

PWC G8 Gals@Technology

September 2019
Robocalling, Spam Calls, No Call List, Caller ID

Current Topics



- Disney+ streaming service
 - Arrives November 12, 2019
 - Starting at \$6.99 per month or \$69.99 per year
 - Disney Visa card holders – 2 years for \$119.99, 3 years for \$169.99
 - Allows 4 simultaneous streams
 - Works on all Apple devices
 - Microsoft Xbox One
 - PS4
 - Roku
 - \$12.99 bundle will include ESPN+ and ad-supported Hulu

Current Topics



- Windows update problems AGAIN!
 - Windows 10 1903 Feature Update
 - unusual CPU spikes (rare but cause still unknown)
 - problems with Cortana search

<https://www.zdnet.com/article/faq-how-to-manage-windows-10-updates/>

- Massive “Patch Tuesday” on September 10th
 - 80 security fixes across 15 products

Current Topics

- No annual fee
- Titanium Card requires special cleaning!!!
- Use with ApplePay
- Daily cash back
- 1% reward using physical card
- 2% reward using ApplePay
- 3% reward at Apple Store
- Payment made via Wallet app



iOS 13 and “older” iPhones

- All iPhones older than iPhone 6S won't update to iOS 13
 - iPhone 6
 - iPhone 6 Plus
 - iPhone 5s
- Device will still function but won't get new features
- Most likely you won't even notice for 12-18 months
- Estimate 200 Million iPhones in this category



Current Topics



- Apple Event September 10th
- ARCADE Gaming Service
 - Unlimited access to exclusive games
 - \$4.99 per month family plan, available 9/19
- AppleTV+
 - Best original stories
 - Available on all Apple devices
 - \$4.99 per month family plan, available 10/1
 - New iPhone purchase comes with 1 year free

Current Topics



- iPad
 - 60% of iPad users started with 9.7" device
 - 7th generation device
 - 10.2" Retina display
 - Smart Connector for keyboard
 - Pencil support
 - On-screen "floating" keyboard
 - \$329, available 10/1

Current Topics



- AppleWatch Series 5
 - Focus on health topic
 - New Apple Research App with 3 new studies with major partners
 - Always-On Retina display
 - All day battery life
 - Built-in GPS/Compass
 - New Titanium options
 - New Ceramic White option
 - “swimproof”
 - GPS model - \$399, Cell model - \$499, available 9/20
 - Series 3 price cut to \$199

Current Topics



- iPhone 11
 - 6 new colors
 - Spatial Audio
 - Dual Cameras (wide angle, ultra-wide angle, 2x optical zoom out)
 - Night mode – automatic adaptive bracketing
 - 4K video at 60 fps
 - Quicktake – tap and hold shutter button during picture to take a video
 - 4K video on front camera at 30fps
 - Slo Mo Selfies
 - WiFi 6
 - Water Resistant – 2 meters for 30 seconds
 - \$699, available on 9/20

Current Topics



- iPhone 11 Pro & Pro Max (5.8" and 6.6")
 - Super Retina XDR display (OLED)
 - New color – Midnight Green
 - 3 Cameras – ultra-wide, wide, telephoto (4x optical zoom range)
 - A13 – 8.5 Billion transistors, 1 Trillion operations/second CPU
 - 4-5 hours more batter life
 - Fast Charging adapter
 - Multiple camera recording video simultaneously at 4K
 - iPhone 11 Pro - \$999 – available 9/20
 - iPhone 11 Pro Max - \$1099 – available 9/20

LAPORTE HERALD-ARGUS WEDNESDAY, JULY 10, 2019 PAGE 1

- Started Saturday AM (July 6th)
- Still down late Tues (+3 days)
- Insurance company called in
- Consultant arrived Sunday night
- First news story +4 days

Malware attack on county computers

LP County website, government email servers out of operation

La PORTE — All La Porte County government emails, and the county website, remained out of commission late Tuesday following a malware virus attack that affected the system.

La Porte County Board of Commissioners President Dr. Vidya Kora said Sunday evening the system will be inoperable as authorities respond to a malicious malware attack that has disabled our computer and email systems.



FREEDMAN



NCFR

LAPORTE HERALD-ARGUS
 WEDNESDAY, JULY 17, 2019
 PAGE 1

- +11 Days
- Previous Friday Officials decide to pay 10.5 bitcoins
- Damage is 20 servers
- Consultant unable to break encryption
- Hackers negotiated price
- Insurance says \$100K
- The County only pays \$30K

Wednesday, July 17, 2019    heraldargus.com As low as 79¢ with a paid subscription \$2

THE LA PORTE COUNTY HERALD-ARGUS

County pays \$130K to hackers

Servers, email system returning to service after ransomware attack



La PORTE — La Porte County officials have agreed to pay more than \$130,000 to the hackers responsible for infecting several county computers and servers with ransomware. And things could have been much worse, and more expensive.

On Friday, after a meeting of elected officials and department heads, officials decided to pay 10.5 bitcoins — worth \$132,300 — for the decryption key needed to retrieve important files on the infected computers and servers, according to Dr. Václav Kohn, president of the La Porte County Board of Commissioners.

The county information technology department immediately began to decrypt the systems and was able to restore functionality to several affected machines on Monday, he said.

The county's Information Technology Department has worked to ensure that no sensitive data was lost since discovering the malware attack on Saturday.

Through it shut down on July 6, the malware prevented users from accessing the data. The malware also targeted servers that contained backup files for several infected machines, Hale said.

The attack infected the county's two domain controller servers, which handles security authentication for the county's network, as well as the archives for its Laserfiche document management system. While the machine itself was infected, the IT department also shut down the county's email server to prevent the virus from attacking it as well, Hale said.

There is no evidence that the attackers accessed or acquired any La Porte County employee's personal information through the ransomware attack, Kohn said.

Representatives with Pennsylvania-based cybersecurity firm Malware Coughlin helped the IT Department with the response, according to Kohn. But the team was unable to decrypt the system, even using codes from a FBI cybersecurity unit which was consulted, forcing the county to pay the hackers for the decryption key.

See HACKERS, Page A3

LAPORTE HERALD-ARGUS
 SAURDAY, JULY 20, 2019
 PAGE 1

- +14 Days
- “ahead of schedule” !!!!!
- “hope” is the plan
- Decryption key received
- “The malware also encrypted, deleted, or disabled the County’s backup system”
- “This was a crime. It’s not someone’s mistake.”

Saturday, July 20, 2019 heraldargus.com

THE LA PORTE COUNTY HERALD-ARGUS WEEKENDER

Recovery from malware attack 'ahead of schedule'

IT director hopes to have computer network fully operational by week's end

By TED YODKUM
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Information Technology Director Barbara Hale updated the public on the status of the county's computer systems during Wednesday's meeting of the La Porte County Board of Commissioners. She also discussed the ongoing investigation into who was responsible for the attack and how

the malware - known as "RYUK" - breached the county's network. Since paying the hackers responsible for the virus more than \$150,000 for the proper decryption key late last week, the IT Department has worked to recover data stored on the affected computers and servers.

As of Wednesday, Hale and her team had reactivated all but four servers. The department has also recovered the county's network and email services, which it had shut

down in the immediate aftermath of the attack, she said.

"We have been told by third-party experts that recovery efforts are ahead of schedule as compared to the recovery timelines of entities impacted by similar events," Hale said. "Normally, it takes up to a month or two."

Hale credits the speedy recovery to the quick actions her department took after discovering

See MALWARE, Page A3

WHAT'S HAPPENING THIS WEEKEND

Following is a list of events happening this weekend in La Porte County:

Saturday

12th Annual Old Car Show

La Porte County Historical Society Museum, 2405 Indiana Ave., La Porte

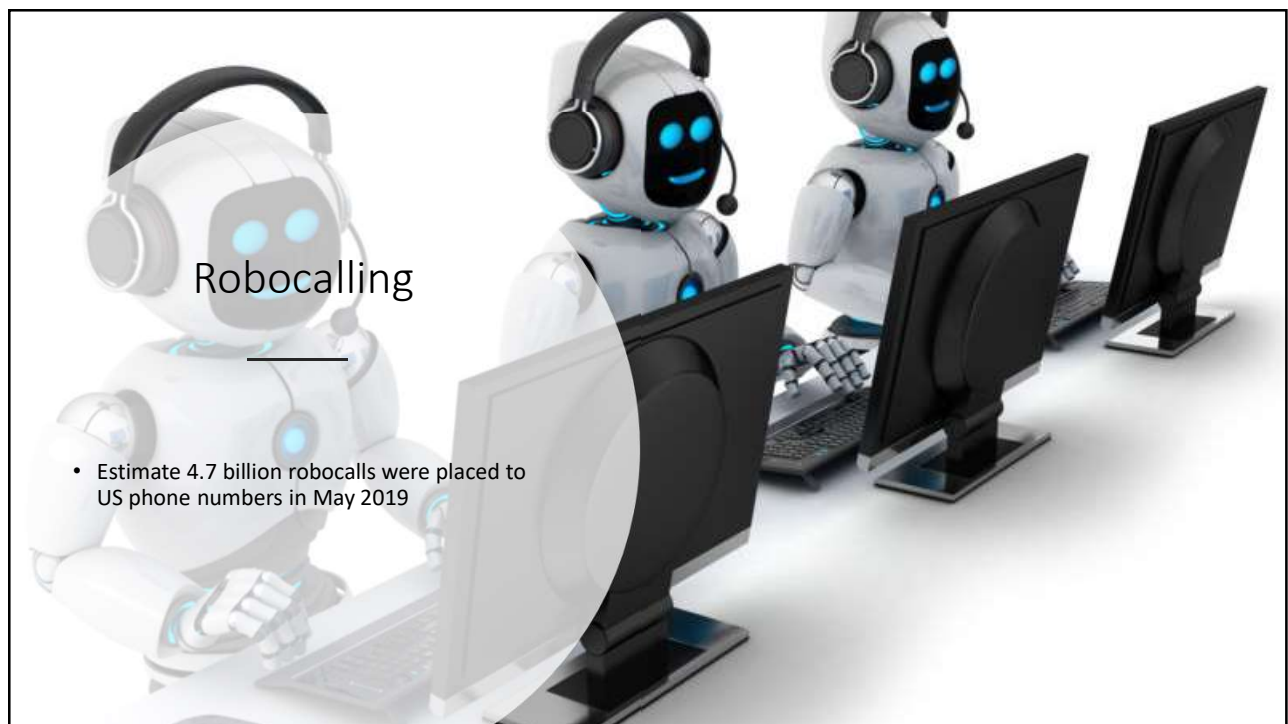
The event is open to cars that are 1989 and older. All the cars will be on display on the museum grounds. Trophies will be awarded.

Registration begins at 8 a.m. and the fee is \$15 per car.

A DJ will be playing period music and Hot Dads will sell food and beverages.

Admission is \$5 per car load and includes entrance to the museum.

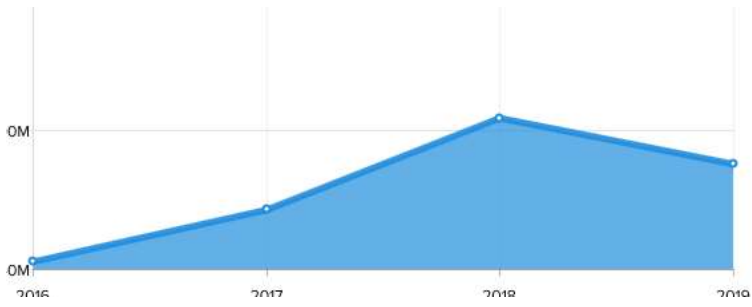




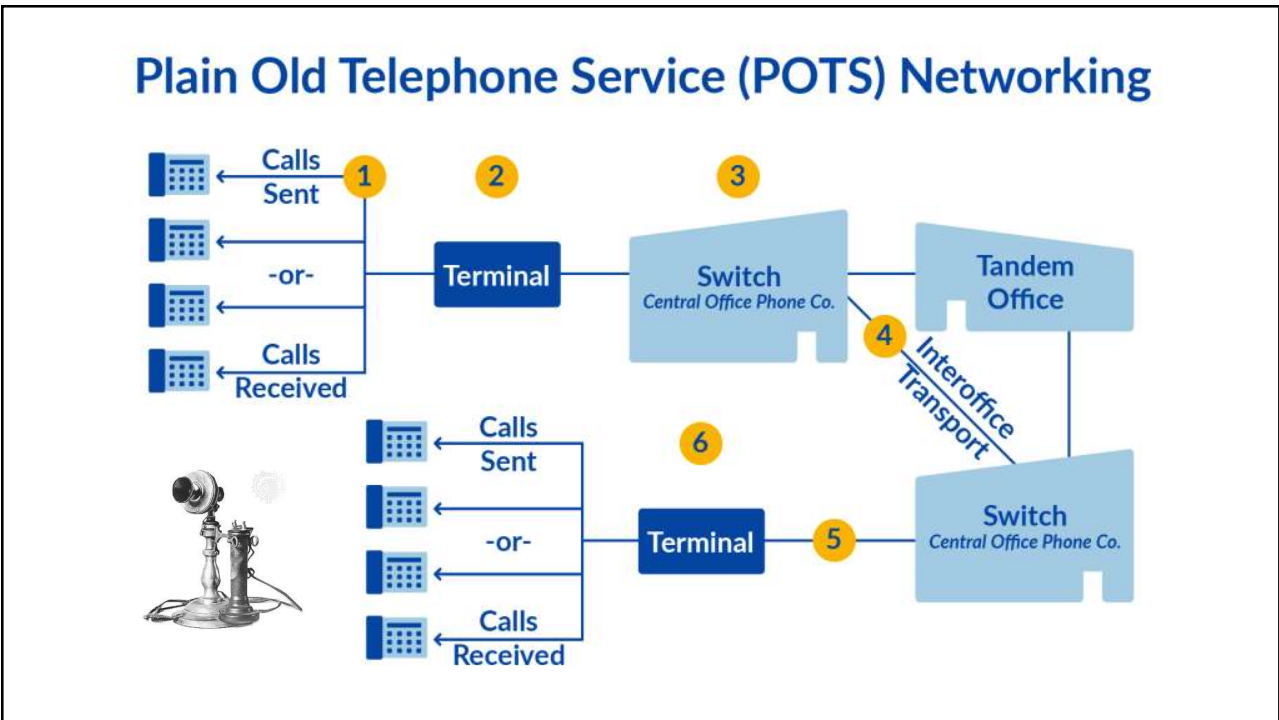
Robocalling

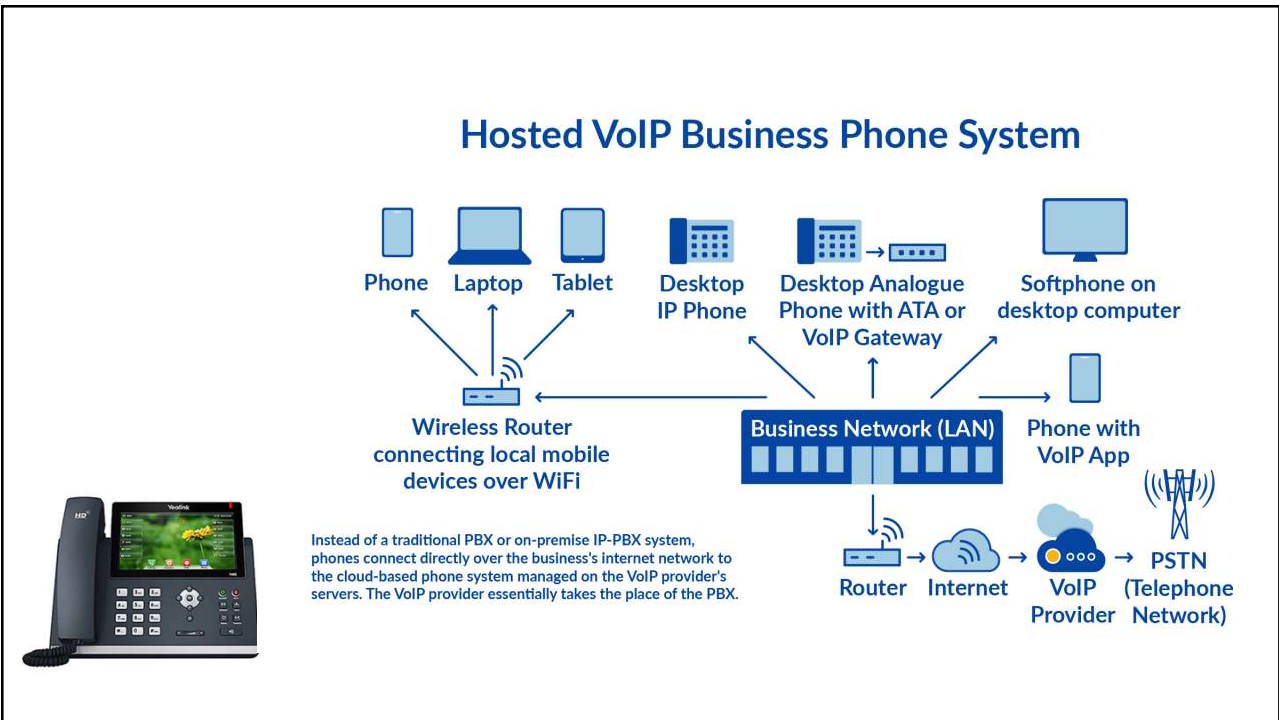
- Estimate 4.7 billion robocalls were placed to US phone numbers in May 2019

Robocall
Trend for
765






- 2019 - 87,744,100
- 2018 - 104,235,300
- 2017 - 71,434,200
- 2016 - 52,794,500





CallerID Spoofing

-  Prohibited by FCC rules
-  Easily done by Voice over IP
-  Caller ID Service Providers – everything for a price

Ways To *Try*
To Reduce
Annoying
Calls

National Do Not Call Registry

- <https://donotcall.gov/>

Indiana Do Not Call List

- <https://www.indonotcall.org/registrations/new>

Use Carrier Tools

AT&T – app-based Call Protect
(Premium version for \$3.99 per month)

Verizon – free Caller Filter

T-Mobile – Scam Block (may cost
based on plan)

Sprint – Premium Caller ID for \$2.99
per month

Things You Can Do



- Don't answer calls from unknown numbers
- If you answer and it is not what you expected, don't hang on, hang up
- If caller asks you to hit a button to stop getting calls, just hang up
- If the caller starts with "Hello, can you hear me?" just hang up
- If you answer and there is no sound for 2+ seconds, just hang up
- NEVER assume an unexpected call is legitimate
- BE SUSPICIOUS.

Rules Are Changing

- On August 1st FCC expanded rules that will enable agencies to more vigorously block international robocallers and Caller ID spoofing
- US House called Stopping Bad Robocalls Act. Senate action pending.
- AT&T, Verizon, T-Mobile, Sprint and 8 other companies struck a deal on August 23rd with 51 State Attorneys General to enable carrier based robocall blocking

Bottom Line – there is hope but change will take time and, most likely, not be effective because there is just too much money involved

