

**Phone Support:**  
(855) 536-5052 x1

**Email Support:**  
supportrequest@digetek.com

**Remote Support:**  
www.digetek.com






**Happy Holidays!**

Our offices will be closed on December 25th and January 1st. If you need immediate assistance, please call our support line.

### Android OS Vulnerability: Strandhogg

A new unpatched Android OS vulnerability dubbed Strandhogg is allowing hackers to steal credentials and spy on activities/user data. The vulnerability is being exploited by malicious apps. Once a malicious app has infected a device, it can use the Strandhogg vulnerability to redirect users to fake login screens after a legitimate app is clicked, request permissions to view text messages, photos, and more. Avoid installing any 3rd party apps outside of the Play Store and uncredible apps within the Play Store to mitigate your risk.

### Upgrade Windows 7 by January 14th

Are you still running Windows 7? If so, you have until January 14th, 2020 to upgrade before your PC will no longer receive free security updates. If you choose to keep using Windows 7 without paying for an extended support plan, your machine will grow more and more vulnerable to cybercriminals who will be developing ways to prey on those who didn't upgrade.

### VCPI Hit With Ryuk Ransomware | \$14 Million Ransom

Virtual Care Provider Inc. (VCPI) has been infected with Ryuk ransomware and the cybercriminals are holding their data hostage for a whopping \$19 million... The hack has affected internet access, billing, phones, email, and access to client records for 110 nursing homes across the country.

VCPI is regrettably working to restore systems. The hackers were in the environment for over a year; This was an entirely preventable incident.

### Kid's Smart Watch

The SMA W2 kids smartwatch should be removed from your holiday shopping list. The watch may be a fraction of the price of other watches on the market, but the real cost is your family's privacy as researchers discovered that the locations of over 5,000 children and details from over 10,000 parental account could be publicly accessed.

### Food For Thought on Home Smart Devices

The holiday season is here and maybe you're thinking about buying that nifty looking smart dog feeder, smart vacuum, doorbell, or other "smart" device. Keep in mind that every device you connect to your network can potentially be used as a door into your environment by hackers looking to spy on you or steal data. At a minimum, every device you connect to your network should be protected by complex and unique credentials and kept up to date with the latest software as new updates are released.

**Please don't hesitate to submit a ticket if you have an issue!**

**You can call our help desk support line, reach out to us through our remote support link on our website, or send us an email at supportrequest@digetek.com.**

- PC Tips & Tricks:**
1. If an online shopping deal seems too good to be true, it probably is.
  2. From Facebook accounts to email accounts, use Multi Factor Authentication (MFA) to layer and increase protection against cybercriminals trying to access your account(s).
  3. Is your PC giving you issues? Try a simple restart! Restarting your computer is often one of the first troubleshooting steps.
  4. Hover over hyperlinks within emails to display the actual link location. Hyperlinks can be faked to look like they'll take you somewhere safe!



**Do you know what type of sites you shouldn't visit on your work computer?**

Do you know your company's Internet Acceptable Use Policy (IAUP)? Your company may or may not have measures in place to monitor/restrict access to sites pertaining to social media, adult media, torrent downloading, and more. If you need access to a restricted site, please review with your manager for access.