times I have spent a minute or two trying to locate the correct link. Sometimes they hide it at the very bottom of the page!



This one implicates two of the biggest names in the industry - Adobe and Google. When downloading Acrobat Reader the installer tries to install Google Chrome. There's nothing wrong with Chrome but, the fact of the matter is, you didn't ask for it! What's most interesting here is a delay before the Chrome option is displayed in the window. If you click "Download now" as soon as the window comes up, you won't see the "Free! Google Chrome" message, won't have the opportunity to opt out, and will end up with Chrome on your PC whether you want it or not. Very sneaky and a little disappointing coming from companies of their stature.

Home / Downloads / Adobe Reader / Adobe Reader download



Your system: Windows 8, English Do you have a different language or operating system?

Adobe Reader XI (11.0.02) (48 MB)



Free! Google Chrome a fast web browser with optimized Adobe Flash Player integration

✓ Yes, install Google Chrome - optional (29.25 MB)

By clicking the Download now button, you acknowledge that you have read and agree to the Adobe Software Licensing Agreement and the Google Chrome License Agreement.



Please note, depending on your settings, you may have to temporarily disable your antivirus software.

Regardless of how it gets onto your PC, junkware needs to be removed for optimal reliability and performance. If you're comfortable with it, go to the Programs and Features Control Panel and have a look at what's been installed. To begin with, you can safely remove the following:

- anything that has "toolbar" in the name
- any web browser that you don't use (Chrome, Firefox, Safari)
- software for printers, cameras or phones you no longer have
- expired virus protection packages

Just be cautious while poking around in there!



Cure Your Technology Headaches Call 1300 877 896

As always, please feel free to contact us if you would like to discuss these recommendations further.

All the best,

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