



*Special  
Antivirus Issue*

# Bits & PCs

## Temple announces antivirus initiative

**QUICKSCAN**

Call it whatever you want—a virus, a worm, a trojan horse—but malicious computer code arriving via e-mail or file sharing programs has been bugging the Temple community long enough. Virus attacks are no longer just a nuisance. Now, they often attack our key systems and threaten the very operation of our University.

In a united campus-wide effort to protect all computers against viruses, Computer Services has purchased a site license for the top-rated Symantec AntiVirus software, which is now available to current students, faculty, and staff. The license covers both on-campus and home use. Installation of this software is now required for all computers on-campus connected to Temple's network.

### Managed protection

As announced on October 28 by Ariel Silverstone, Chief Information Security Officer, the corporate edition of Symantec AntiVirus is now available for current residence hall students and faculty/staff at no charge for on-campus use. The corporate version offers tremendous advantages over the multiple stand-alone programs that we have used up until now.

A dedicated Symantec server constantly monitors the health of Temple's network, removing and quarantining viruses as they are discovered. When a new virus appears anywhere in the world, the Symantec Corporation develops a fix and sends it to our antivirus server. Within minutes, the new virus definition is automatically sent to all computers on our network, leaving little opportunity for the new virus to attack.

Even if a virus should get through this elaborate defense, the virus server will detect the intrusion and the infected computer can then be disconnected from the network before a major outbreak can occur.

The on-campus version of the Symantec AntiVirus software is conveniently available for downloading from the <http://antivirus.temple.edu> website. To learn more about the on-campus program, see page 3.



### CD for home use

To ensure widespread participation in this program, Temple also purchased a license to distribute Symantec AntiVirus for home use. The software is available for \$8 on CD to current students, faculty, and staff who have a valid Temple ID.

Purchase is available through the Bursar's Office at various campus locations listed on the <http://www.temple.edu/antivirus> website. The

product license covers use of the product and the opportunity to obtain new virus definition files until June 26, 2005. To learn more about the home-use program, see page 3.

### Every computer counts

The Symantec AntiVirus software will be a powerful deterrent to future virus attacks only if we all take the time to install the program. "Partial participation in this initiative will not work," said Timothy C. O'Rourke, Vice President of Computer and Information Services. "Everyone's cooperation is critical in order to keep all computers and Temple's network functioning properly."

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**Q** Why should I care about protecting my computer from viruses?

**A** If after all the recent virus outbreaks that have hit the University, you are still unsure about how destructive viruses can be, just take a look at “Let the numbers tell the virus story” on page 4. You should also be aware that once infected with a virus, your computer can infect other computers as well through the Internet.

**Q** Why should I use the on-campus version of Temple’s antivirus program if I already installed my own?

**A** The advantage of Temple’s Symantec AntiVirus for on-campus computers is that updated virus definition files are automatically downloaded to your computer immediately after they are released by Symantec. In addition, your computer is connected to a server that monitors the health of the network and performs a system scan on your computer once a day.

**Q** I tried to access the antivirus website, <http://antivirus.temple.edu>, from home, but the website does not appear. Why?

**A** The [antivirus.temple.edu](http://antivirus.temple.edu) website is restricted to computers that are located on campus. If your computer is located at home, you can purchase a Symantec AntiVirus CD for \$8.

**Q** I’ve heard of Norton AntiVirus but not Symantec AntiVirus. Are these programs the same?

**A** Yes. Symantec is the name of the company that distributes Norton AntiVirus.

**Q** I am happy with the antivirus software I already have installed at home. Do I need to obtain Temple’s Symantec AntiVirus CD?

**A** No. For your convenience, Temple is providing the Symantec AntiVirus CDs to home users. If you are satisfied with your existing virus software, there is no need to change. If your current subscription will be expiring soon, however, you may want to obtain Temple’s Symantec AntiVirus. You will then be able to obtain virus definition updates until June 26, 2005.

**Q** I followed the instructions on the <http://antivirus.temple.edu> website, but was unable to download the software. What might cause this problem?

**A** You may be prevented from downloading the antivirus software if your computer has a download manager utility or a utility that prevents pop-up windows from appearing. If so, you will need to disable (and, in some cases, uninstall) this utility in order to download the software. If you need assistance, contact the Computer Services Help Desk during normal business hours at 215-204-8000.

**Q** I have Norton System Works on my computer. This program already includes Norton AntiVirus. Do I still need to install Temple’s Symantec AntiVirus software? If so, is there anything I need to do beforehand?

**A** If your computer is located on campus, you must still install Temple’s Symantec AntiVirus software. Before installing Temple’s version of the software, however, you must uninstall the version of Norton AntiVirus that came with Norton System Works. If you need assistance, contact the Computer Services Help Desk at 215-204-8000.

**Q** How do I obtain updated virus definition files for my home computer?

**A** Symantec AntiVirus has a Live Update feature that automatically downloads the latest virus definition files via the Internet. By default, Live Update is set to download the latest files once a week. You can also download the latest files at any time by performing a Live Update.

**Q** I live in a residence hall and installed the on-campus version on my computer. When I take my computer home during break, do I have to install the home version?

**A** No. You can run Live Update at home using the on-campus version. When the computer cannot access Temple’s on-campus server, it will automatically go out and check the Symantec server for the latest definitions. Once you graduate or have completed your affiliation with Temple, however, you must remove the software because you are no longer eligible to use it.

# Review antivirus program details

## On-campus program highlights

**Eligibility:** Current residence hall students who use Temple's Internet service and faculty/staff

- Versions are available for Windows 95/98/Me/NT 4.0/2000/XP and for Mac OS 9 and OS X.
- There is no charge for the on-campus version because Temple purchased the license.
- Installation is **required** to continue having access to Temple's network.
- Existing antivirus software must be uninstalled before downloading Temple's version.
- Software and instructions are conveniently available from the <http://antivirus.temple.edu> website.
- Assistance with uninstalling and installing software is available through the Help Desk (215-204-8000).
- The Windows version is automatically installed on your computer upon download; the Mac version is downloaded to your Desktop, and you must then double-click on the program icon to install it.
- Virus definition files are automatically updated on your computer through Temple's network.
- The software is set to automatically scan your computer once a day for viruses.
- When you are no longer affiliated with Temple, you must remove the software from your computer.

## How to participate

1. Go to the <http://antivirus.temple.edu> website.
2. See if you already have Temple's Symantec AntiVirus software installed.\*
3. Review the minimum requirements.
4. Uninstall any current antivirus software.\*
5. Install the Symantec AntiVirus software.\*

\*Instructions are provided on the website.

## Home program highlights

**Eligibility:** Current students, faculty, and staff

- Software is available for \$8 on a special Temple CD to current students, faculty, and staff.
- Copies are available for purchase with a valid Temple ID at the Bursar's Office and a few other locations on the Main, Ambler, HSC, TUCC, Tyler, and School of Podiatry campuses.
- If you have more than one computer, you must buy a separate CD for each machine.
- Versions are available for Windows 95/98/Me/NT 4.0/2000/XP and for Mac OS 9 and OS X.
- Existing antivirus software must be uninstalled before installing Temple's version.
- Assistance with uninstalling and installing antivirus software is available through the Help Desk at 215-204-8000.
- By default, the software automatically runs Live Update once a week and prompts you to install the latest virus definitions.
- You can customize the program to scan your computer for viruses once a day.

## How to participate

1. Go to the <http://www.temple.edu/antivirus> website.
2. Review the minimum requirements.
3. Uninstall any current antivirus software.\*
4. Install the Symantec AntiVirus software.\*
5. Customize the program to scan your computer for viruses once a day.\*

\*Instructions are provided on the website.



*Computer Services will be sponsoring a series of Computer Security Awareness Days to focus on important computer-related topics, such as Temple's antivirus initiative. To learn about these events and to stay in touch with technology at Temple, go to:*

[www.temple.edu/cs/news](http://www.temple.edu/cs/news)

# Windows Update essential for security

Keeping your antivirus software current is only one aspect of computer security. Periodically, Microsoft issues system patches to correct security vulnerabilities found in the Windows operating system. To protect your computer from outside hackers, you must obtain these patches and install them on your computer.

The easiest way to install the patches is to run Windows Update, as explained below.

## Running Windows Update

1. Open Internet Explorer.
2. Click on the **Tools** menu and select **Windows Update**.
3. Click on **Scan For Updates**.
4. Once the scan is 100% complete, check the number that appears next to *Critical Updates and Service Packs* near the upper left portion of the screen. (You only need to install these critical

patches.) If 0 (zero) appears, your computer already has all the necessary patches, so you don't need to continue with this process. If 0 (zero) does not appear, click on **Review and Install Updates**.

5. Click on **Install Now**. Depending on the number of patches your computer needs, this process may take several minutes.

6. Once the installation is complete, follow the prompts to restart your computer.

7. After restarting your computer, repeat this entire procedure starting at step 1 to continue downloading Windows patches. Keep repeating this procedure until all Critical Updates have been installed. This is indicated when a 0 (zero) appears next to *Critical Updates and Service Packs* in the upper left portion of the screen.

If you need assistance or have questions about this process, please contact the Help Desk at **215-204-8000**.

*Did you know that file sharing programs, such as Kazaa and Blubster, leave your computer wide open to virus attacks?*

## Let the numbers tell the virus story

The first computer virus detected in 1986 was dubbed "Brain." Over 17 years later, virus attacks have risen to dramatic levels and are considered by some to be a new form of terrorism. While specific information on virus damage is hard to come by, below are some statistics to give you an idea of the magnitude of the problem:

### Temple statistics

- Mostly due to computer virus problems, requests for Computer Services Help Desk assistance during August and September increased 24% over last year.
- Over 600 computers on Temple's approximate 14,000 unit network were affected by the Blaster worm this fall. The worm nearly shut down Temple's network.

### Other universities

- In 12 hours, servers at the University of North Carolina at Chapel Hill filtered an estimated 1.5 million copies of the Sobig.F virus. Costs in virus removal were estimated to be between \$15,000 to \$20,000 (*The Keystone*, September 11, 2003).
- Computer virus infections caused one Kutztown University student to send out 76,000 e-mails in one day with a computer worm attached (*The Keystone*, September 11, 2003).

- California State University reported an estimated 65,000 virus attacks on their network from this fall's viruses and worms ([www.csuhaward.edu](http://www.csuhaward.edu), September 29, 2003).

### The big picture

- The Sobig.F virus cost New York City businesses \$10 million (*The New York Sun*, August 27, 2003).
- The Sobig.F virus accounted for one of every 16 e-mail messages that crossed the Internet (*The Economist*, August 23, 2003).
- Companies with over 100 PCs suffered an average economic impact of \$475,000 from the Blaster worm (*Sydney Morning Herald*, September 23, 2003).
- There are over 72,000 viruses in existence, with about 1,000 new viruses appearing every month (*Sophos*, March 2002).
- Organizations with over 1,000 PCs encounter viruses about 136 times per day (*ZDNet*, November 21, 2002).

