

ITSC Practices and User Guidelines on Virus Protection

In order to protect the computing systems, data, and equipment of the University against virus attacks, all University computers (include computers used by staff users and computers used in laboratories) are required to equip with the University-supplied virus scanner with the latest virus definition/security patch.

1) ITSC Practices

1.1) Symantec Anti-Virus Program

Symantec Anti-Virus (SAV) software is centrally provided by ITSC to all University-owned computers. The SAV is one of the compulsory components of the client computer model and the virus definition/security patch will be updated automatically under the pre-configured settings.

1.2) Windows Updates

Similar to SAV, in order to cover the security holes of the operating system, Windows Updates will be performed automatically for the University-owned computers under the pre-configured settings.

1.3) Email Anti-Virus / Anti-Spam on the Server Side

Campus email is protected by Sophos Anti-Spam / Anti-Virus security appliance to filter infected files that are attached to the email messages.

2) User Guidelines

1. Do not open attachments / downloaded files from an unknown source. It is recommended to be cautious even the attachments / download files are from someone you know. Some viruses can replicate themselves and spread via email.
2. Please make sure the Symantec Anti-Virus software is up and running in your computer and DO NOT disable it. If you found the SAV is not running properly, please report it to the ITSC for immediate action.
3. If you are warned by the anti-virus program that your system is infected by a virus, please try to clean the virus immediately. If the virus cannot be cleaned, please report the problem to ITSC for help.
4. Please always backup your critical data files to a separate storage device on a regular basis. In case a virus destroyed your files, you could always restore your data from your backup.
5. If you need further assistance and advice on virus protection, please call the ITSC hotline at 2616-7995.