

VIRUS PROTECTION SERVICES

AUDIENCE

This document is for UAHuntsville students, faculty, and staff.

DESCRIPTION OF SERVICES

The following three services are provided for virus protection.

- Installation and configuration of McAfee VirusScan Antivirus software
- Installation of McAfee ePO Agent (Faculty/Staff computers only)
- Virus removal assistance

INSTALLATION OF MCAFFEE VIRUSSCAN ANTIVIRUS SOFTWARE

UAHuntsville has contracted with McAfee to provide the latest McAfee VirusScan Antivirus software free of charge for on-campus students, users of the campus wireless and UAHuntsville owned faculty/staff computers. To obtain the software you can download it from <http://www.uah.edu/tag/>. It is very easy software to install and configure. If you run into a problem and need assistance then you can contact the TAG Help Desk at extension 3333.

McAfee VirusScan provides the following features:

- Protection from the latest known viruses/Trojans
- Security from potentially unwanted programs
- Buffer overflow protection
- Memory scanning
- Email scanning
- Protection from threats that use scripts like Javascript

Self installation usually takes about 15 minutes.

INSTALLATION OF MCAFFEE EPO AGENT (FACULTY/STAFF ONLY)

An additional service called McAfee ePolicy Orchestrator is available. It is an essential second tier of computer virus defense. This is achieved through the installation of the McAfee ePO Agent along with the McAfee VirusScan software. This agent is only for use on Staff/Faculty University owned computers.

The McAfee ePO Agent is a management tool that provides the following additional services:

- Ensures that the computer is updated to the latest DAT version within 30 minutes
- Can easily deploy emergency virus definitions in the event of a campus-wide virus attack
- Monitors and will email security personnel when the ePO managed system is infected
- VirusScan settings are centrally managed via policy settings
- Allows for the managed systems to remotely receive the latest Scan Engines, VirusScan patches more quickly
- Assists in detecting campus-wide virus outbreaks that can put the campus network at risk

For installation, you need to contact the TAG Help Desk at extension 3333. They will schedule a Tech to come out to install the software. It might take several hours for a Tech to be assigned. However, software installation will only take about 20 minutes.

VIRUS REMOVAL ASSISTANCE

i.t.solutions can provide help in identifying, quarantining or removing the Virus/Trojan/Malware that may be on your computer. Some of the symptoms of a computer virus are:

- The computer has started running slower than normal
- The computer exhibits frequent lock-ups or blue screens
- The computer crashes and then reboots on a frequent basis
- The Antivirus, like McAfee, keeps alerting me to a virus that it can't remove
- The Antivirus software on your computer no longer updates
- The Antivirus software on your computer is disabled and won't re-enable
- You are unable to install any Antivirus or Spyware removal tools
- New icons or shortcuts suddenly appear on your computers desktop
- Software programs that you had installed suddenly disappear
- Software programs like Microsoft Office, Outlook etc stop working correctly
- You receive unusual error messages or pop-ups with security warnings
- You see distorted menus, text around shortcuts or on anything you print
- You no longer have network access – i.t.solutions will disable your network port for some virus infections

If you suspect that you have a computer that is virus infected then you can contact TAG (Tier 1 support) at extension 3333 or email tag@uah.edu. They can walk you through identifying the problem and determine if it is infected or not.

If it is a virus then they can send a Tech out to remove the virus for you. You can also take your computer, if it is easy to transport, to the helpdesk located in the library. If the Tech is unable to diagnose then TAG will contact the next support level (Tier 2) for detailed assistance.

If you feel comfortable removing the virus yourself, then TAG can give suggestions on some good virus/Trojan/malware tools that you can use to remove the infection from your computer.

Virus removal time is variable as it depends on the type of virus and how bad the infection is. It can take several hours depending on virus complexity.