



Alan German & Chris Taylor

Ottawa PC Users' Group

July 10, 2024

Follow Up

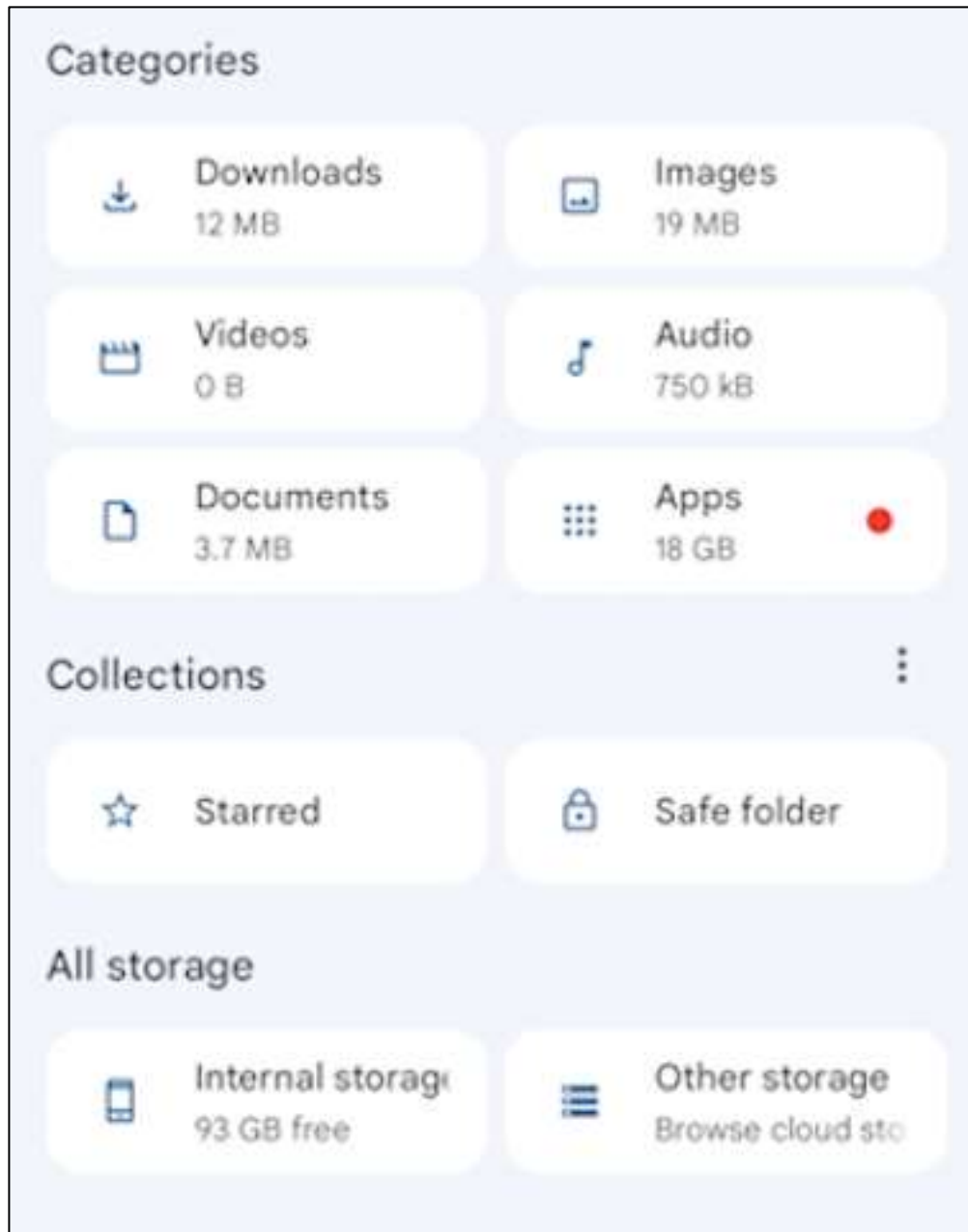
Backup files on an Android device to a flash drive



Files by Google

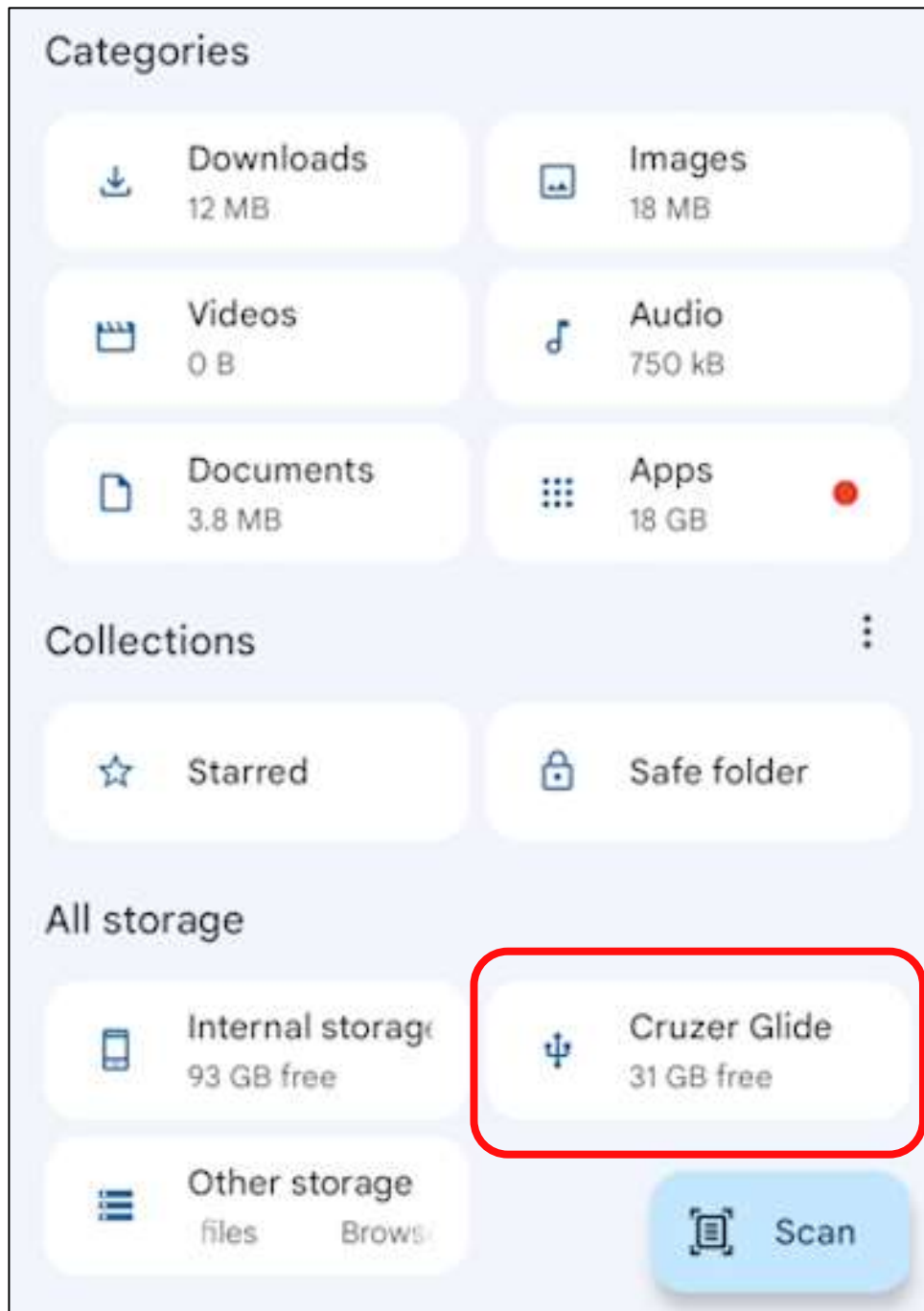
A file management app developed by Google for file browsing, media consumption, storage clean-up and offline file transfer service that requires no Internet

<https://play.google.com/store/apps/details?id=com.google.android.apps.nbu.files&hl=en>



Locate and start the **Files** app on the Android phone

The main screen shows various categories of files and storage areas



Connect the USB flash drive to the Android phone

The USB flash drive is used to save files copied from the phone

The *Cruzer Glide* USB flash drive now appears at the bottom of the screen

Allow Files by Google to access files in SanDisk USB drive?

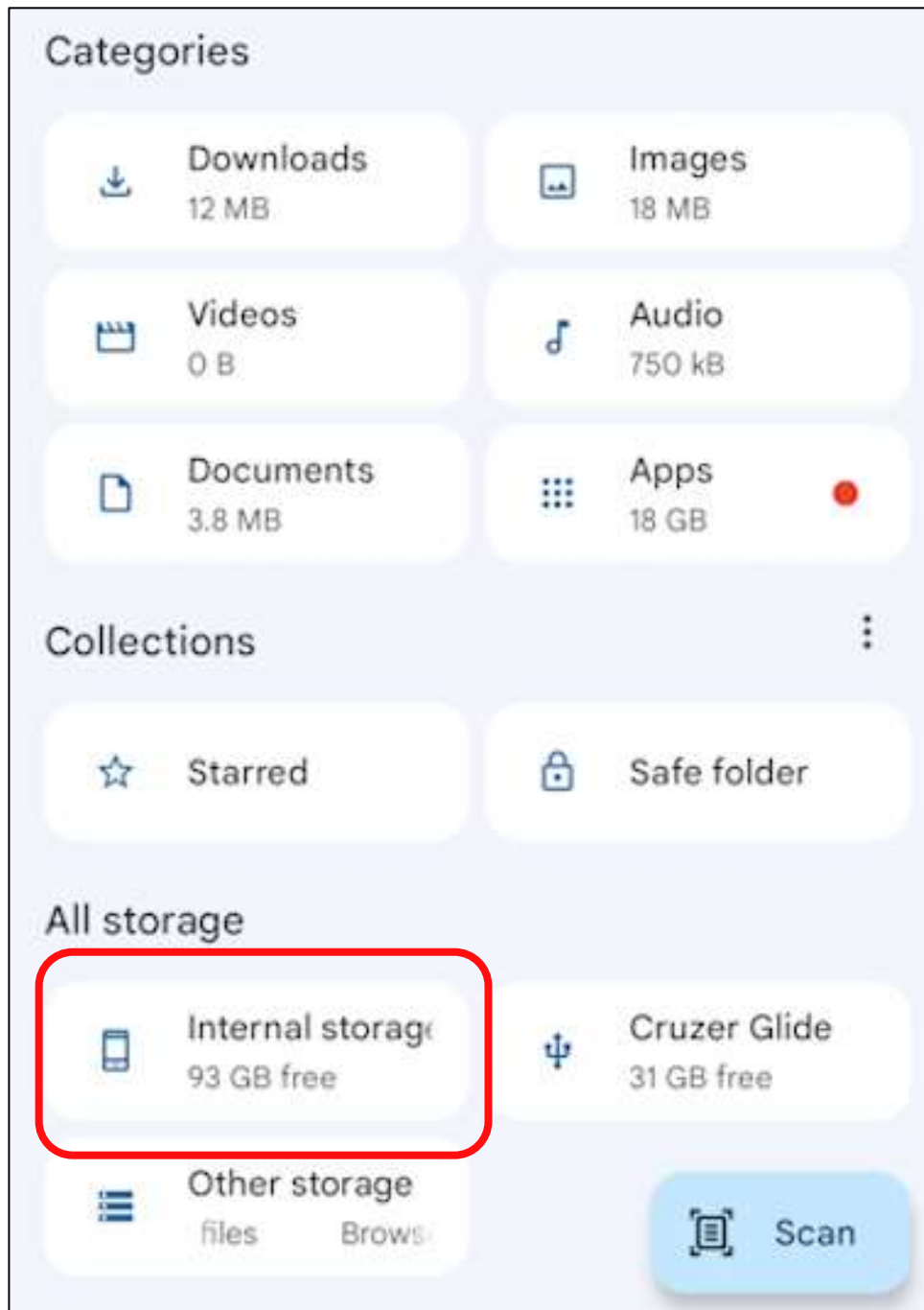
This will let Files by Google access
current and future content stored in
SanDisk USB drive.

CANCEL

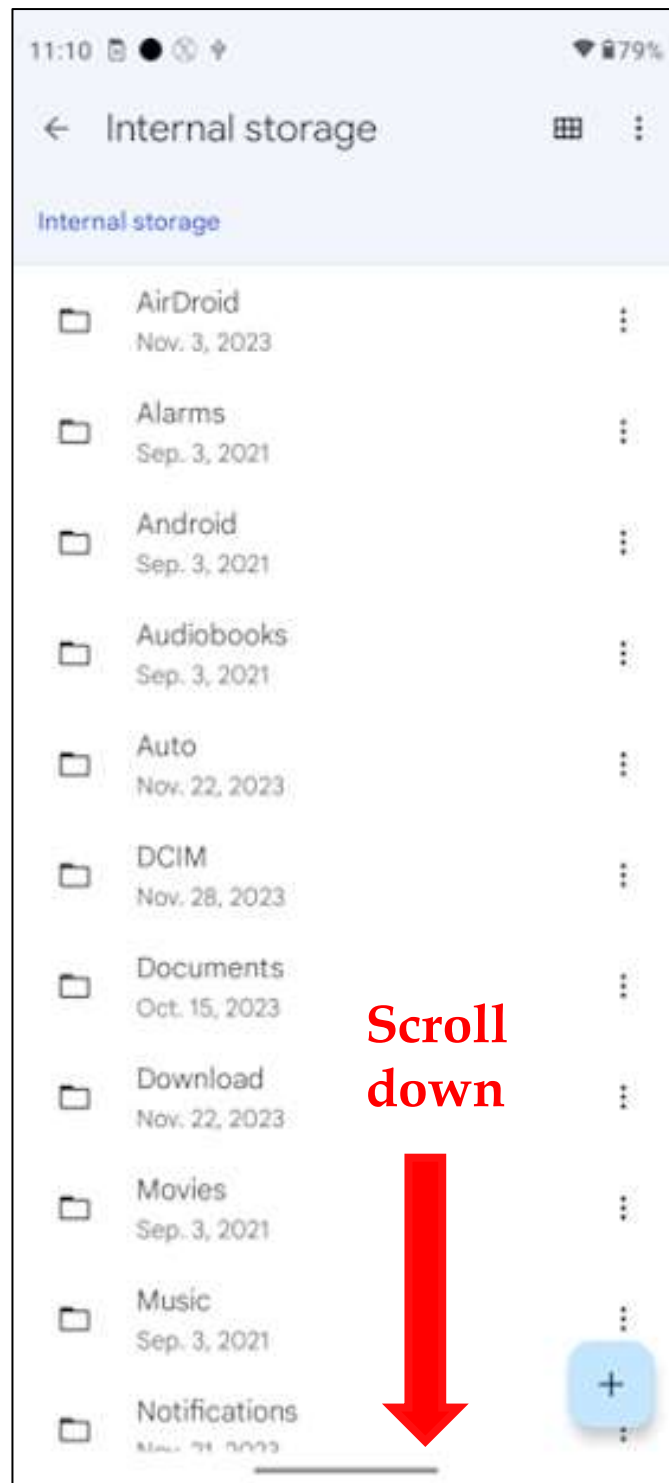
ALLOW

CANCEL

ALLOW

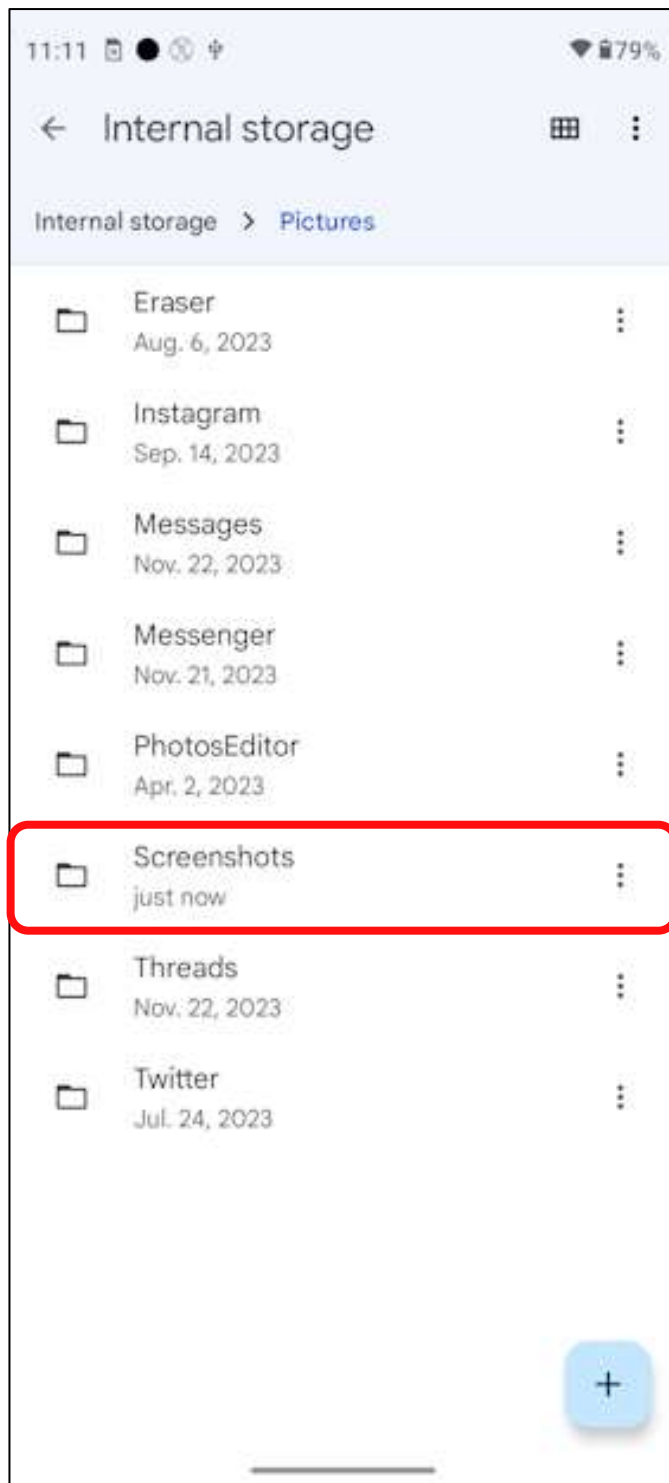


Click on *Internal Storage* to view a list of all the folders



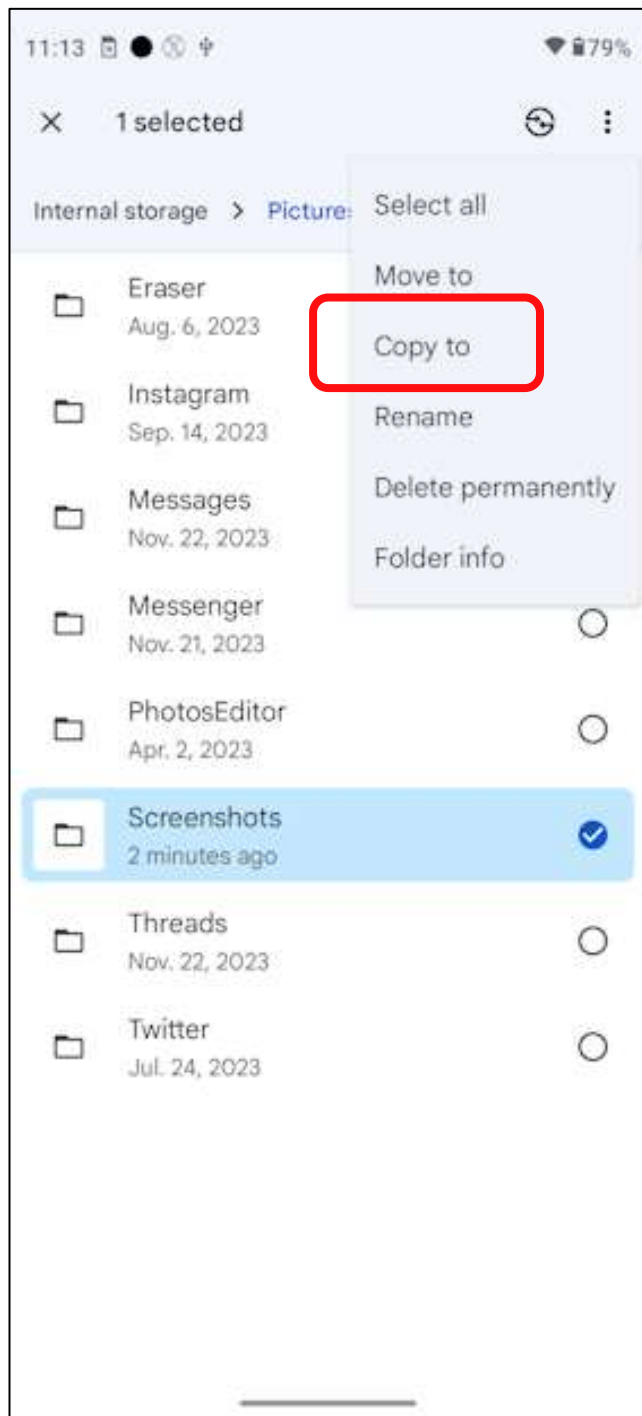
Internal Storage
selected

Continue to scroll
down... then click
on the Pictures
folder.



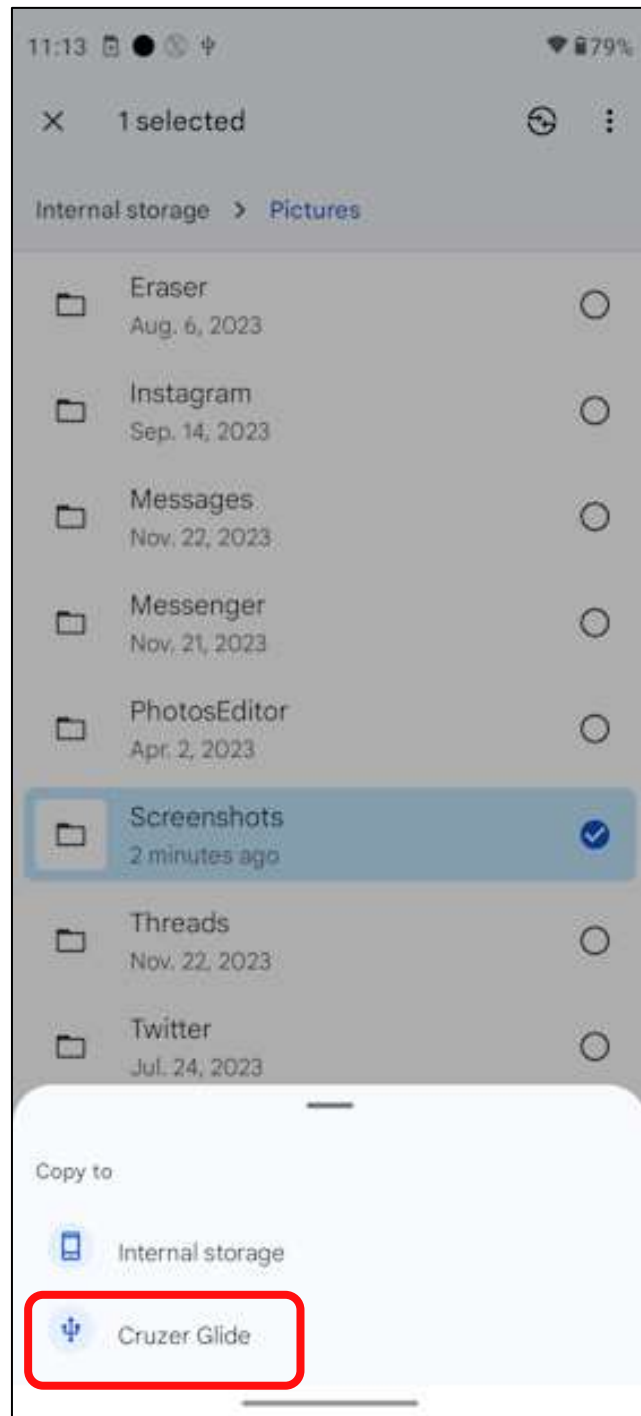
Pictures selected

Now, select
Screenshots



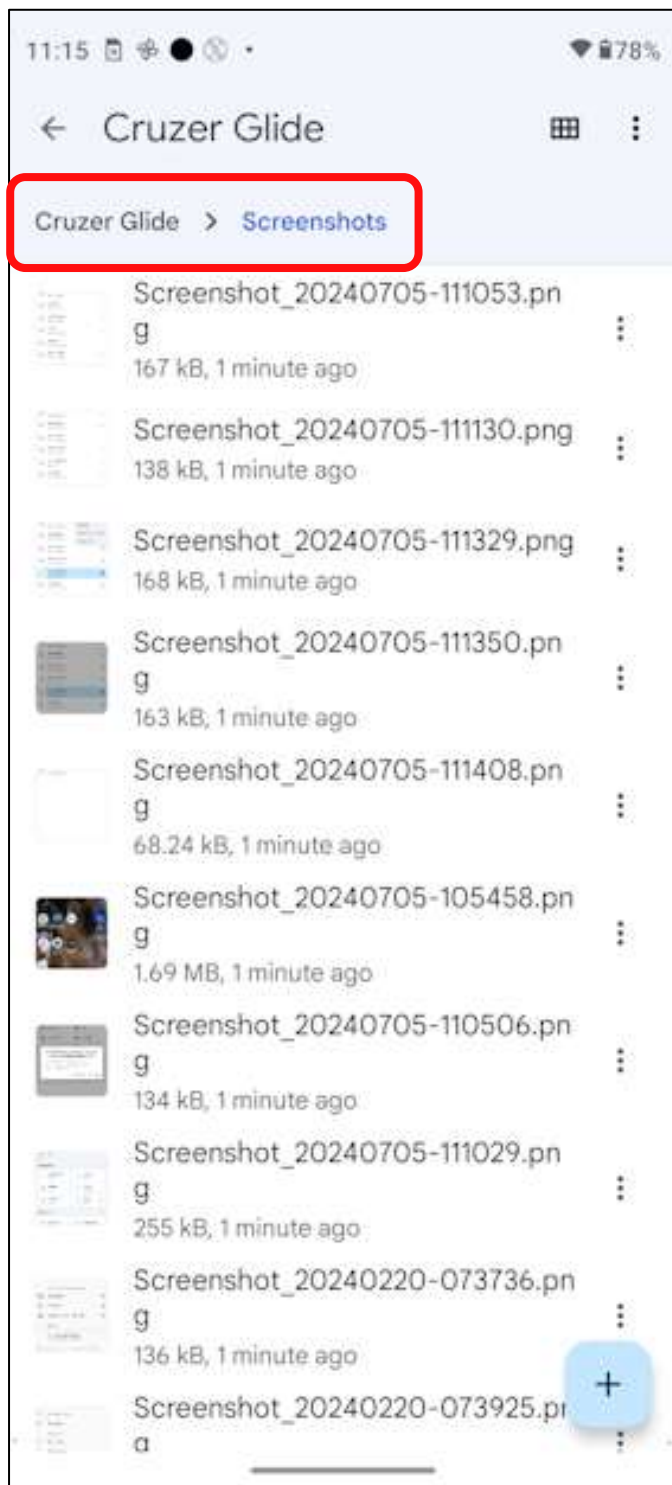
Screenshots selected

The final step is to
use *Copy to* and
choose *Cruzer Glide*
as the target drive



Copy to Cruzer Glide

The Screenshots
folder is copied to
the USB drive

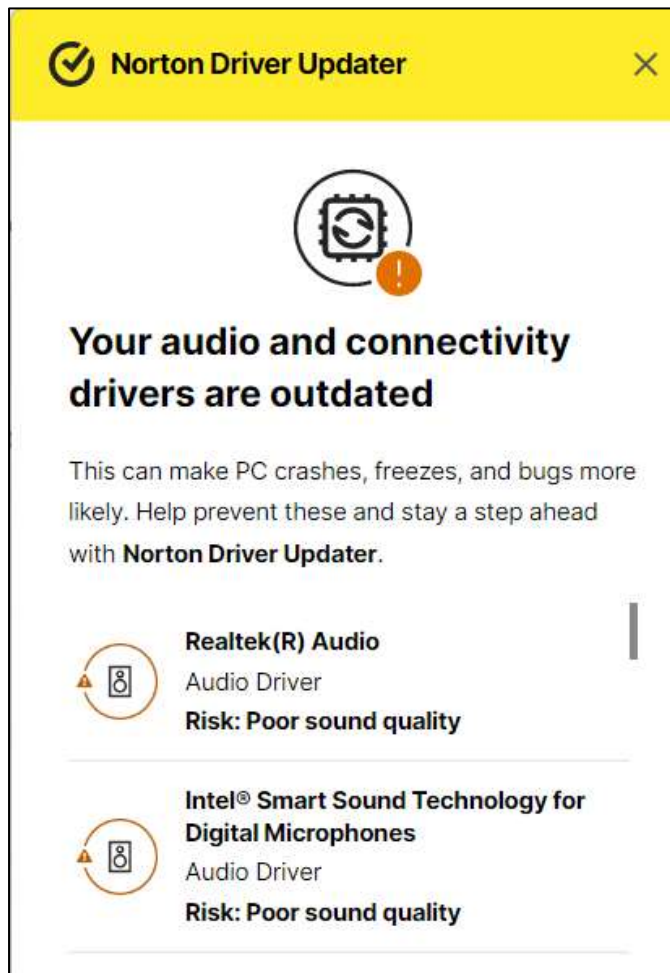


The Cruzor Glide USB drive now contains the Screenshots folder and files!





Updating Device Drivers



- How can I ensure my drivers are updated?
- I don't know what to believe
- Norton keeps telling me I have outdated drivers
- Microsoft says they update them automatically

- Norton wants me to spend more to fix the driver problem

Norton Driver Updater
Updated drivers help keep your PC running smoothly.

	Included in your plan	Add Norton Driver Updater
 Fix all 13 outdated drivers on your PC ⓘ	×	✓
 Fix all vulnerable drivers on your PC ⓘ	×	✓
 Lower the risk of crashes and device problems ⓘ	×	✓
 Reduce audio and graphical bugs ⓘ	×	✓

\$51.06
for the remainder term of your current subscription

Continue



Probably not an issue

- Windows almost certainly has a list of updated drivers that are available for your system
- I currently have 12 driver updates available for installation
- Check Windows Updates > View all optional updates > Driver updates *
(Press the right-chevron to list any updated drivers)

> Driver updates

Download and install

** Process for Windows 10
Windows 11 option follows*

 Home

Update & Security

 Windows Update Delivery Optimization Windows Security Files backup Troubleshoot Recovery Activation Find my device For developers

Windows Update

**You're up to date**

Last checked: Today, 3:12 AM

[Check for updates](#)

Optional quality update available

2024-06 Cumulative Update Preview for Windows 10 Version 22H2 for x64-based Systems (KB5039299)

[Download and install](#)[View all optional updates](#)**Get the latest updates as soon as they're available**

Be among the first to get the latest non-security updates, fixes, and improvements as they roll out. [Learn more](#)



Off

**Pause updates for 7 days**

Visit Advanced options to change the pause period

**Change active hours**

Currently 7:00 AM to 11:00 PM

**View update history**

See updates installed on your device

**Advanced options**

Additional update controls and settings



Optional updates

Choose the updates you want and then select Download and install.

▼ Windows updates

- ☐ 2024-06 Cumulative Update Preview for Windows 10 Version 22H2 for x64-based Systems (KB5039299)

▼ Driver updates

If you have a specific problem, one of these drivers might help. Otherwise, automatic updates will keep your drivers up to date.

- ☐ INTEL - System - 10/3/2016 12:00:00 AM - 10.1.1.38

- ☐ INTEL - System - 10/3/2016 12:00:00 AM - 10.1.1.38

- ☐ Intel Corporation - Graphics Adapter WDDM1.1, Graphics Adapter WDDM1.2, Graphics Adapter WDDM1.3, Graphics Adapter WDDM2.0 - Intel(R) HD Graphics Family

- ☐ Intel - Other hardware - Intel(R) 8 Series PCI Express Root Port #4 - 9C16

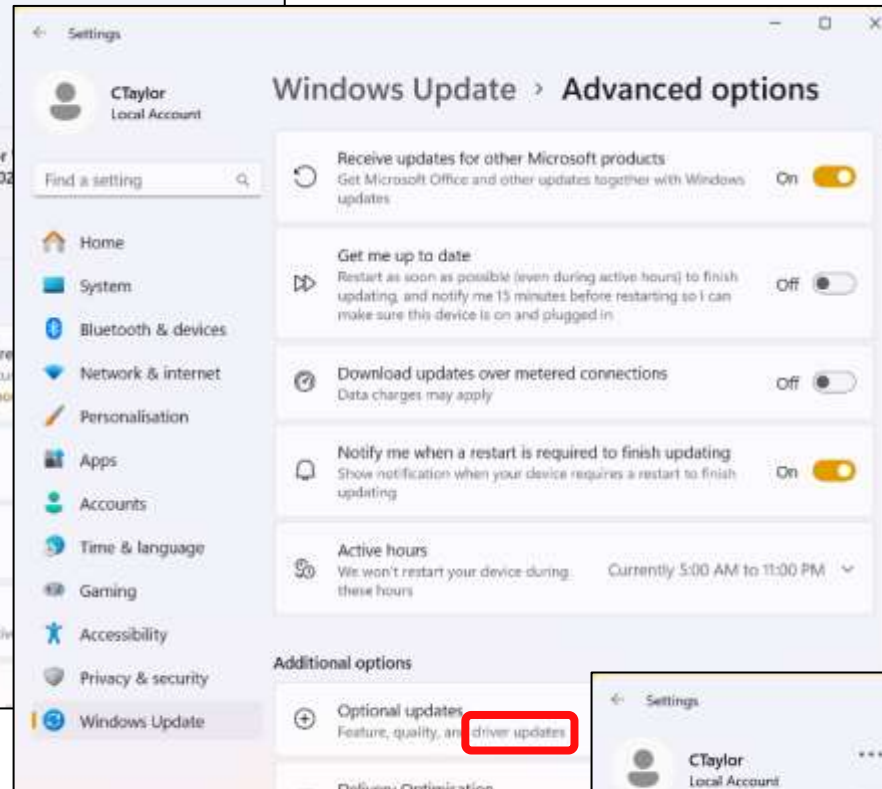
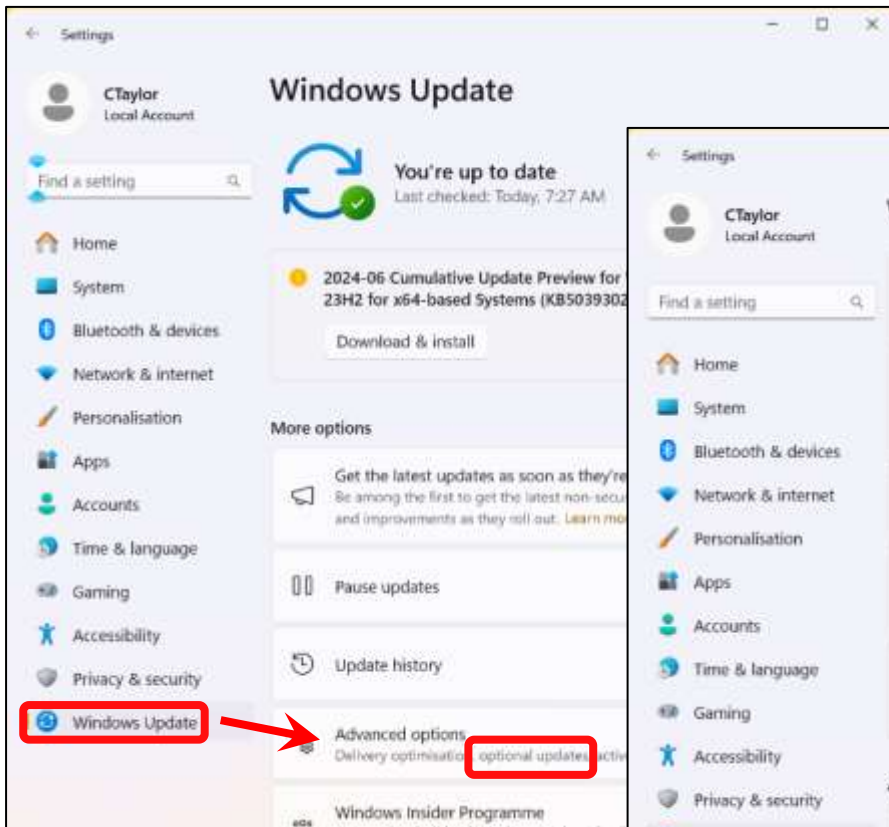
- ☐ Intel - Other hardware - Intel(R) 8 Series Thermal - 9C24

- ☐ Dell Inc - HIDClass - 10/26/2016 12:00:00 AM - 17.38.40.165

- ☐ Intel Corporation - Other hardware - Intel(R) Serial IO GPIO Host Controller - INT33C7

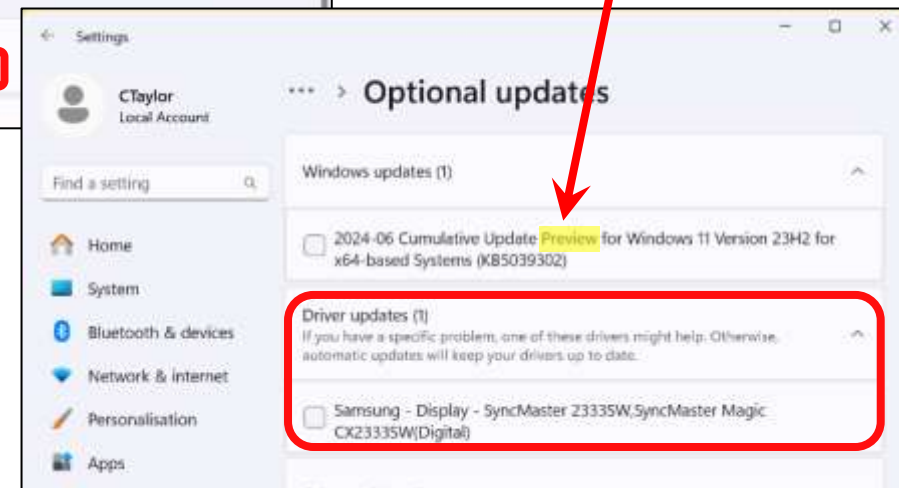


Driver updates in Windows 11



Worth noting

- do you really want to be a guinea pig with *preview* updates?



- Note that Windows says "*If you have a specific problem, one of these drivers might help*"
- The question you need to ask is do I have a specific problem?
- Right now, I do not have any driver issues so I have not enabled any of the available driver updates

- Note that Windows says "*If you have a specific problem, one of these drivers might help*"
- The question you need to ask is do I have a specific problem?
- Right now, I do not have any driver issues so I have not enabled any of the available driver updates
- Check with Perplexity AI:

Norton says my drivers are outdated.

Do I need to update them?

Answer

Norton's claims about outdated drivers should be approached with caution. Here's what you need to know:

1. Windows Device Manager is generally more reliable for driver status than third-party software like Norton ¹. If Device Manager shows your drivers are up to date, you likely don't need to update them.
2. Norton's driver update notifications are often part of an upsell strategy to get users to purchase additional software or services ¹ ⁴. Many users report that Norton flags drivers as outdated even when they're not.
3. Updating drivers unnecessarily can potentially cause system instability or compatibility issues ¹. It's best to update drivers only when there's a specific problem or when Windows recommends an update.
4. Windows Update is the safest and most reliable way to keep your drivers current for most users ². It provides driver updates that are specifically tested for your system.
5. For specialized hardware, checking the manufacturer's website for updates is a good practice, but this isn't necessary for most users on a regular basis.
6. Many IT professionals consider Norton (along with some other antivirus programs) to be overly intrusive and potentially harmful to system performance ¹.

In conclusion, you likely don't need to update your drivers based solely on Norton's recommendations. Stick to Windows Update for most driver updates, and only consider manual updates if you're experiencing specific hardware-related issues. If you're concerned about system performance or security, consider using Windows Defender instead of Norton, as it's generally considered sufficient for most users ¹.



Microsoft Defender Antivirus

My thoughts exactly!



My take on the specific problem

- Norton identified there are new drivers available for the sound (input and output)
- I think Norton's assertion that "*This can make PC crashes, freezes, and bugs more likely*" is disingenuous and way over the top!
- With the "*Risk: Poor sound quality*", I feel the same way
- If sound is working, I wouldn't worry about it
- Updating such drivers probably wouldn't hurt, but it is not worth paying Norton to do the update
- In all likelihood these are listed as optional driver updates in Windows Update



Has my phone been hacked?

- This morning, I sent out a few texts to people
- Two of the three message recipients told me my text message was peppered with question marks throughout, making it impossible to read correctly
- This has never happened before
- How do I go about determining if I have malware or something nasty on my phone?

```
? ? ? ? ? ? ? ? ? ? ? ? ? ? <div> <span style="color:#000000"> <strong>  
- ? ? ? ? ? ? ? ? - ? ? ? ? ? ? ? ? - ? ? ? ? ? ? ? ? - +o"Vo ? ? ? ? ?  
<strong> </span> </div/> . ? ? ? ? ? ? ? ? ? ? ? ? ? ?
```



“Translation” Issue

- When there are question marks in text strings, it is because characters are unsupported in the receiver's system
 - Your device may be using different character encoding than the recipient's device
 - Emojis that aren't supported by the recipient's device or operating system may appear as question marks
 - Line breaks or returns in your messages may be interpreted as unsupported characters
 - Carrier settings or network problems can cause message content to be corrupted during transmission, leading to question marks in the received text

- Possible solutions:

- Update the operating system and messaging app to the latest version for the most up-to-date character support
- For an Android device, go to your messaging app's settings and change the Input Mode to “Automatic”
- Check and update your carrier settings which can affect how messages are encoded and transmitted
- Avoid using special characters, emojis, and complex formatting
- Stick to the basic GSM7 character set which includes the standard Latin alphabet and common symbols
- If you must use characters outside the GSM7 set, consider using Unicode encoding
- If you're experiencing issues specifically with SMS/MMS, contact device/carrier support

Share

SmartApps

- Useful apps for Android smartphones and tablets
- What are your favourites?



SuggestionBox@opcug.ca

Can also be a program for the PC

Share

Really uninstalling apps!

This is why I think that

Uninstalr is the best Windows uninstaller

Uninstalr is a fast, lightweight and accurate way to uninstall software in Windows.

💖 New version: 2.5 💖

Start Download ▼

Download size: 5,8 MB - Latest version: 2.5

Works in Windows 11, 10, 8 and 7.

<https://uninstalr.com>

“Uninstalr is an easy to use and very accurate software uninstaller for Windows”

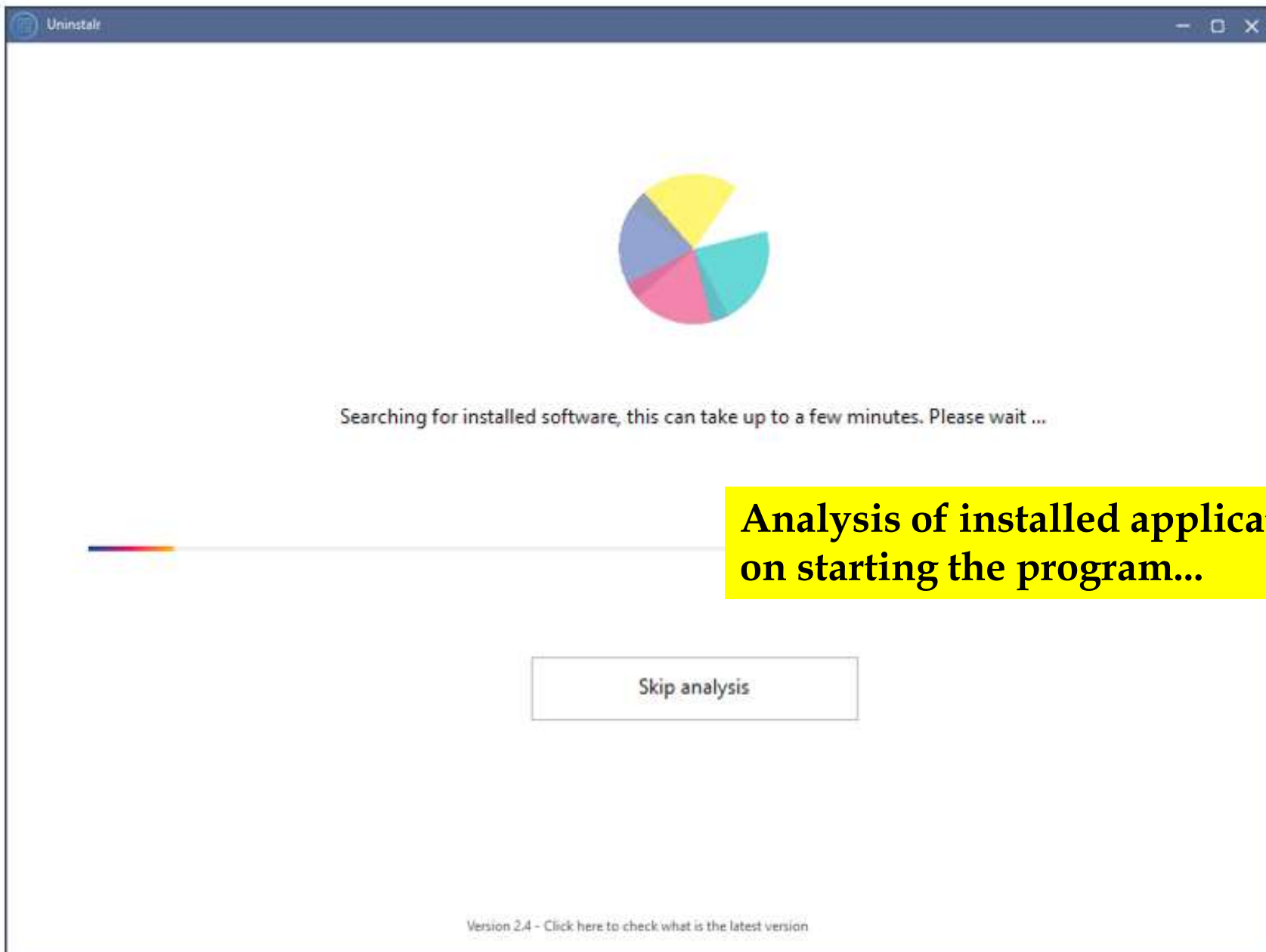
Features include:

- Deep analysis of data created by installed apps
- Fixing incorrect data in the installed apps listing
- Detects previously uninstalled software leftovers
- Batch uninstall many apps at the same time
- Shows all the data it will remove before starting the uninstallation.



Two options:

- Portable Version
 - one Windows executable file that you can simply copy to any system you want and run it there. When you are done, you can just delete the executable file and there is no other uninstallation or anything else required.
- Setup Version
 - Install Uninstalr to your computer. This also creates a link in the Start Menu and Desktop to start the app and you can uninstall it from the Control Panel as you normally do with Windows apps.



**Analysis of installed applications
on starting the program...**



Uninstallr version 2.4 found 308 installed software. They are currently occupying a total 33 GB of space.

A total of 781 files, 1400 folders, 18142 registry keys and 11016 registry entries are detected to be relating to these installed software.

Analysis took 118 seconds.

Tip: Uninstallr is still performing some final parts of the analysis, that is why these numbers might still update.

Show app types: 17 / 17 Filters: 1 / 3 Sort by: Name (A to Z) Search: (none)

Hide: (none)

	7-Zip 23.01 (x64) 23.01 • Igor Pavlov • 29/11/2023	Normal 6 MB
	AMD Problem Report Wizard Advanced Micro Devices inc • 01/12/2017	Normal 259 MB
	AMD Settings - Branding Advanced Micro Devices inc • 01/12/2017	Normal 259 MB
	AMD Settings Advanced Micro Devices inc • 01/12/2017	Normal 259 MB
	AMD Software Advanced Micro Devices inc • 01/12/2017	Normal 86 MB
	AMD User Experience Program Installer Advanced Micro Devices inc • 01/12/2017	Normal 6 MB
	Ashampoo Burning Studio FREE 1.24.12.22 • Ashampoo GmbH & Co. KG • 26/01/2023	Normal 193 MB
	Audacity 3.5.1 3.5.1 • Audacity Team • 01/06/2024	Normal 79 MB

Alphabetical list of
installed applications

Fix ...

Uninstall ...

Close



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7-Zip 23.01 (x64)

23.01 • Igor Pavlov • 29/11/2023



AMD Problem Report Wizard

Advanced Micro Devices inc • 01/12/2017



AMD Settings - Branding

Advanced Micro Devices inc • 01/12/2017



AMD Settings

Advanced Micro Devices inc • 01/12/2017



AMD Software

Advanced Micro Devices inc • 01/12/2017



AMD User Experience Program Installer

Advanced Micro Devices inc • 01/12/2017



Ashampoo Burning Studio FREE

1.24.12.22 • Ashampoo GmbH & Co. KG • 26/01/2023



Audacity 3.5.1

3.5.1 • Audacity Team • 01/06/2024

Summary information:

308 installed apps

33 GB of disk space

781 files; 1400 folders

18142 registry keys

11016 registry entries

Time taken 118 seconds

Normal

6 MB

Normal

259 MB

Normal

259 MB

Normal

259 MB

Normal

86 MB

Normal

6 MB

Normal

193 MB

Normal

79 MB

Fix ...

Uninstall ...

Close



Uninstallr

Uninst:

A total
softwa

Analysi

Tip: Ur



Show app types: 17 / 17



Filters: 1 / 3



Sort by: Name

- | | |
|--|---|
| ☒ Normal (198) | ☒ Platform: Steam (0) |
| ☒ Microsoft Store app (37) | ☒ Steam game (0) |
| ☒ Portable (3) | ☒ Platform: NuGet (0) |
| ☒ Windows builtin app (24) | ☒ NuGet app (0) |
| ☒ Windows component (42) | ☒ Platform: PortableApps.com (0) |
| ☒ Windows update (0) | ☒ PortableApps.com app (0) |
| ☒ Platform: Chocolatey (0) | ☒ Platform: Big Fish Game Manager (0) |
| ☒ Chocolatey app (0) | ☒ Big Fish Game (0) |
| | ☒ Possible leftover (4) |

Show app types



Uninstallr

Uninstallr version

A total of 781 file
software.

Analysis took 118

Tip: Uninstallr is s



Show app types: 17 / 17



Filters: 1 / 3



Sort by: Name (A to Z)



7-Zip 23.01 (x64)

23.01 • Igor Pavlov • 2



AMD Problem Report wizard

Advanced Micro Devices inc • 01/12/2017

- ☒ Don't list anything from Microsoft
- ☐ Don't list software that is less than 10 MB
- ☐ Only list software installed in the last 7 days

Filters



Uninstallr version 2.4 found 312 installed software. They are currently occupying a total 30 GB of space.

A total of 752 files, 850 folders, 17870 registry keys and 10951 registry entries are detected to be relating to these installed software.

Analysis took 148 seconds.

Tip: Uninstallr is still performing some final parts of the analysis, that is why these numbers might still update.



Show app types: 1 / 17



Filters: 1 / 3



Sort by: Name (A to Z)



Search: (none)

Hide: (none)



Adobe Revel

1.5.101.6 • Adobe, Inc • 17/09/2016

Microsoft Store app

77 MB



Crash Data Retrieval 2

24.0.550.0 • Bosch Automotive Service Solutions inc • 20/04/2024

Microsoft Store app

192 MB



Dell Update

4.1.15.0 • Dell Inc • 11/05/2021

Microsoft Store app

8 MB



eBay

1.6.0.34 • eBay inc • 17/09/2016

Microsoft Store app

6 MB



Kindle

2.1.0.2 • AMZN Mobile LLC • 17/09/2016

Microsoft Store app

5 MB



Samsung Printer Experience

1.3.15.0 • Samsung Electronics Co Ltd • 31/12/20

Microsoft Store app

39 MB



Skype

15.118.3205.0 • Skype Technologies S.A

Microsoft Store app

361 MB



Twitter

7.0.1.0 • Twitter Inc • 13/09/2021

Microsoft Store app

390 KB

**Show app types
= Microsoft Store app**

**Select individual
apps to be uninstalled**

Uninstall ...

Close



Uninstallr version 2.4 found 312 installed software. They are currently occupying a total 30 GB of space.

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Show app types: 1 / 17



Filters: 1 / 3



Sort by: Name (A to Z)



Search: (none)

Hide: (none)



Adobe Revel

1.5.101.6 • Adobe, Inc • 17/09/2016

Microsoft Store app

77 MB



Crash Data Retrieval 2

24.0.550.0 • Bosch Automotive Service Solutions inc • 20/04/2024

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Dell Update

4.1.15.0 • Dell Inc • 11/05/2021

Microsoft Store app

8 MB



eBay

1.6.0.34 • eBay inc • 17/09/2016

Microsoft Store app

6 MB



Kindle

2.1.0.2 • AMZN Mobile LLC • 17/09/2016

Microsoft Store app

5 MB



Samsung Printer Experience

1.3.15.0 • Samsung Electronics Co Ltd • 31/12/2018

Microsoft Store app

39 MB



Skype

15.118.3205.0 • Skype Technologies S.A

Microsoft Store app

361 MB



Twitter

7.0.1.0 • Twitter Inc • 13/09/2021

Microsoft Store app

390 KB

Uninstall ...

Close



Uninstallr

Uninstallr version 2.4 found 308 installed software. They are currently occupying a total 32 GB of space.

A total of 754 files, 841 folders, 17769 registry keys and 10981 registry entries are detected to be relating to these installed software.

Analysis took 104 seconds.

Tip: Uninstallr is still performing some final parts of the analysis, that is why these numbers might still update.



Show app types: 2 / 17



Filters: 1 / 3



Sort by: Name (A to Z)



Search: (none)

Hide: (none)



Crash Data Retrieval 2

24.0.550.0 • Bosch Automotive Service Solutions inc • 20/04/2024

Microsoft Store app

192 MB



Dell Update

4.1.15.0 • Dell Inc • 11/05/2021

Microsoft Store app

8 MB



Samsung Printer Experience

1.3.15.0 • Samsung Electronics Co Ltd • 31/12/2018

Microsoft Store app

39 MB



Skype

15.118.3205.0 • Skype Technologies S.A

Microsoft Store app

382 MB

Fix ...

Uninstall ...

Close

0 selected out of 4 - 304 items hidden with filters - Filters: Don't list anything from Microsoft



Uninstallr version 2.4 found 240 installed software. They are currently occupying a total 16 GB of space.

A total of 590 files, 428 folders, 12556 registry keys and 9872 registry entries are detected to be relating to these installed software.

Analysis took 63 seconds.

Tip: Uninstallr is still performing some final parts of the analysis, that is why these numbers might still update.

Show app types: 1 / 17 Filters: 1 / 3 Sort by: Name (A to Z) Search: (none) Hide: (none)

	CCC Help Turkish 2015.1104.1642.30033 • Advanced Micro Devices inc • 23/08/2020	Possible leftover 101 MB
	Clover	Possible leftover 148 KB
	Dropbox Dropbox inc • 11/03/2024	Possible leftover 38 MB
	Foxit Pdf Reader Foxit Software Inc • 06/05/2024	Possible leftover 7 MB
	GoodSync	Possible leftover 982 KB
	InfraRecorder	Possible leftover 7 KB
	KomboZer	Possible leftover 1 MB
	MiniTool ShadowMaker MiniTool	Possible leftover 626 KB

Show app types
= Possible leftover

Fix ...

Uninstall ...

Close

Confirm



Warning: You are attempting to uninstall software which seems like it could be relating to other software that you have chosen not to uninstall.

You have chosen to uninstall: "Mozilla Firefox".

But the software could be relating to: "Mozilla Maintenance Service, Mozilla Thunderbird (x86 en-US)" which you have chosen not to uninstall.

If you proceed, please spend extra time confirming the listed data to avoid unwanted data from being removed.

Are you sure you wish to continue?

Yes

No

Cancel

Mozilla Firefox, Catalyst Control Center InstallProxy, CCC Help Polish, Dropbox, CCC Help Greek, CCC Help Turkish, CCC Help Czech, CCC Help Swedish, Syncthing, InfraRecorder, Foxit Pdf Reader, GoodSync, Radmin, PeaZip, CCC Help Chinese Standard, CCC Help Finnish, CCC Help French, CCC Help Chinese Traditional, CCC Help Thai, CCC Help Norwegian, Catalyst Control Center Localization All, XnView, MiniTool ShadowMaker, CCC Help English, CCC Help Danish, CCC Help Korean, KompoZer, CCC Help Spanish, CCC Help Italian, Clover, CCC Help Dutch, PDFTK Builder, Secunia PSI, SUMo are currently occupying a total 187 MB of space.

A total of 6 files, 33 folders, 311 registry keys and 180 registry entries are detected to be relating to these installed software.

Search: (none)

Software: Mozilla Firefox
Publisher: The Mozilla Foundation
Installation directory: C:\Program files (x86)\Mozilla firefox\
Main executable: (none)
Main shortcut: (none)
Uninstaller: (none)
Uninstaller registry key: (none)

Found a total of 62 pieces of data relating to this software. 1 files or folders, and 61 registry keys or entries.

Software's files and folders:

C:\Program files (x86)\Mozilla firefox\

Software's registry data:

HKEY_CLASSES_ROOT\.htm\
HKEY_CLASSES_ROOT\.shtml\
HKEY_CLASSES_ROOT\.xht\
HKEY_CLASSES_ROOT\.xhtml\
HKEY_CLASSES_ROOT\Applications\Firefox.exe\
HKEY_CLASSES_ROOT\Firefoxhtml\
HKEY_CURRENT_USER\Software\Microsoft\Windows nt\Currentversion\Appcompatflags\Compatibility assistant\Store\ : C:\Progr
HKEY_CURRENT_USER\Software\Microsoft\Windows nt\Currentversion\Appcompatflags\Compatibility assistant\Store\ : C:\Progr
HKEY_CURRENT_USER\Software\Microsoft\Windows nt\Currentversion\Appcompatflags\Compatibility assistant\Store\ : C:\Progr
HKEY_CURRENT_USER\Software\Microsoft\Windows\Currentversion\Applicationassociationtoasts\ : applications\Firefox.exe_htr

Jump to software:

Mozilla Firefox

Tip: Please review the above data carefully to ensure no data unrelating to the selected software is listed. You can also edit the data freely.

- ☒ Automatically close all running programs to perform the uninstallation
- ☒ Automatically reboot the computer to finalize the uninstallation
- ☒ Automatically run uninstallation scripts to finalize the uninstallation

**Example of data
related to software
leftovers selected
for uninstallation:**

**Installation directory
Files and folders
Registry data**

Start Uninstallation

Close

Conclusions:

- Easy-to use, intuitive user interface
- Select apps to be uninstalled
- Checks/ warnings prior to uninstallation
- *Don't include anything from Microsoft* filter avoids unintended uninstallation of Windows software
- Most pre-defined file types/ app platforms not all that useful (to me)
- Identified bundled apps I had never used and software leftovers I didn't know existed!
- Works as advertised (as far as I can tell)

Share

Treat your email like laundry



MAXIMIZE YOUR DAY

Treat Your Email
Like Laundry

If we treated our laundry as we treat our email

At least ten times an hour

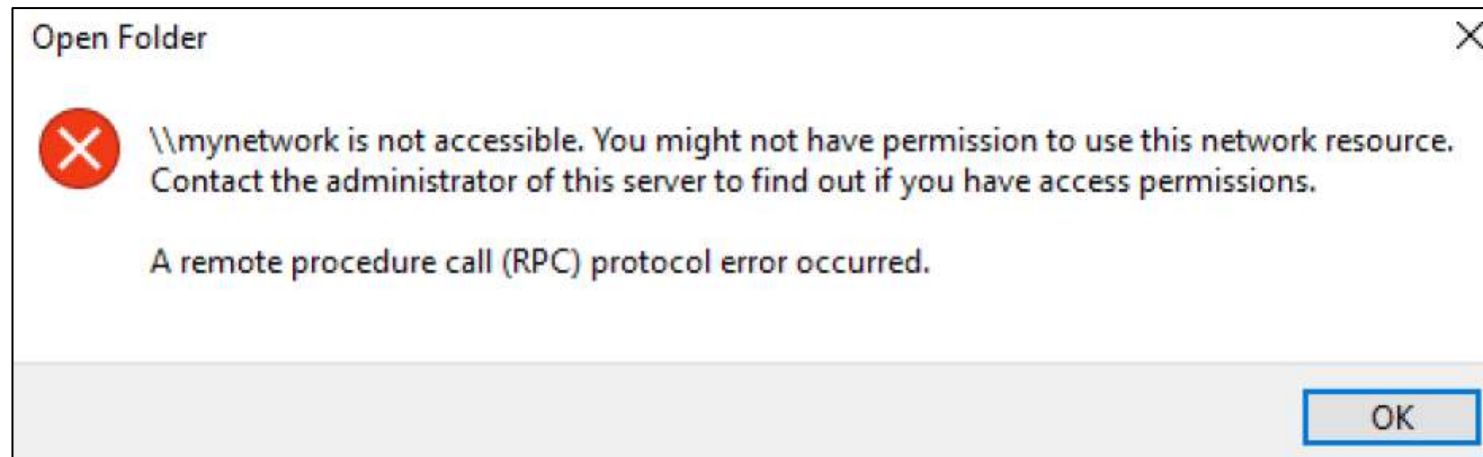
- we'd look in the dryer
- sigh at the mix of wet and dry clothes
- wonder where the shirt we needed was
- close the dryer door again without emptying a thing

<https://blog.thunderbird.net/2024/06/chaotic-inbox-to-productivity-powerhouse/>

Follow Up



USB Drive Share via Router



https://opcug.ca/qa_recordings/20231115_PowerPoint.pdf



**So, how are we
going to make the
networked USB
drive useful?**





So, how are we going to make the networked USB drive useful?

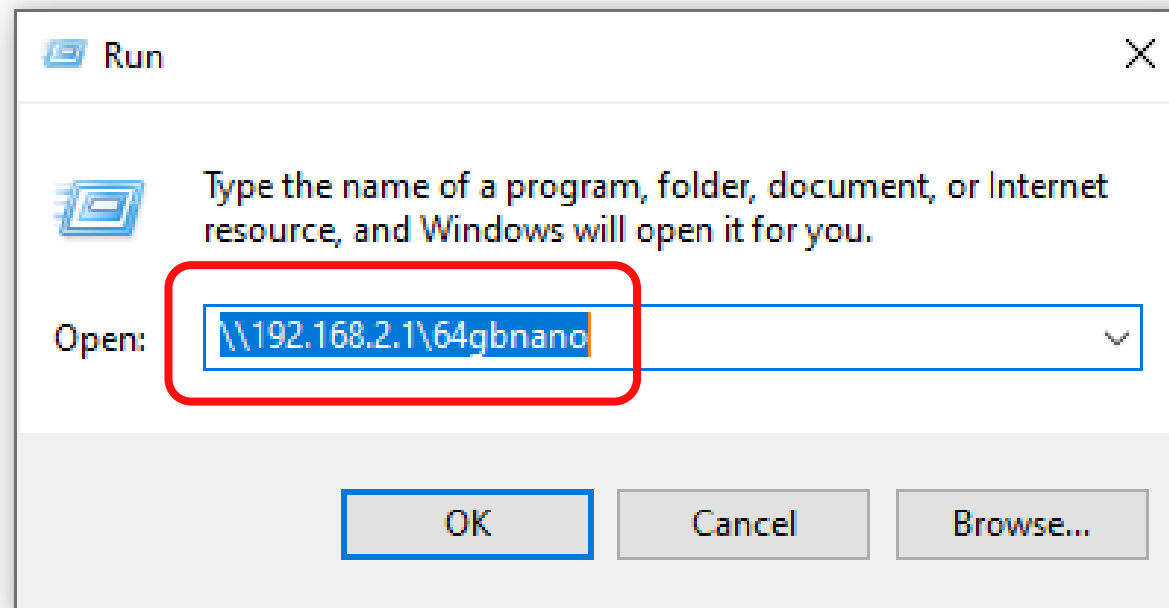


Ask Chris!

The address of your router won't change which is why \\192.168.2.1 would work

Windows 10:

- Run (Search box)
- Enter: \\192.168.2.1\64gbnano



64gbnano

File

Home

Share

View

Pin to Quick
access



Copy



Paste



Cut

Copy path



Paste shortcut

Clipboard



Move
to



Copy
to



Delete

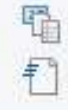


Rename

Organize



New
folder



New item

Easy access

New



Properties



Open

Edit



History

Open



Select
all



Select



Invert
selection

S

Network > 192.168.2.1 > 64gbnano

original

articles

Documents

finances_2024

presentations

wp

Dropbox

This PC

3D Objects

Desktop

Documents

Name

Date modified

Size

CanadaPost.odt

2024-01-11 3:32 PM

759 KB

CanadaPost-2023-02-12.odt

2024-02-12 3:59 PM

1,187 KB

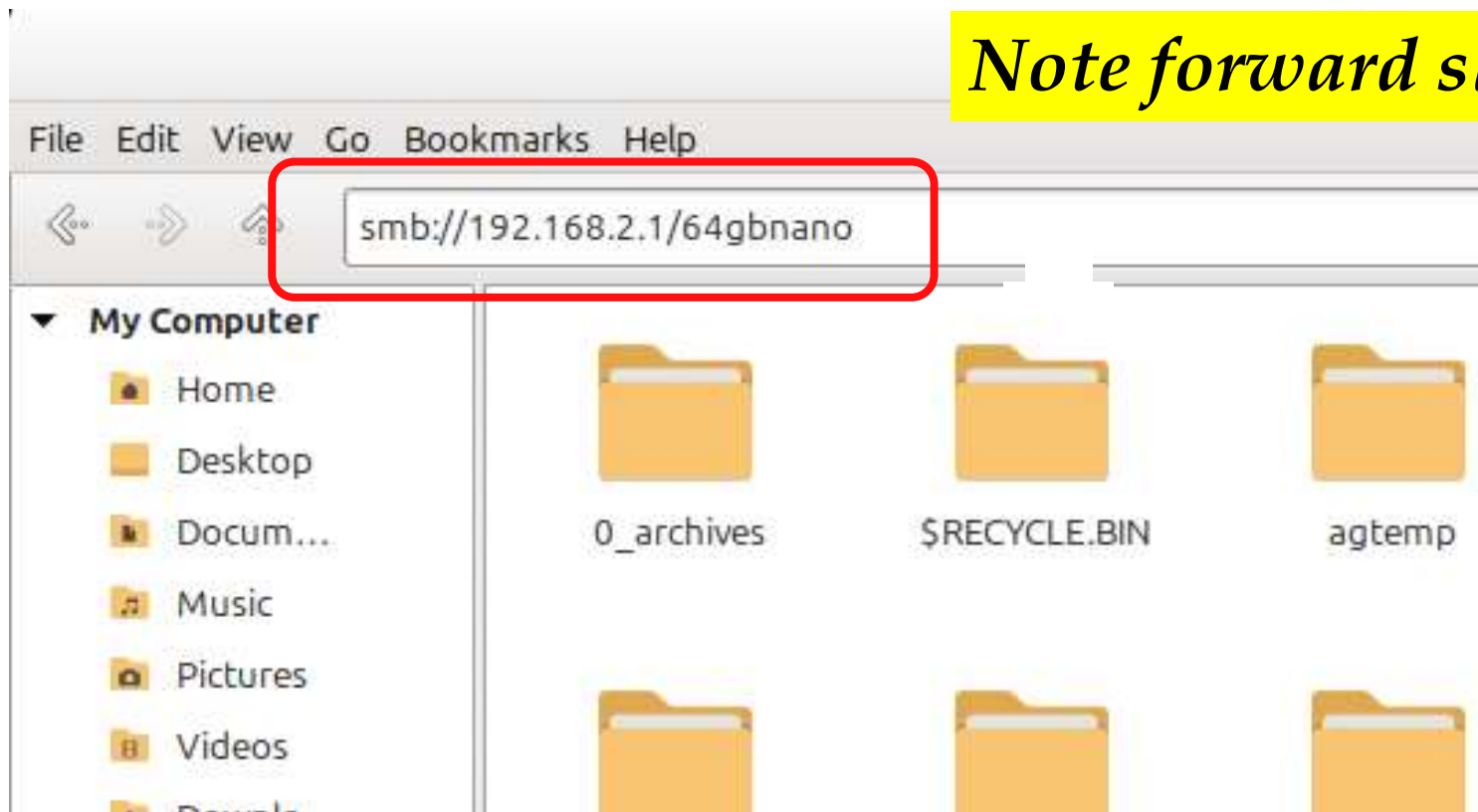
USB64GB.txt

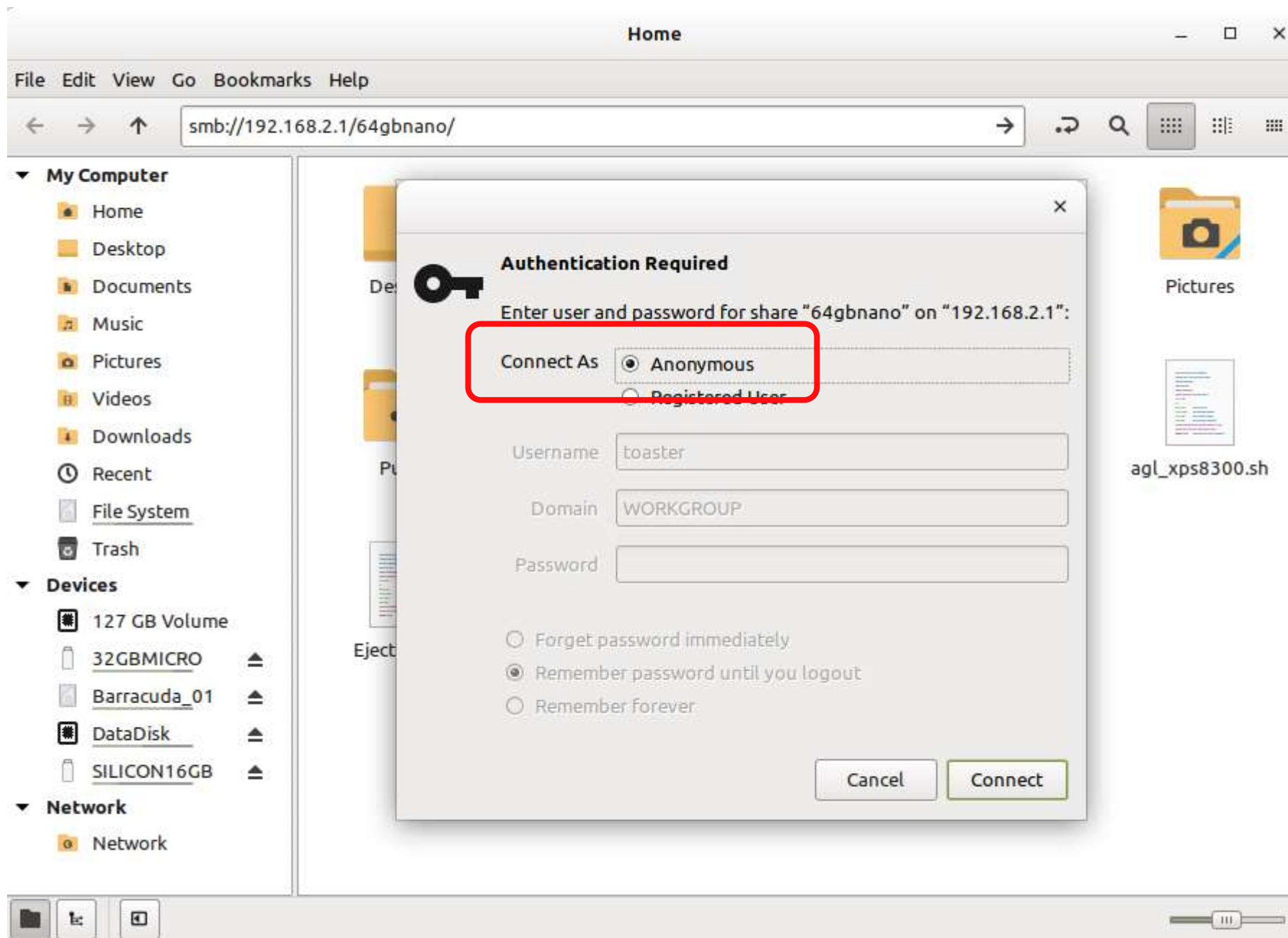
2024-07-07 9:27 PM

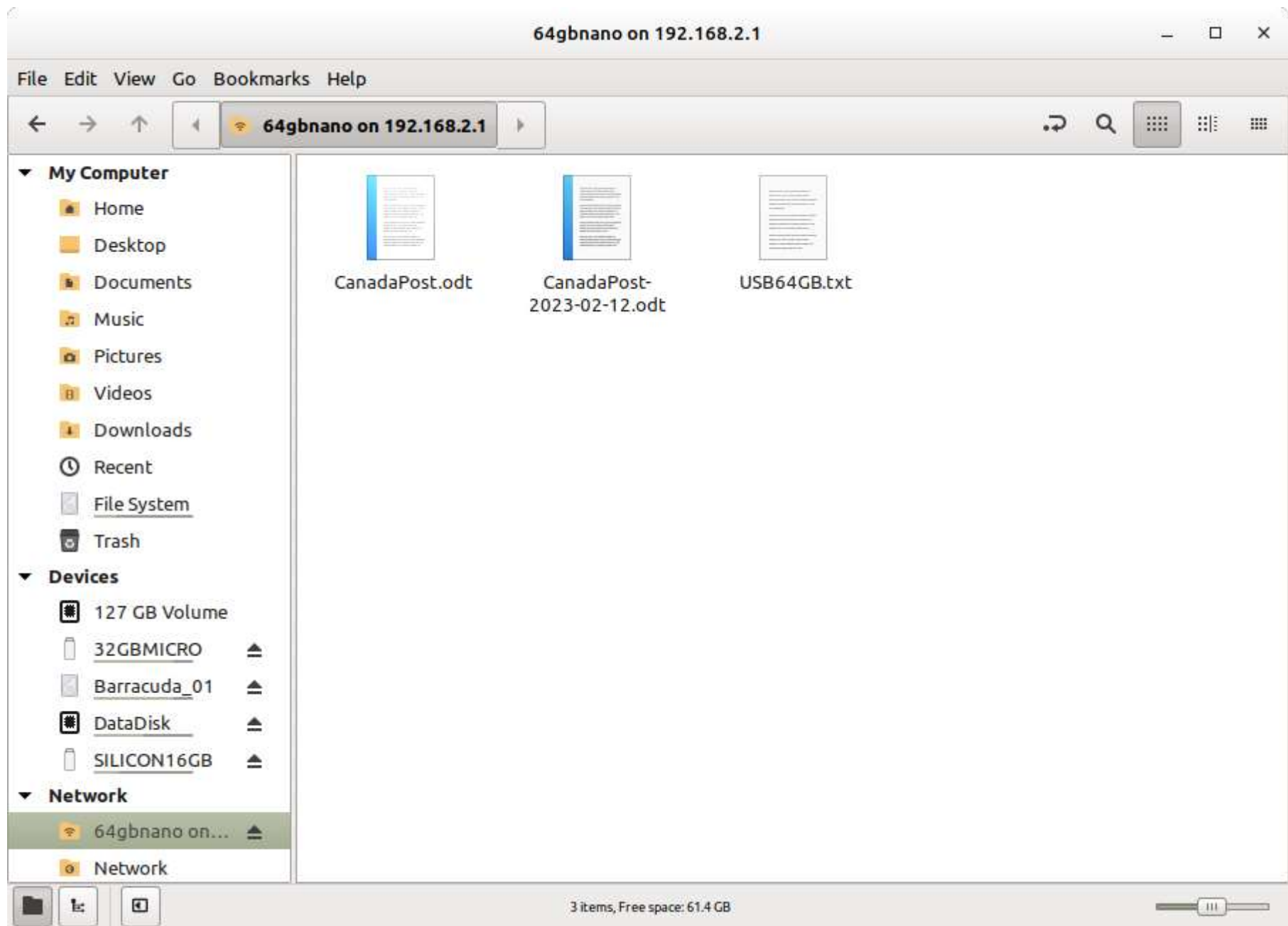
2 KB

Linux Mint:

- In Nemo's address bar (File manager)
- Enter: `smb://192.168.2.1/64gbnano`



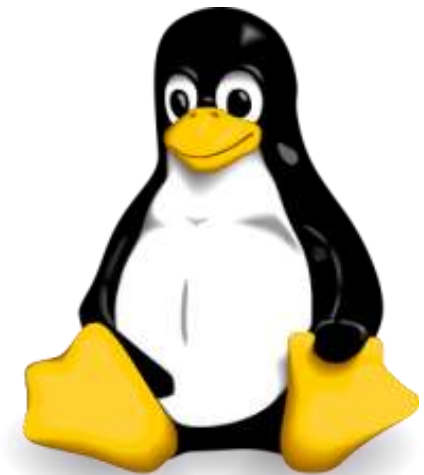


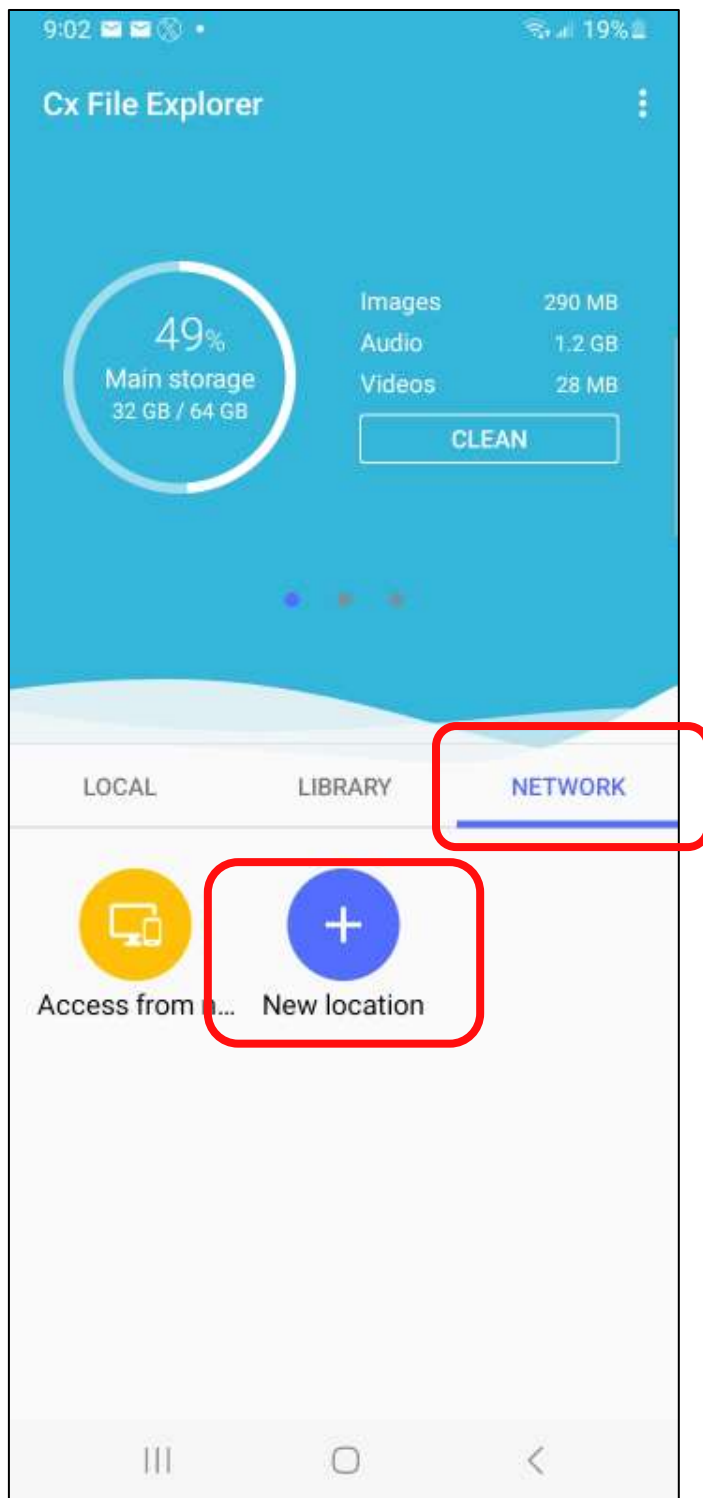




Bonus in Linux:

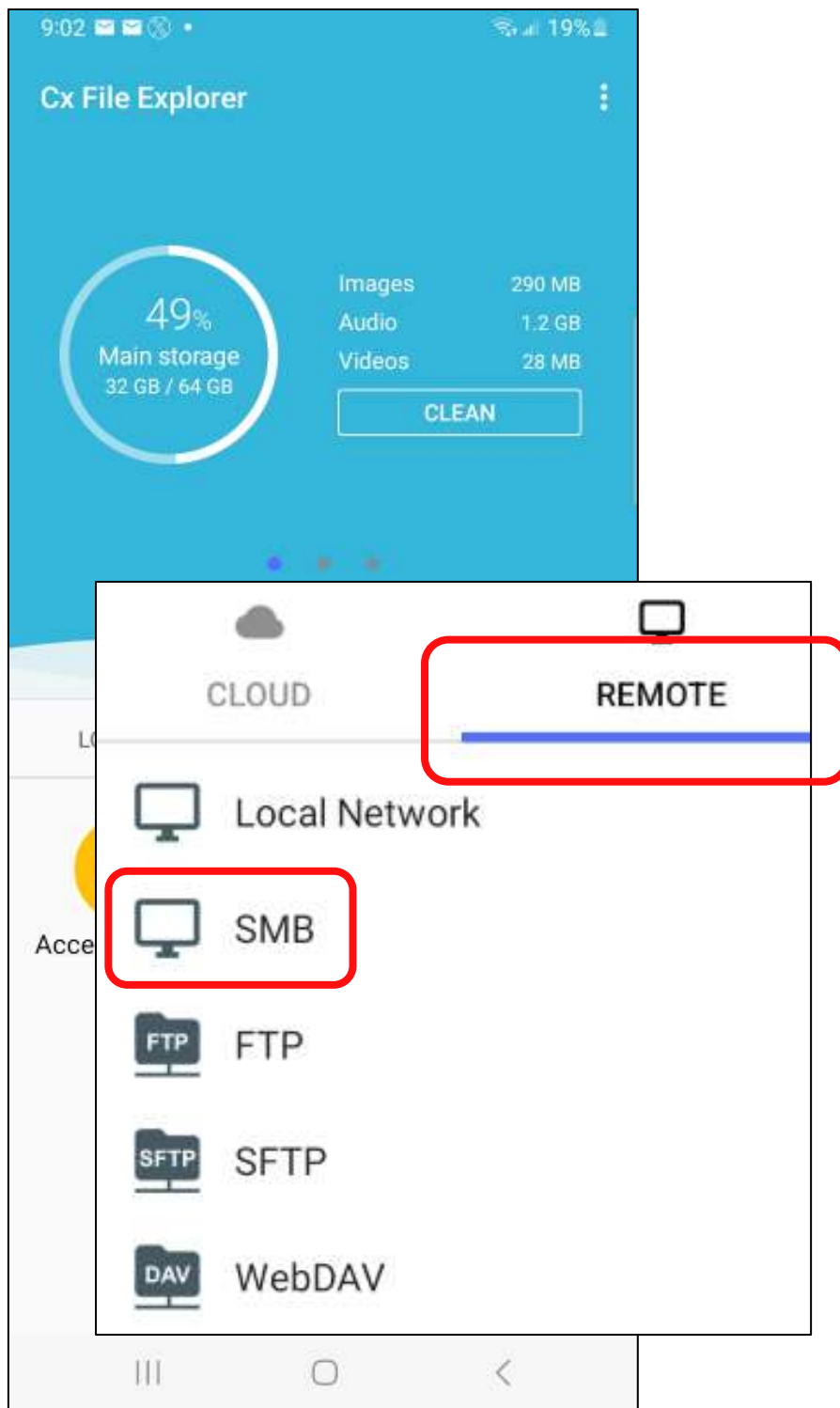
Desktop icon





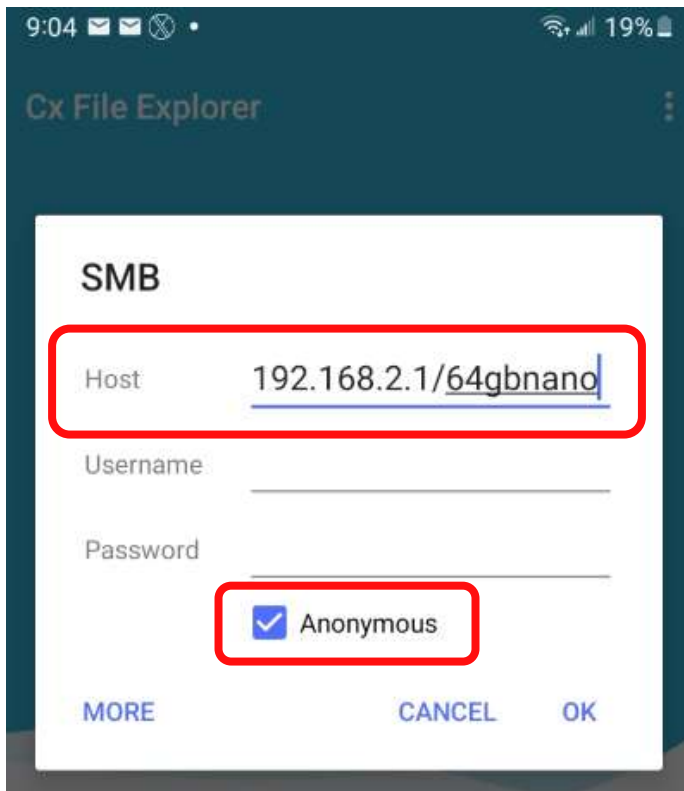
Android 11:

- Cx File Explorer
- NETWORK
- New location



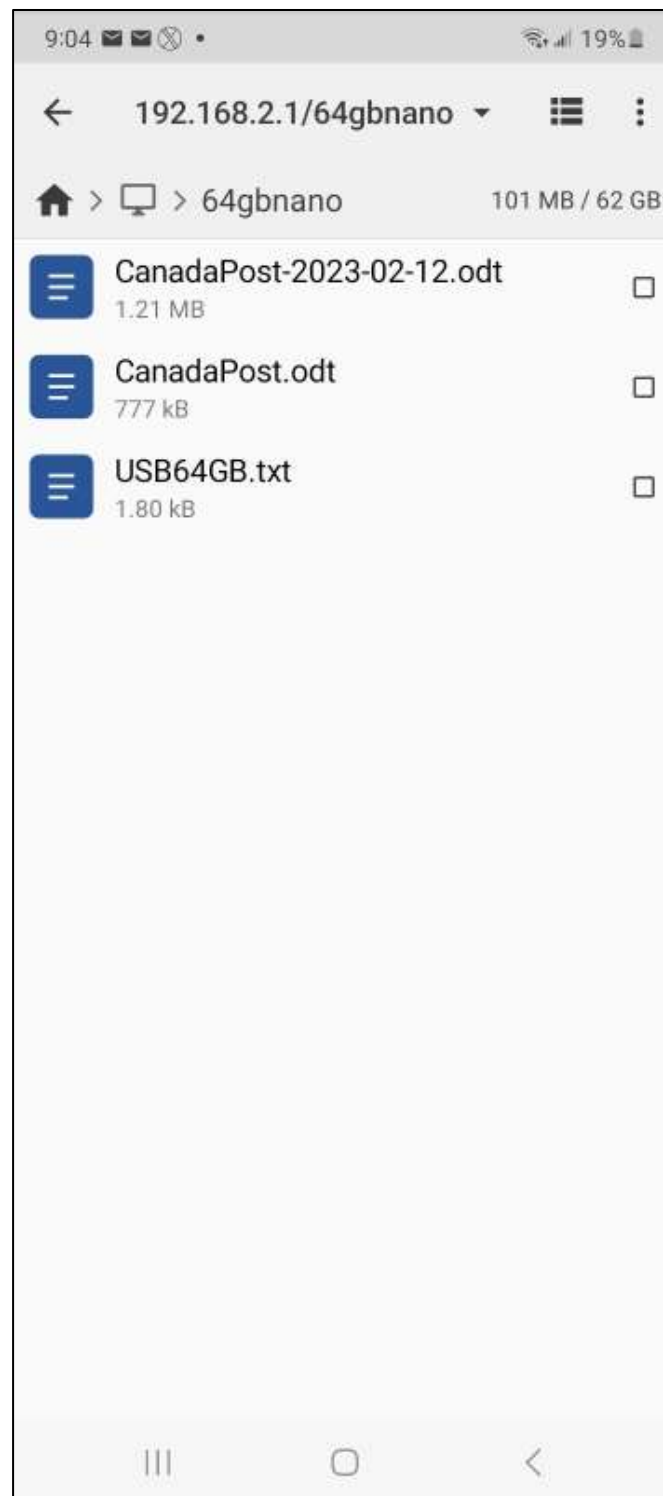
Android 11:

- Cx File Explorer
- NETWORK
- New location
- REMOTE
- SMB



Android 11:

- Cx File Explorer
- NETWORK
- New location
- REMOTE
- SMB
- 192.168.2.1/64gbnano
- Anonymous



Share

TicketMaster breach

- “unauthorized third party” obtained information from a cloud database hosted by a third-party company between April 2 and May 18, 2024
- Over 500 million TicketMaster users affected
- “may have included your name, basic contact information, and payment card information such as encrypted credit or debit card numbers and expiration dates”
- What should you do?

ticketmaster®

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Reacting to TicketMaster breach

- CBC
- Evan Light, associate professor of communications at York University, expert in privacy & surveillance tech
 - “If people get emails from Ticketmaster saying that they're among these accounts, I'd say cancel your credit card right away.”
 - check website *Have I been Pwned*
<https://haveibeenpwned.com/>
 - note from Chris – the ship has sailed on this breach, but useful for future breaches
 - enable multi-factor authentication on credit cards
 - refrain from storing credit card information with a company you are buying from, even though it seems convenient

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Reacting to TicketMaster breach

- Medium.com
- They don't care about you, and they will not "do everything they can to protect your data"
- They will do the absolute bare minimum to minimize charges from the SEC and other regulatory bodies
- You cannot rely on them to protect you in any way

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Reacting to TicketMaster breach

- Medium.com (con't)
- Breach contains name, phone number, email address, home address, partial credit card details, transaction details
- May receive follow-up calls, emails, letters, & text messages from attackers
 - may appear convincing: they can identify the shows you purchased tickets for, your name, and the last 4 digits of your credit card, etc.
 - do not engage with any suspicious communications going forward, even if they contain this information
 - validate sender & independently verify communications you receive
 - contact TicketMaster by visiting their support page
 - avoid clicking on any emails that use the same information you provided to TicketMaster

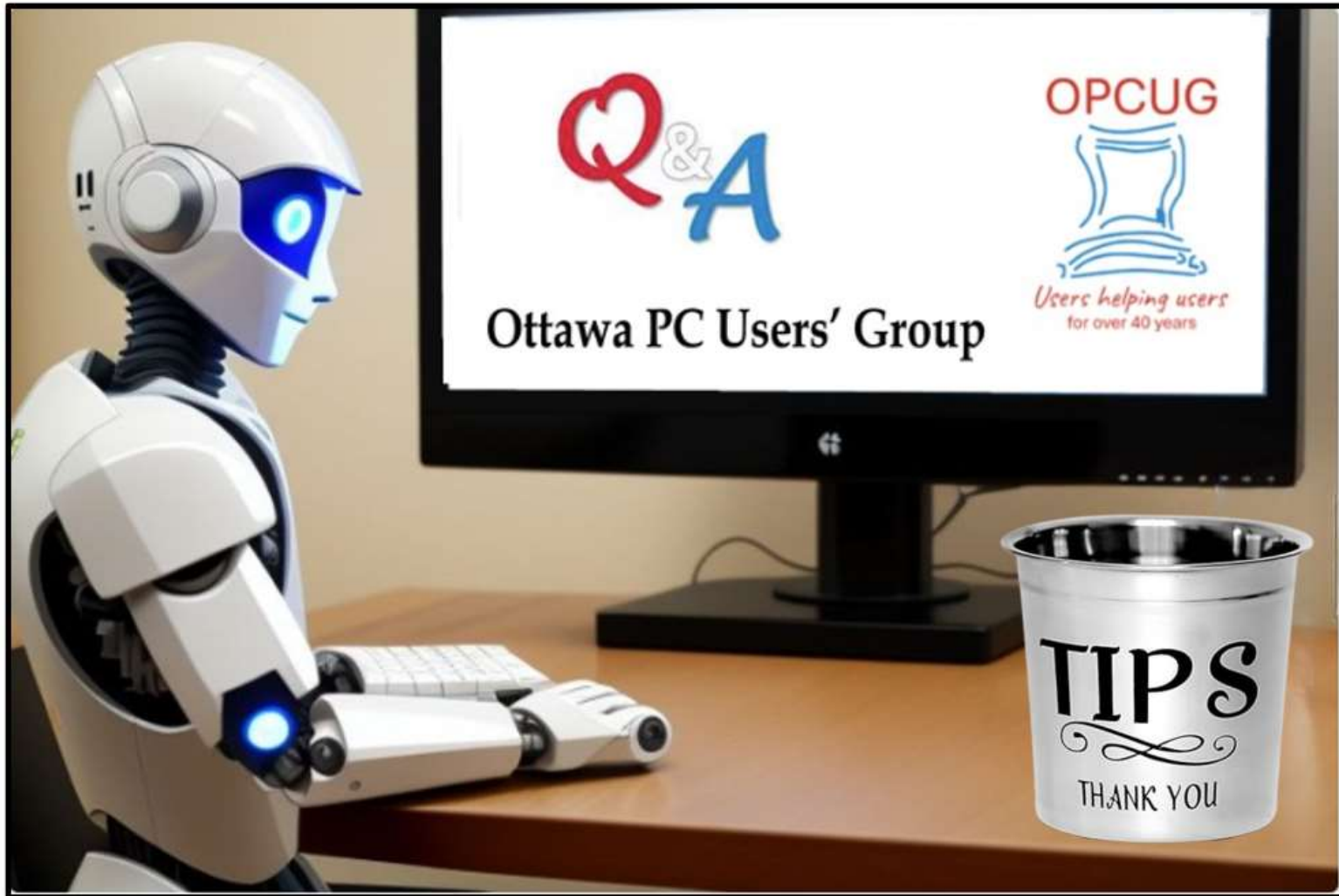
https://medium.com/@y3t1_sec/ticketmaster-breach-2024-what-you-should-do-dfd450fb6aba

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Reacting to TicketMaster breach

- Medium.com (con't)
- Change your account credentials at TicketMaster
 - change password, remove any stored credit cards
- Monitor your credit
 - Equifax and TransUnion in Canada
 - TicketMaster's offer of free credit monitoring through TransUnion likely not be enough
 - Financial Consumer Agency of Canada has detailed info on how to monitor your credit
 - <https://www.canada.ca/en/financial-consumer-agency/services/credit-reports-score/order-credit-report.html>
 - Credit Karma (<https://www.creditkarma.ca/>) and
 - BorrowWell (<https://borrowwell.com/>) are other possibilities

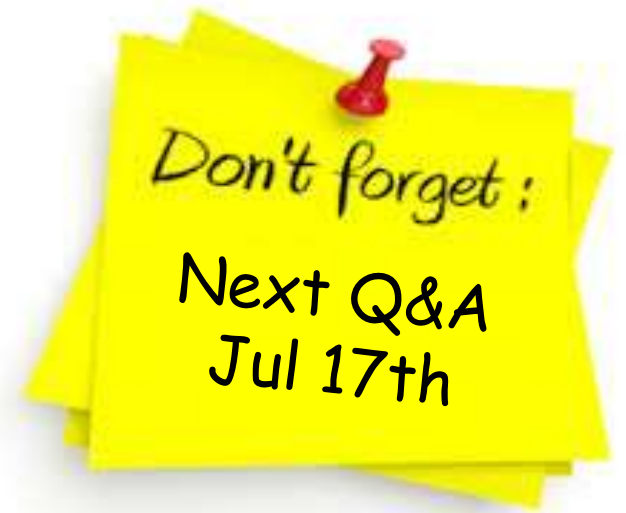
How much should you tip an AI bot for a great response?



Just 1010%... it's the binary code of honor!



**Any other:
Questions
Comments
Shares?**



**Send your questions,
answers, and topics
you wish to share to:**

SuggestionBox@opcug.ca