



Handling virus/spyware Guide

1. Introduction

This document describes how to deal with viruses and spyware issues

- **Viruses:**

A malicious code that affects the way your computer works. There are many types of virus like file infectors, boot sector, macro viruses, etc. For up to date information on the various common viruses, some useful websites that you can refer to include:

<http://securityresponse.symantec.com/>

<http://www.trendmicro.com/en/home/us/enterprise.htm>

- **Spyware:**

Spyware are files that capture information like the sites you visited, what purchases you made, and Adware sends "pop-up" advertisements on your browsers. Their presence slow down your PC and may even cause your normal programs to crash. Other malicious spywares even record your credit card numbers and other details, hence the name "Spyware" – the program perform spying on your activities. For more information, refer to:

<http://www.spywareremoversreview.com/>

2. Handling Viruses

Some tips to prevent and reduce the impact of viruses:

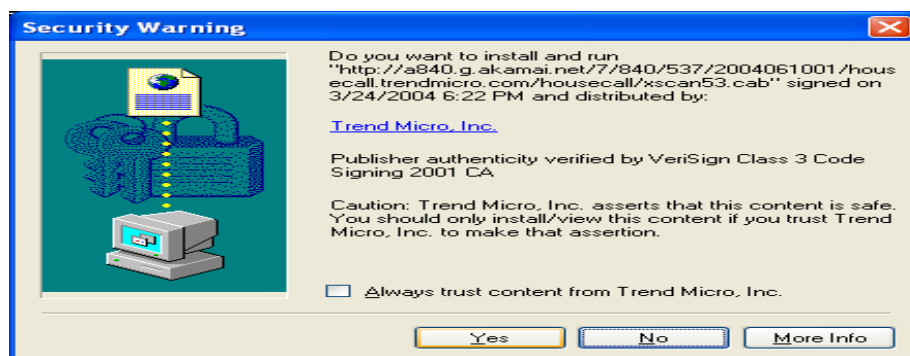
- Install antivirus software on your notebook/pc
- Ensure you update the latest virus signatures regularly
- Scan your notebook/pc at scheduled intervals
- Backup your important files regularly and save them on external media like zip drive, external harddisk, etc. This will ensure you can recover them just in case your computer's harddisk is infected and needs to be reformatted.
- Never accept/download/open files from unknown senders/websites

You can use the NUS network standard antivirus software Trend Micro Office Scan to scan for viruses. Trend Micro Office Scan program can be downloaded from **NUS Webshopping**.

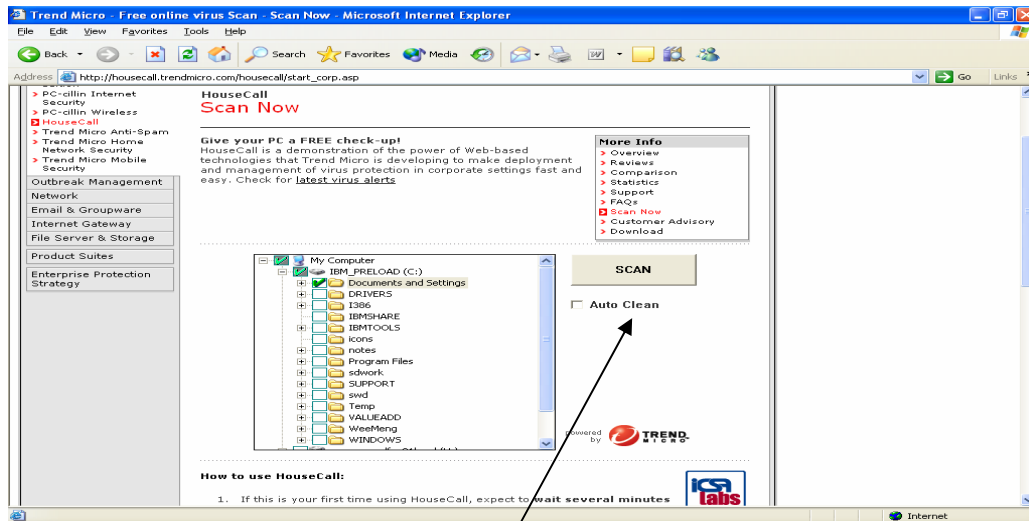
Some Antivirus vendors like McAfee and Trendmicro also offer downloadable antivirus scanning tools. For instance, you can use Trendmicro's - **Housecall** tool.

Step 1 Goto http://housecall.trendmicro.com/housecall/start_corp.asp

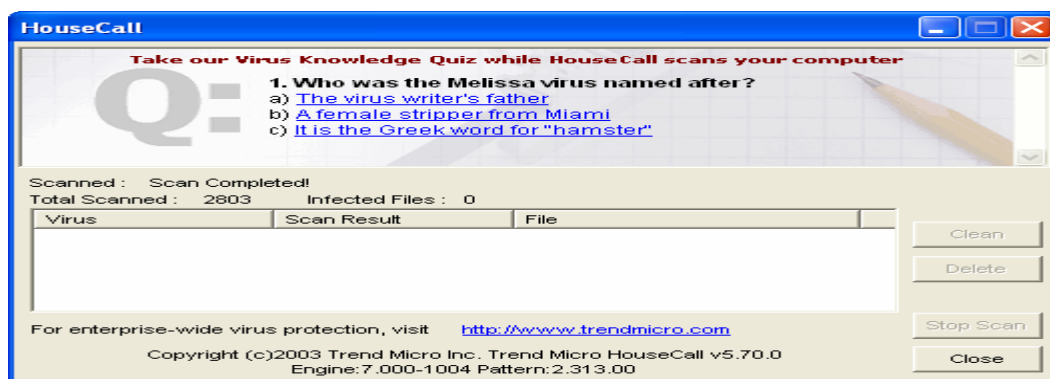
Step 2 Click **Yes** to accept the housecall file download.



Step 3 Select the files you want to scan and click **SCAN**.

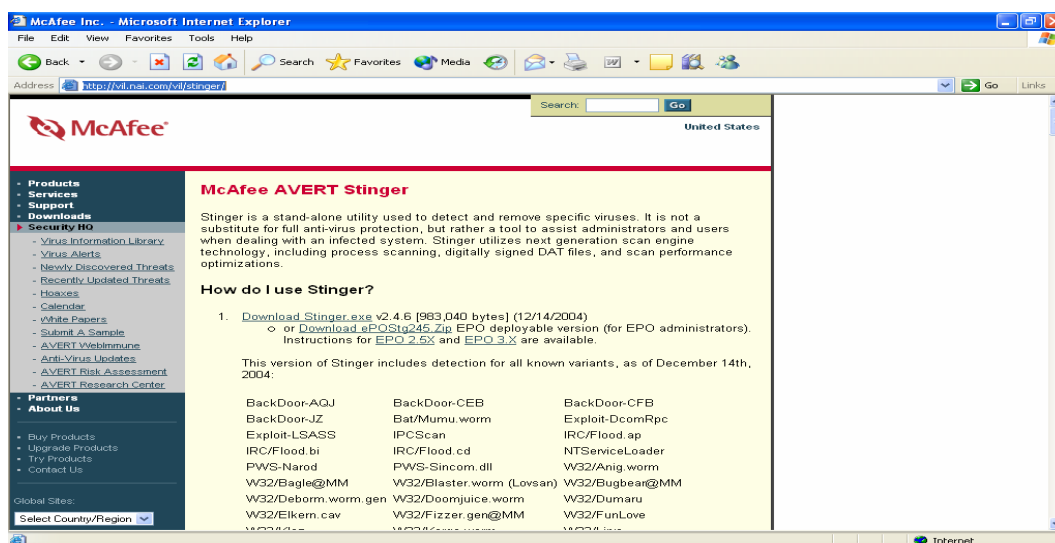


Step 4 Housecall will scan and perform a clean operation on the virus found. You can select autoclean to clean the virus automatically

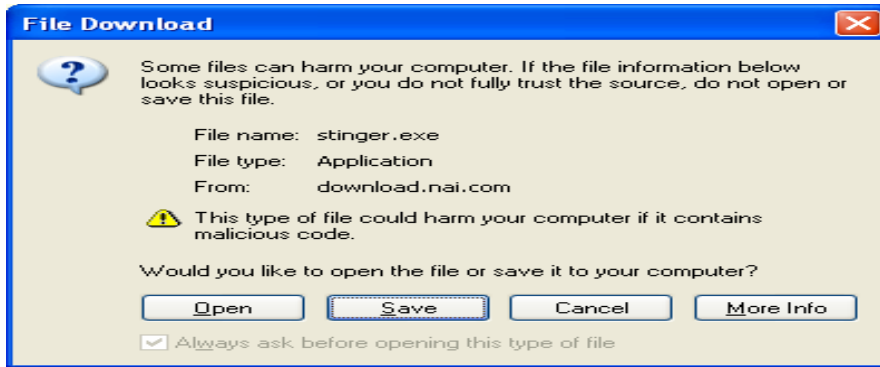


Alternatively, you can also use McAfee's **Stinger**

Step 1 Goto <http://vil.nai.com/vil/stinger/> and click **download**

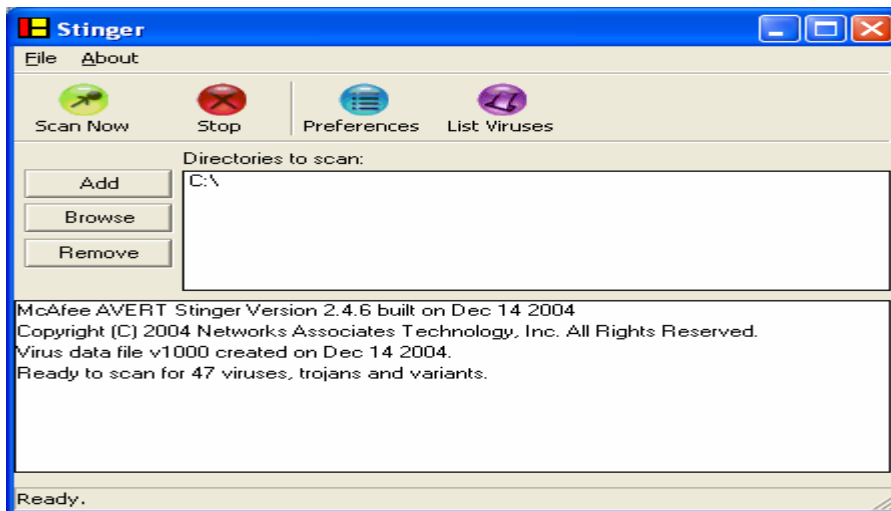


Step 2 Click **Save** and to download the file to your harddisk, etc.



Step 3 Click **Save** and to download the file to your harddisk, etc.

Step 4 Click **Open** once the download is complete. You will see the stinger tool below:



Step 5 Click **SCAN now** to start scanning.

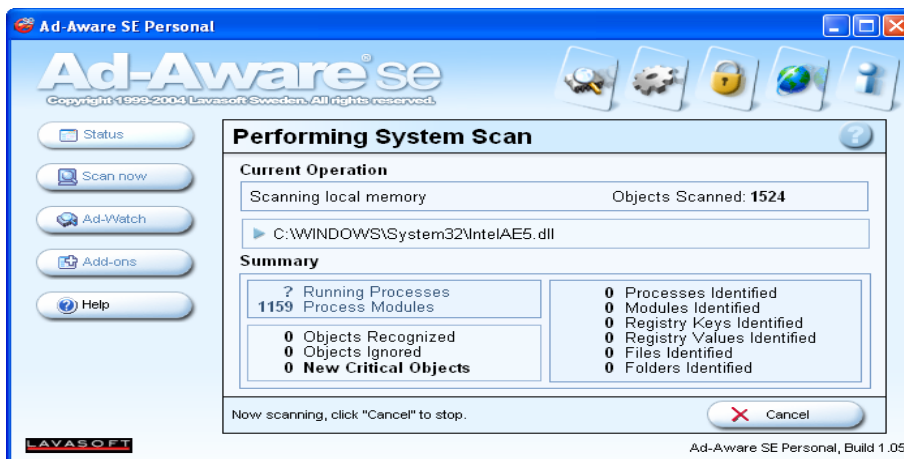
Stinger will scan and do auto repair if a virus is found.

3. Handling Spyware

Some utilities that can remove spyware like Ad-Aware or Spybot. They are available from <http://www.download.com/>. You can use either Ad-Aware or Spybot.

The following describes how to use Ad-Aware (after you have downloaded it)

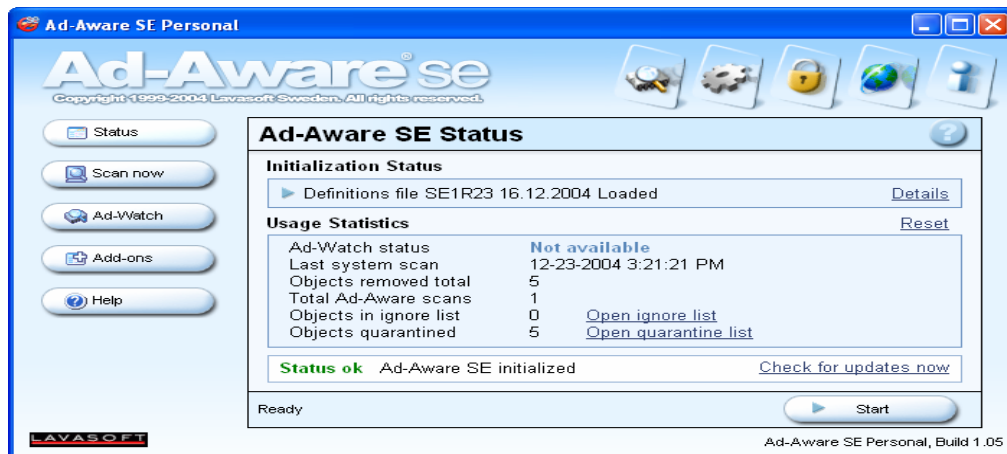
Step 1 Click **SCAN now**



Step 2 Ad-aware will list down the list of suspected spyware entries. Select all spyware entries and click **NEXT** to quarantine and delete the spyware.



Step 3 Click **Next** to quarantine the suspected spyware entries



Step 4 Click open quarantine list to see the suspected spyware entries, click delete to remove the entries



4. FAQ (Frequently Asked Question)

Q1: What platform is Ad-Aware compatible with?

Ans: Ad-Aware is compatible with Windows® 98, 2000, NT 4.0, XP and ME.

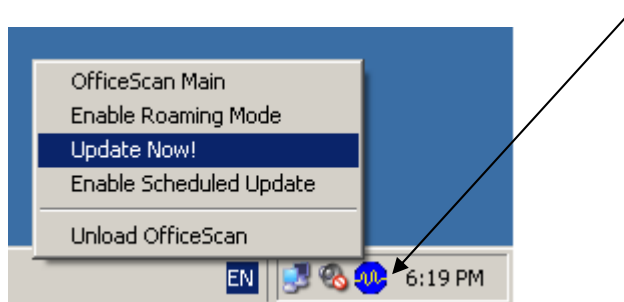
Q2: Can I install two or more antivirus program in my system?

Ans: Preferably not. Running two or more antivirus program concurrently will slow down your system and might cause it to be unstable.

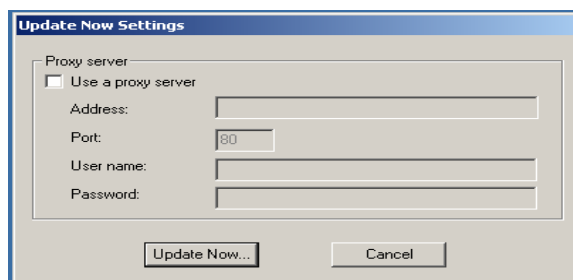
Q3: I am using the standard NUS Trendmicro Officescan. How do I keep it updated?

Ans:

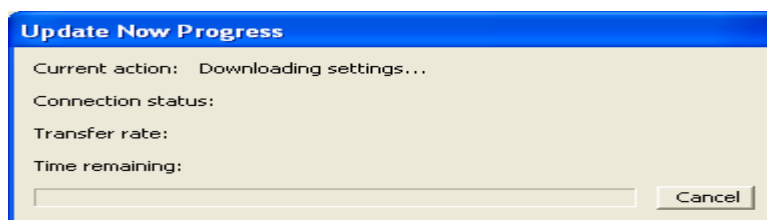
Step 1 Right click on the Trendmicro Officescan icon and select **Update Now!**



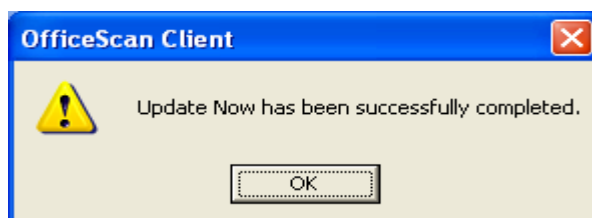
Step 2 Click **Update NOW** to update your Trendmicro antivirus.



Step 3 Download will now occur



Step 4 Once complete, you will get update successful message



Q4: Which is the best antivirus program?

Ans: Each antivirus program has its strength and weakness. What is more important is to ensure your antivirus program is regularly updated with the latest virus signature. Only then can it be useful and be able to detect/clean the latest viruses.

Q5: Most antivirus websites recommend updating the windows operating system with any latest patches, etc.

Ans: Viruses are increasingly making use of security loopholes in Windows to break in and disrupt normal operations, so it is important to check out for latest security and operating system patches and determine whether you need to patch your system accordingly. Refer to www.microsoft.com for more information

Q6: A virus was detected but it can't be cleaned, what should I do?

Ans: You might want to try to restart your PC/Notebook in Safe mode (Safe mode with networking if you are connecting to the internet) and run the antivirus program to try to clean the virus again.

Note: To go to Safe mode, press function key F8 (on your keyboard) as soon as the Starting Windows screen is displayed.

Q7: I am still having virus/spyware problems, where can I get help?

Ans: Check out the website: <http://www.nusnet.nus.edu.sg/antivirus/>

For further support, please email NUS IT Care at ITCare@nus.edu.sg.