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# **A Student's Guide to Keeping Your Computer Safe**



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# Computer Security

There are many steps you can take to help ensure that your computer will remain safe from viruses and other security threats:

- If you are running Windows, be sure that your computer has the latest OS patches from Microsoft by running Windows Update and installing any available patches. These patches are provided to help resolve known issues, and to protect your computer from known security vulnerabilities. Visit <http://windowsupdate.microsoft.com> from Internet Explorer to update your computer today. We strongly recommend that you configure your computer to run the Windows Update process automatically every day. The automatic updates can be enabled from the System Control Panel.

- If you are running Mac OS X, be sure that you periodically run the Software Update program and install any relevant system updates. We strongly recommend that you configure your computer to run the Software Update process automatically every day. The Update schedule can be defined from the Software Update pane of the System Preferences application.
- Install anti-virus software and make sure that it is set to update its virus definition files at least once every 24 hours. MSU offers the Sophos anti-virus software to all students free of charge and all students are strongly encouraged to install it. Sophos is the only anti-virus software that is fully supported by the Help Desk. To install

Sophos, visit <http://oit.montclair.edu> and click on the Software Archive Tab.

- Exercise caution when opening email attachments or downloading files, even if you know the sender of the email or have downloaded files from that location before.
- We strongly recommend you purchase and install a firewall and anti-spyware software on your computer.
- We strongly recommend you create a password on personal and administrative accounts.



## Steps To Take If You Think Your Computer Is Infected With A Virus

### Step 1: Clean up your Cookies and Temporary Internet Files

- To begin the process of cleaning up your computer, you must boot your computer into **Safe Mode with Networking** by continuously pressing the **F8** key until a screen comes up that gives you the option to go into safe mode.
- Use the arrow keys to highlight **Safe Mode with Networking** → **Enter** → **Yes** to continue working in safe mode.
- Once in **Safe Mode with Networking**, open up **Internet Explorer**, → **Tools** → **Internet Options**.
- Under the General Tab, you must do two things: **Delete Cookies** and **Delete Files**. Under **Delete Files**, please check **Delete All Offline Content**, then **OK**.

**For additional software or hardware support, consult with one of the local vendors or your hardware vendor**

- **Comp USA:** 973-890-3775
- **Circuit City:** 973-890-5850
- **Best Buy:** 973-812-9430

### Step 2: Install and Run Ad-Aware

The Help Desk recommends installing and running weekly scans of Ad-Aware Personal SE Edition, which helps eliminate malicious spyware and SPAM from your computer.

#### Installation

- Please download and install the **Ad-Aware SE Personal Edition** from the Ad-aware website- [www.adaware.com](http://www.adaware.com).
- If you **cannot** get a network connection, please check to make sure you are connected to an active port or are within a wireless region. If that still does not work please contact the Help Desk at 973-655-7971 to set up an appointment. Appointments can take anywhere from 1 -4 hours and you must be present for the duration.

#### Running a Scan

- You will need to update your Ad-Aware by selecting **Check for Updates Now** → click **Connect**.
- If there are any updates available, download and install them by following the on screen instructions.

- To start the scan click **Perform Full System Scan** → click **Next**.
- Once the scan is complete, click **Next** to view the full list.
- Right click **Select All Objects** → click **Next** → **OK** to remove all files → click **Yes** to Reboot.



### Step 3: Install and Run Stinger

If running Ad-Aware does not resolve your problem, please go to the MSU OIT website to download another anti-spyware program called **Stinger**.

- Visit <http://oit.montclair.edu>.
- Click on **Software Archive**.
- Enter your **NetID** and **password** when prompted.
- Under the Windows heading, click on **“Stinger”** and it will bring you to the McAfee page.
- Click on **“Download”** and save it to your desktop.
- Once it is finished downloading, go to your desktop and double click on the Stinger icon.
- Click **“Scan Now”**. It will remove any viruses that it has found.

**Please visit the Office of Technology webpage for additional information at <http://oit.montclair.edu>.**

### Still Having Problems?

One of the top priorities of the OIT is to ensure that every computer connected to MSU network is free of viruses and other malicious threats.

If you feel that your computer is infected and have already taken the steps listed in this guide and are still having problems, please contact the Help Desk at 973-655-7971 to schedule an appointment with the **OIT Virus Clinic**.

While working hands on with one of our trained Help Desk technicians, we will help guide you through the process of keeping your computer clean and safe.

**In order to set up an appointment, you must meet the following requirements:**

- Your computer must be able to boot up to the OS desktop.
- You must be a current MSU student with a computer that is attaching to the MSU network.
- You must be able to stay with the Help Desk technician for a minimum of 30 minutes to a maximum of 4 hours. We unable to service computers without the user present.
- We are unable to support home computers but will support computers for residential students.
- We are unable to accept Walk-in appointments. You must contact us at 973-655-7971 to schedule an appointment.

### Need Virus Software?

**Did you know that as a MSU student with a valid NetID, you are entitled to a complimentary license of our anti-virus software called Sophos Antivirus?**



If you have an Apple computer system running OS X or a windows computer system running Windows 2000 or XP, you can download this anti-virus tool by going to <http://oit.montclair.edu/> and click on software archive. Once you agree to the specified terms, the software can be downloaded.

### Registering Your Computer To The MSU Network

When you initially connect your computer to the network jack in your room (or connect through a wireless connection) and open a web browser, you will automatically be directed to the “Netriculate” web page to register your computer on the MSU network. After entering your MSU NetID, password, and location, the Netriculate server will scan your computer and perform a number of security checks. In this particular, this scan process will detect the computer, probe it for viruses and windows updates, test any open ports and prescribe the necessary security patches that need to be applied to the operating system.

You **must** complete the Montclair State University Network Registration process to gain access to the Internet and Intranet.



### Virus Clinic Schedule

<b>Sunday</b>	8am-8pm
<b>Monday</b>	8am-8pm
<b>Tuesday</b>	8am-8pm
<b>Wednesday</b>	8am-12noon & 4pm-8pm
<b>Thursday</b>	8am-8pm
<b>Friday</b>	8am-8pm
<b>Saturday</b>	8am-8pm

**Please note:** The OIT Virus Clinic is scheduled on two hour increments.

# Work Waiver For Student Owned Computing Equipment

OIT requires all users to complete and submit a Work Waiver for Student Owned Computing Equipment, prior to being serviced. You will not be serviced until you have read and agree to the below terms.

By signature below, I understand that due to the nature of some virus codes, attempted removal of the virus could potentially cause permanent damage or deletion of system files or my personal document files. I acknowledge that OIT cannot be held responsible for any data loss that may occur as a result of the virus removal process.

In exchange for this waiver of liability, OIT agrees to assist with the removal of viruses from my desktop or laptop PC, and to configure the computer for safe operation on Montclair State University's network. Additional steps in that regard may include installation of any relevant Microsoft Windows OS patches and installation of Sophos AntiVirus is not already on the machine. In addition, OIT will also ensure that both Windows OS patches and Sophos AntiVirus are scheduled for automatic updates. I fully understand that this service is only offered for resolving virus related problems.

I also understand that OIT is providing best effort technical services, I understand that I will be responsible for pursuing additional support through the original equipment manufacturer or third party support vendor of my choice.



## Other Ways To Keep Your PC Safe And Secure

**Review the Connection Policies and Procedures.** Students who wish to connect their personal computer to the Montclair State University network **must** review the connection policies and procedures.

**Exercise caution when opening email attachments.**

**Protect your computer by using a firewall.**

**Update operating system patches as often as possible or set it up to run automatically.**

**Check your MSU Email Account regularly.** The Office of Information Technology frequently sends out descriptive emails to students apprising you of potential technology issues and resolutions.

**Back up important files on CD, Zip, DVD or flash drives.**

**Use a password-protected screen saver.**

**Choose passwords wisely by choosing a password that has a random series of alphanumeric characters.**

**Lock your computer when not in use.**

**Don't save your login information.** Always logout of Web sites by pressing logout on the site, instead of by closing the browser window or by typing in another address. This will help keep other users from accessing your information.

**Download and install anti-spyware protection such as Ad-aware, Spybot or Webroot.**



**Interested in working at the OIT Help Desk or public computing labs?**

Apply today by clicking on [Employee Resources](http://oit.montclair.edu) at <http://oit.montclair.edu>

## Wireless Networking

All students with a NetID have access to the wireless "hot spots" throughout the MSU Campus. The following buildings are completely wireless:

**College Hall**  
**Dickson Hall**  
**Partridge Hall**  
**Red Hawk Diner**  
**Speech Building**  
**Sprague Library**  
**University Hall**

Other wireless areas include:

**Student Center**—  
Ballrooms, Rathskeller, Computer Lab, Cafeteria, 3rd floor  
**Richardson Hall**—  
1st floor East and 2nd floor  
**Science Hall**—  
1st and 2nd floor  
**Kasser Theatre**—  
Stage and audience, vestibule and 4th floor office

Two SSIDs (Service Set Identifier) are currently available for use by MSU students.

Once you have successfully installed your wireless card, you must add both SSIDs:

MSU-Wireless  
WaveLAN

**NOTE:** The SSID is case sensitive. Be sure you type them exactly as you see above.

The way you set the SSID varies depending on your operating system and wireless card software.

**NOTE:** Ensure encryption is unchecked (disabled).