

# Virus Removal and Protection

User's Conference 2013

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## What is a virus?

- Vi - rus (noun): \vī-rəs\
  - a computer program that is usually hidden within another seemingly innocuous program and that produces copies of itself and inserts them into other programs and usually performs a malicious action

"virus." Merriam-Webster.com. Merriam-Webster, 2013. Web. 17 Jul 2013.



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## Common Virus Behaviours

- Often Mimic
  - Anti-Virus Warnings
    - Multiple virus warnings
    - False renewal messages
  - "Ransomware"
    - Pay for its removal
    - "Congratulations you have successfully removed the virus"



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## Impervious OS Myth

- Windows' popularity makes ideal target
  - With great popularity, comes great responsibility
  - Over 90% market share
- Mac & Linux not so much
  - Linux – Not much to worry about
  - Mac – As it becomes more popular...

\*Operating System Market Share." Operating System Market Share. Net Market Share, June 2013. Web: 17 July 2013.



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## Default OS Bundles

- All limited time trials
- Lifetime subscription no longer available with paid anti-virus software
- Sometimes multiple vendors on one computer



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## Centralized Solution

- Allows management through a centralized web interface
- Aggregates graphs of recent scans, viruses found, and which devices are up to date
- Two popular options:
  - Webroot
  - Symantec



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## Products to Avoid

- Norton Antivirus
  - Has had common issues of blocking/not blocking incorrect products
- Symantec Internet Security
  - Not a full blown anti-virus product



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## Solutions out in the Field

- VPG – eset Nod32
- SSSO – Webroot Secure Anywhere
- CARY – Microsoft Security Essentials

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## Buyer Beware

- Get what you pay for, but may not get great product even for spending \$\$\$
- Free = No Guarantees
- Paid solutions may not include 3<sup>rd</sup> party assistance

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## Anti-Virus Installation

- Install on all devices that access the office's LAN
  - Laptops that go from the Home to the Office are most critical
  - Cell phones not critical devices for an anti-virus product



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## Not Self-Maintaining

- Regular Updates
  - Virus Definitions
- Scheduled Scanning
  - When people are out of office
  - Lightweight anti-virus allows any time of day scans



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## Same Product Everywhere

- Microsoft Security Essentials works well for an office of Windows computers
- If one needs updates they all do
- Easier to manage with just one product



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## Takeaways . . .

- They're out there...
- Awareness
- Anti-Virus
- Updates



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