

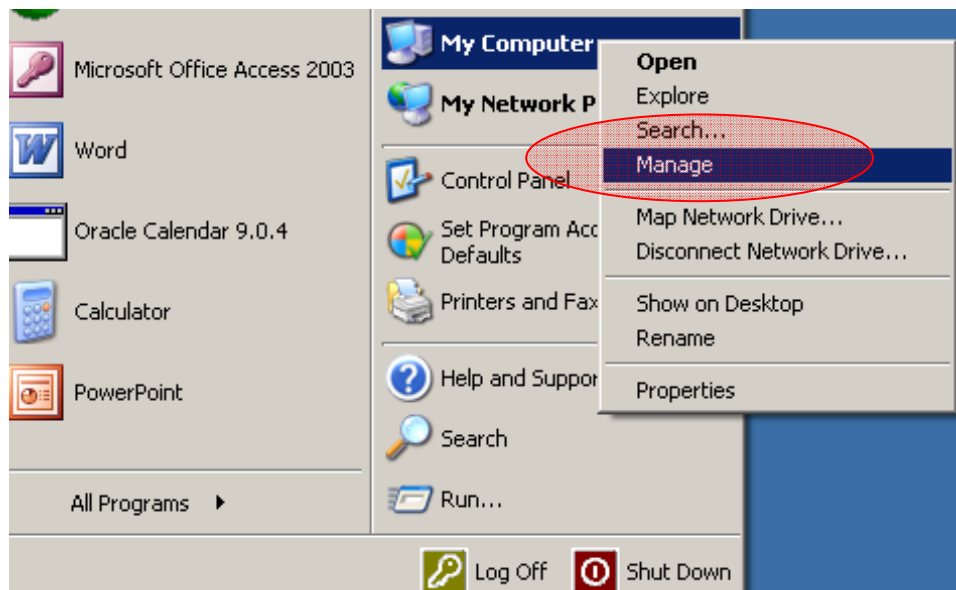


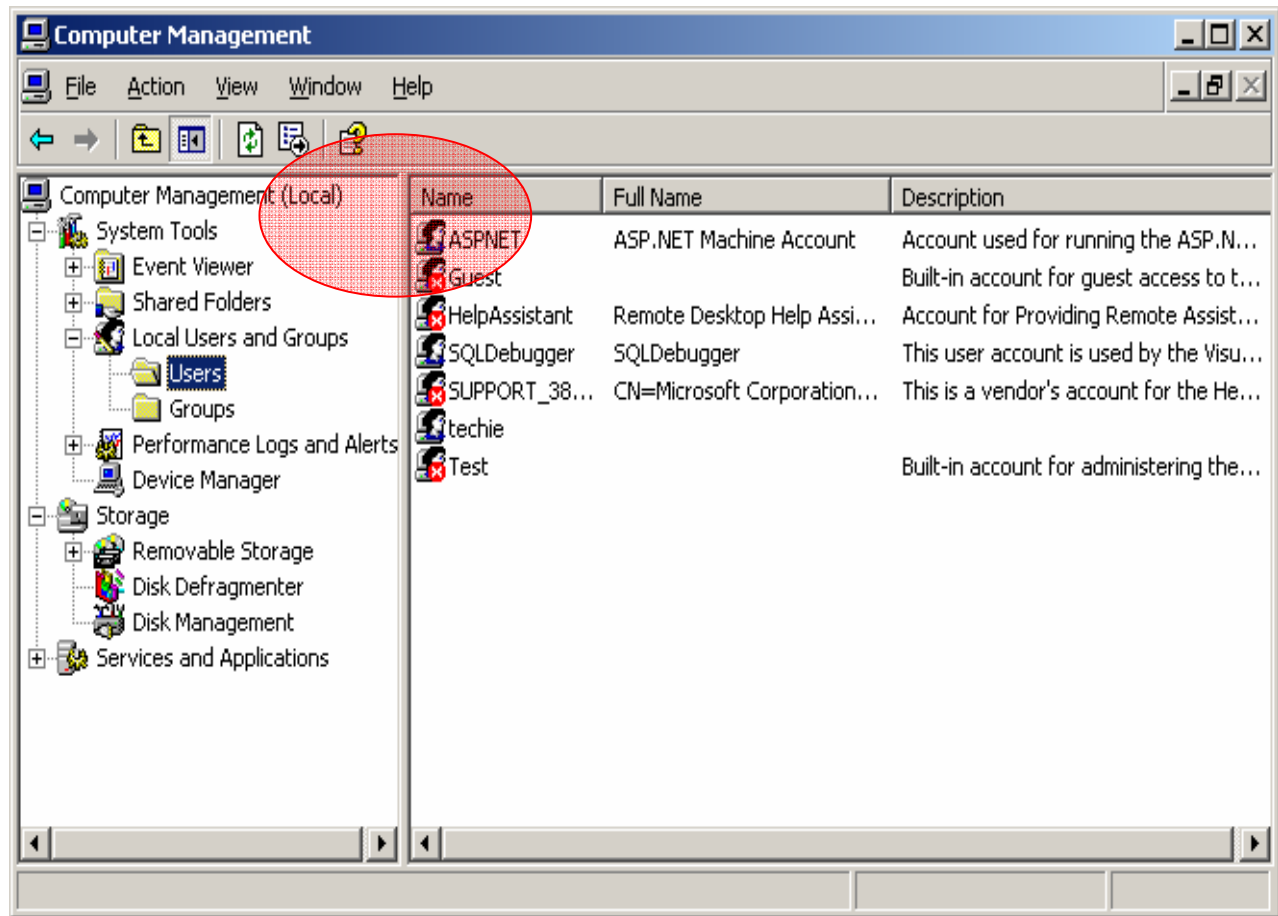
How Do I Prevent My Computer From Getting Infected or Compromised?

The key to keeping your machine healthy and secure is periodic maintenance. The steps outlined in this document will help you provide the upkeep it needs. You should provide this maintenance at least twice a month, but sometimes weekly or bi-weekly updates will be necessary. It might also be a good idea to decide now on a time and day of the week when your machine will be on and connected to the internet-- so you can schedule the updates recommended here to run.

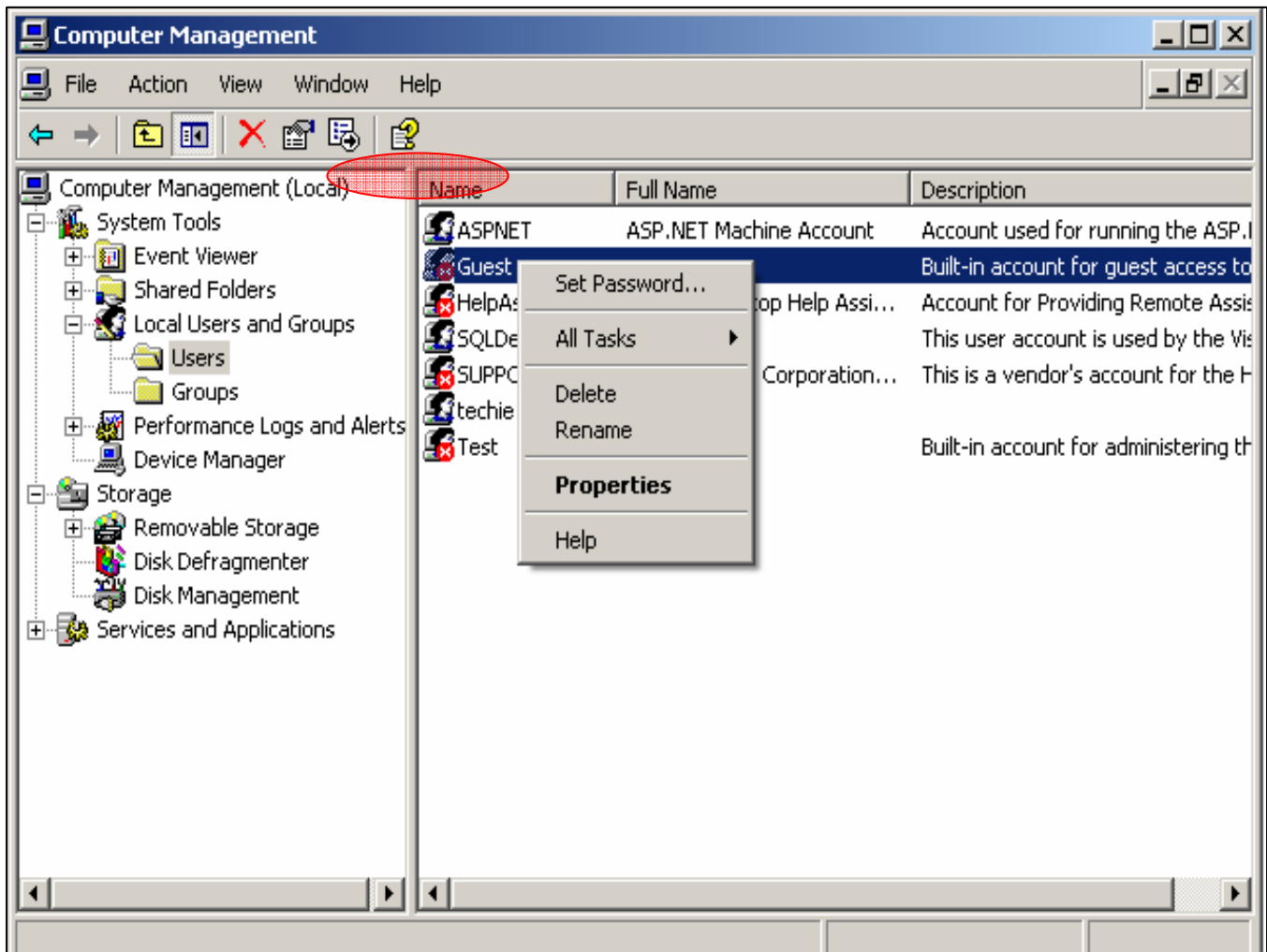
Finally, we are very confident the following recommendations will provide excellent protection against most known vulnerabilities, but please note that the instructions contained in this document do not guarantee that your machine will never be infected or compromised (this is especially true if the maintenance is not done on a regular basis). These are simply proactive measures every computer user should be taking to protect their computers.

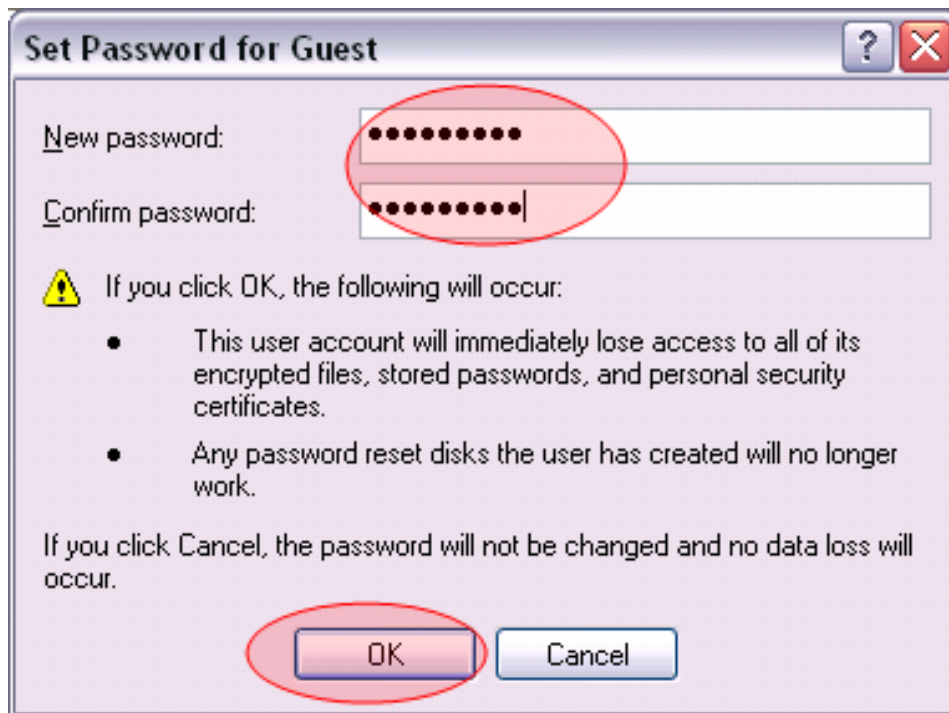
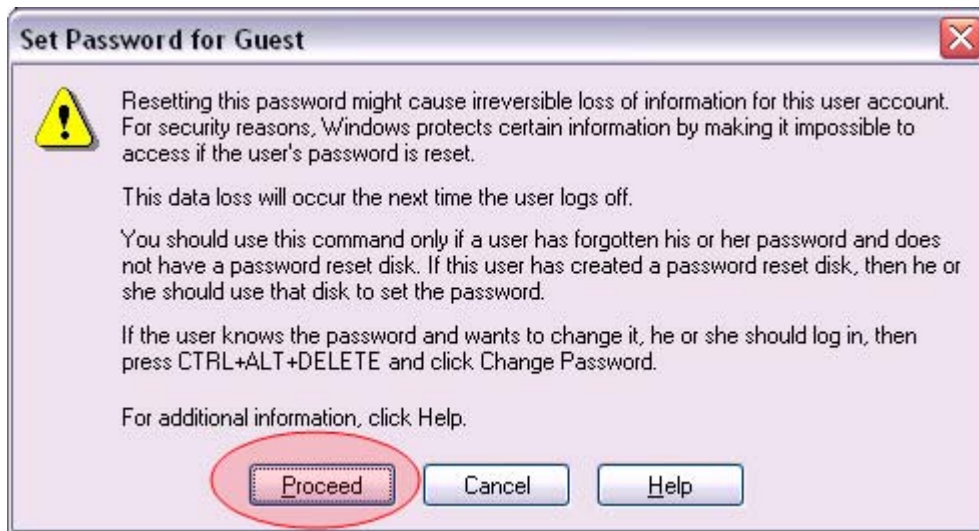
Step	Procedure
1	<p><i>Local Account Permissions</i></p> <p>a. Make sure that only the accounts that you use on the computer are enabled. Disable any of the accounts you do not use (i.e. Guest account).</p> <p>To disable your accounts right click on My Computer, then select Manage > Local Users and Groups > Users</p> <p>Once you see the user accounts, right click on the ones you do not use (like the Guest account), then go to Properties, and check the box "Account is disabled".</p>





Step	Procedure
	<p>b. Make sure all accounts that you do use have a secure password. A secure password should be</p> <ul style="list-style-type: none"> - between 9 and 14 characters, - use at least 1 number, - 1 upper case character, - 1 lower case character, - and /or one special character (i.e. \$, #) <p>It should also not be a word in any language.</p> <p>i. To change the password or set up a password, right click on my computer and select Manage > Local Users and Groups > Users, then right click on the account(s) you do use and select Set Password.</p>

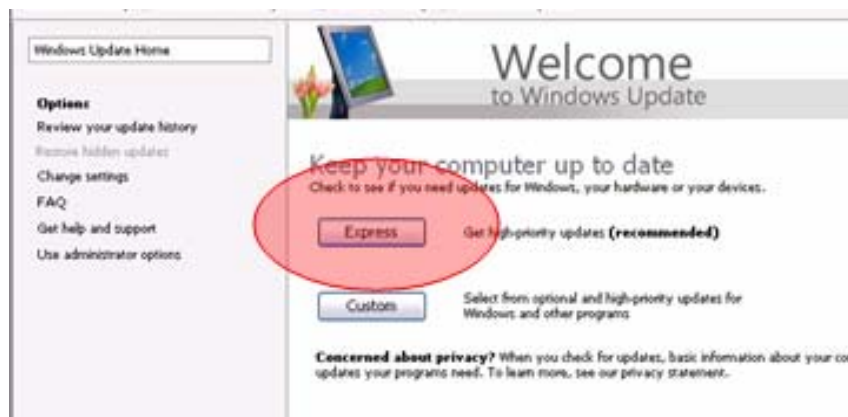




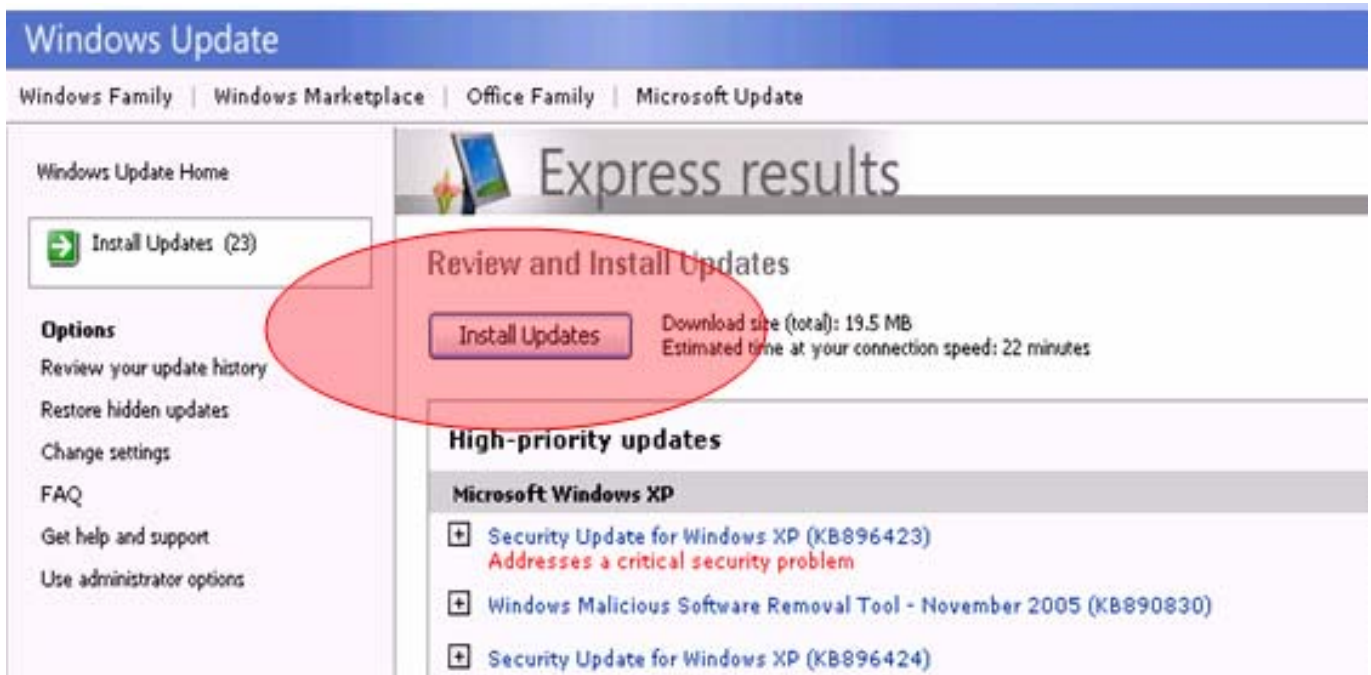
Step	Procedure
	<p>Or log in with that account and then press Ctrl + Alt + Delete and choose the option Change Password.</p> <p>ii. You will be asked to enter the Old password, then the new password, and at the end you must confirm the new password.</p> <p>Click OK, when done. Repeat this process for all the accounts you will be using on your computer.</p>



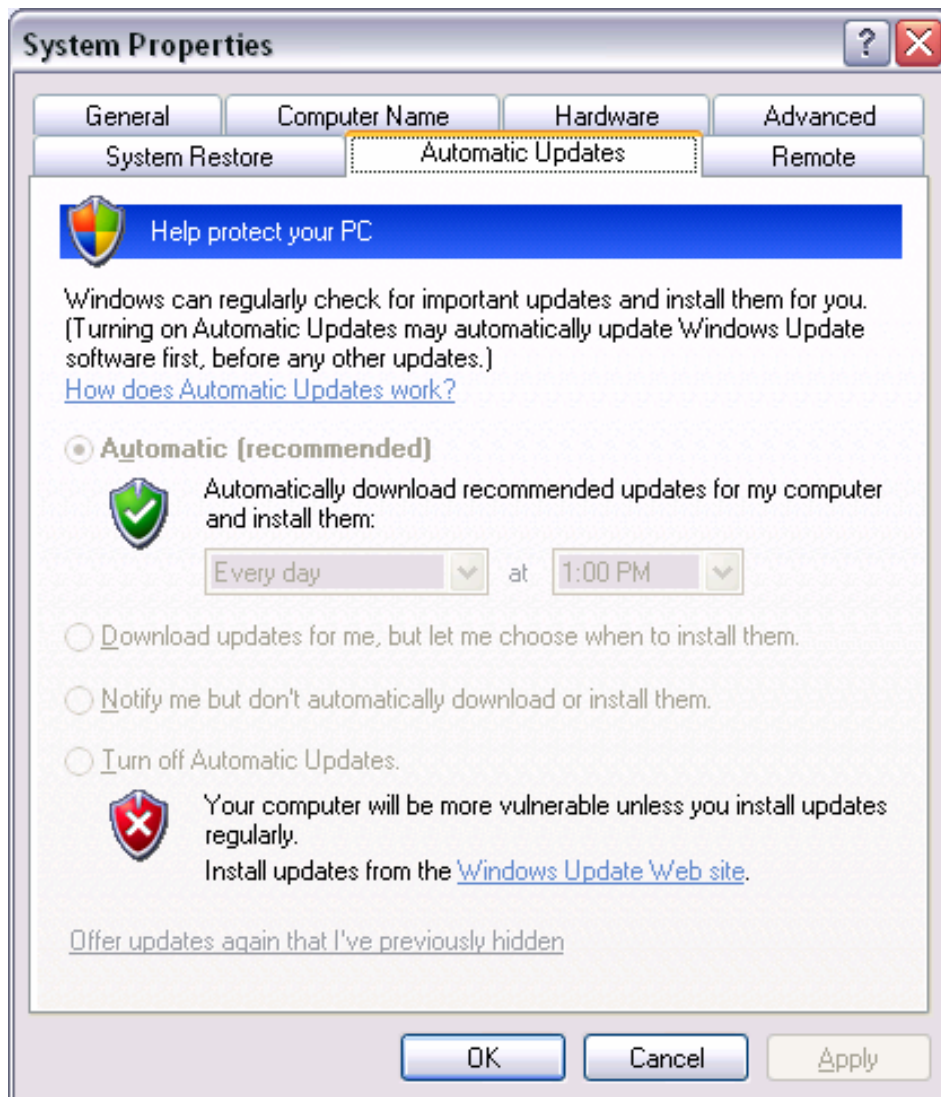
Step	Procedure
<p>2</p> <p>Windows Updates</p>	<p>a. Open Internet Explorer and go to Tools > Windows Update. Click on Express Install if you want to install critical and security updates only. If you want to also see if there are any new drivers or other additional updates for your machine, then click on Custom Install.</p> <p>Note: Please note that if this is the first time you are doing a windows update you may be asked to install the Active X control before you can proceed to scan your computer for windows updates.</p>



Step	Procedure
	<p>Installing Windows Updates</p> <p>b. Once you click on the Express Install link your computer will be scanned for available updates. It will take a few seconds to scan your machine. When done, you will see a list of the updates you need. Click Install to install them.</p> <p>In general you should install all Critical and Security updates. After you are done installing everything available, reboot your machine, and make sure to go back and rescan your computer for more updates until there are no more to do. You can also check the Custom Install link to see if there are any additional non-critical updates you may want as well.</p>



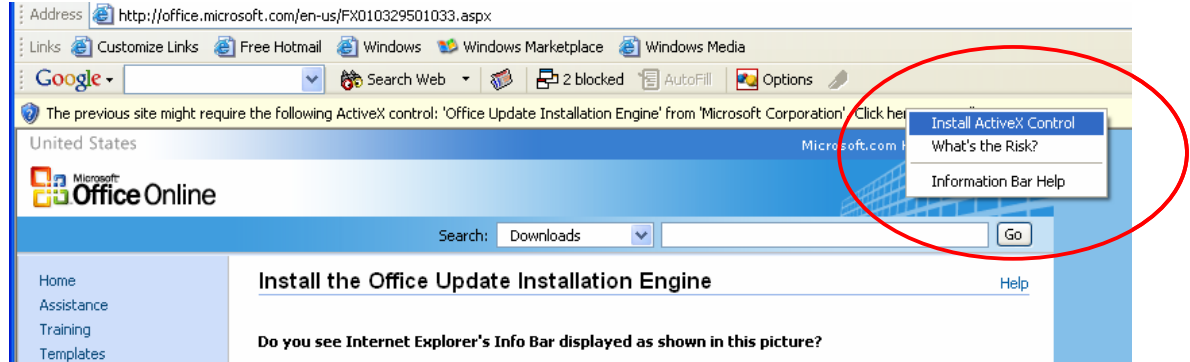
Step	Procedure
	<p>c. If you are using Windows XP, configure your system so that you are notified of available critical updates from Microsoft.</p> <ul style="list-style-type: none"> i. To do this, right click on My Computer, then go to Properties > Automatic Updates. ii. Select one of the four options under Settings which define how you want to deal with the available updates. You should choose option one or two. We recommend that you choose option one, “Automatically download the updates, and install them on the schedule that I specify”. However, in order for the updates to occur, you will have to make sure that your computer is on and connected to the internet on the day and time you specify here. If you are not sure if updates have been done, scan your computer manually as in steps 2a and 2b.



Step	Procedure
3	<p>Office Updates</p> <p>Office updates are also important to keep up with, since some viruses attack specific vulnerabilities in these applications.</p> <ol style="list-style-type: none"> To get the latest updates, open your Internet Explorer browser and type http://office.microsoft.com Click on the link Check for Updates to scan your computer for Office Updates. <p>Note: After you have done all available Office Updates you will be given the option to use Microsoft Update rather than Windows Update. We recommend that you do choose to use Microsoft Update, since this will automatically update both your Windows and Office software and you will not have to go to two different places to do it..</p>



Step	Procedure
	<ol style="list-style-type: none"> If this is the first time you install office updates you will be prompted to install the windows “Active X control”. On your browser, right below the address bar in a yellow area, right click at the end where it says Click here to install... Then click the Install button. After the Active X control is installed your computer will be scanned for Office Updates.



Step	Procedure
	<p>d. As in the Windows update you will see a list of all the updates you need. Install them in the order in which they appear by clicking the check box, then clicking on the Agree and Install button.</p> <p>When done with a group of updates, reboot your computer and go back and rescan it to see if there are any more left to do.</p>

Microsoft Office Update [Options](#) | [Help](#)

Your Office Update detection results are listed below. You can also select to install optional tools that add new functionality to Office products. By clicking the **Agree and Install** button below you agree that these updates are governed by your product's end-user license agreement.

Required Updates
 Selected: **2**

Optional Tools
 Selected: **0**

Download Size: **20782 KB**
 Download Time: **1 min**

Agree and Install

REQUIRED UPDATES

Office 2003 Service Pack 1 (English version)
 17354 KB / Download Time = < 1 min at your connection speed
[Show description](#)





Update for InfoPath 2003 (KB887982) (English version)
This update requires Office 2003 Service Pack 1 (English version) to be installed first.
 235 KB / Download Time = < 1 min at your connection speed
[Show description](#)

Update for Outlook 2003 Junk Email Filter (KB892236)
 3428 KB / Download Time = < 1 min at your connection speed
[Show description](#)

Update for Office 2003 French Grammar Checker (KB873381)
This update requires Office 2003 Service Pack 1 (English version) to be installed first.
 1806 KB / Download Time = < 1 min at your connection speed

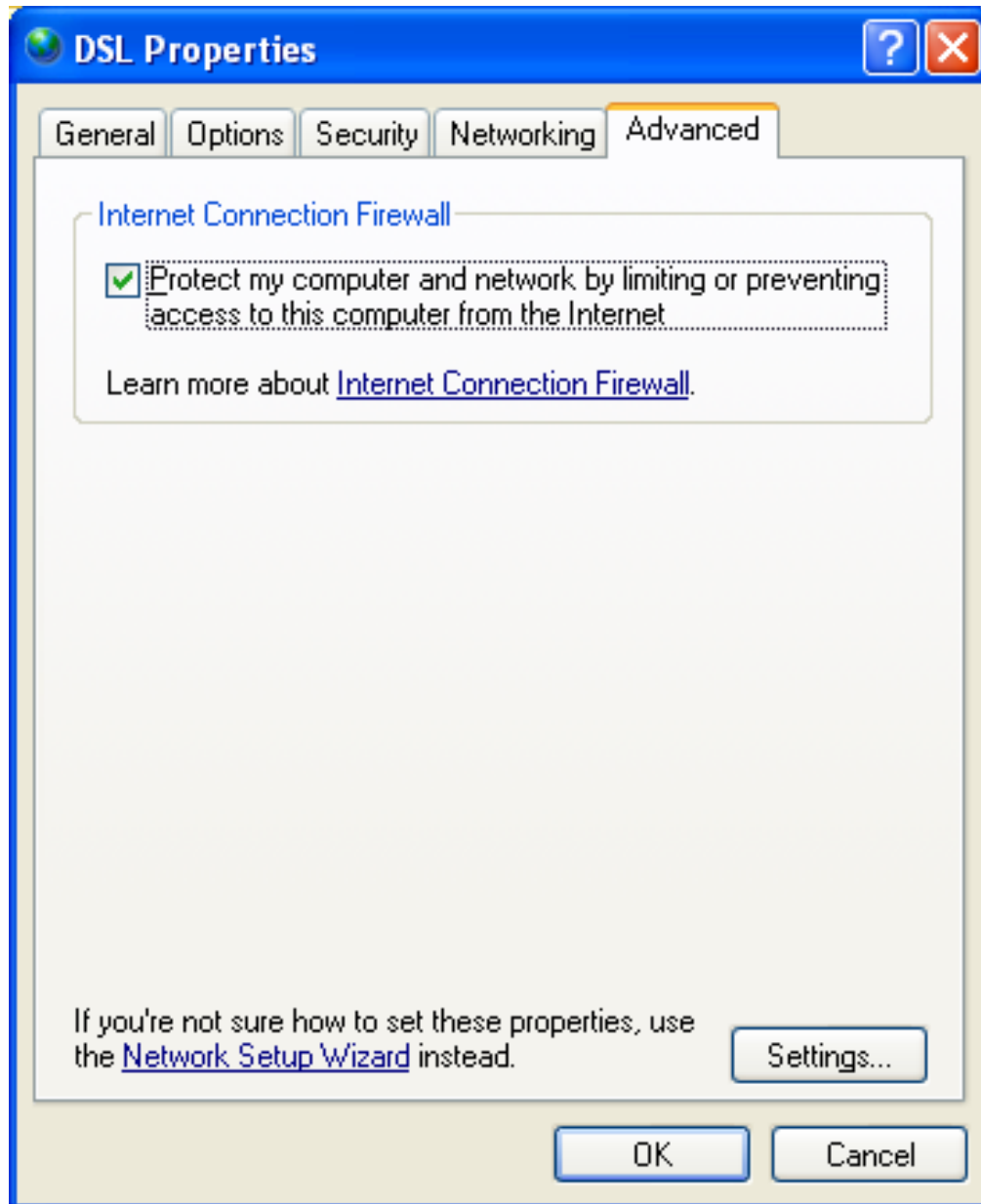
Step	Procedure
4	<p><i>Installing the Symantec Firewall and Anti-virus</i></p> <p>a. You should install the Symantec Client Security 3.1.4 MR4 package. This package is licensed to all UC Berkeley affiliates, and can be downloaded from http://software.berkeley.edu . The package includes the Firewall and Symantec Anti-Virus Corporate Edition.</p> <p>You can find the package by clicking on the Symantec Client Security link, and then click on Desktop Client.</p> <p>Note: You will be asked for CalNet ID and password in order to download this software.</p> <p>The Symantec Firewall that you download and install will already come with automatic defaults for use at the Berkeley campus or at home. However, you should make sure that it is set to Medium Security. And as you open programs on your computer you will be prompted by the firewall to permit or deny whatever service was activated. A good rule of thumb is that if you did not open or are not using a program and you are prompted to permit it or deny it, you should not -- especially if it's not a program you recognize.</p>

Download

Symantec Client Security 3.1.4 MR4 Files			
File Name	Description	Size	
scs_client-3.1.4-mr4-win.exe	Desktop Client	38726 KB	
scs_admin_cd-3.1.4-mr4-win.zip	CD for administrators	490996 KB	
NoNav2.49.exe	Uninstall tool for administrators	1683 KB	
scs_installer_src-3.1.4-mr4-3031-win.zip	NSIS installer source files	62 KB	

Step	Procedure
	<p>An alternative to use the Symantec Firewall is using the Window XP Firewall that comes with the operating system. However, the Windows XP firewall is not as robust and does not provide as much protection as the Symantec Firewall</p> <p>b. To enable this firewall,</p> <ol style="list-style-type: none"> i. Go to Start > My Network Places. Right click on it and select Properties. ii. Then right click on Local Area Connection and select Properties. iii. Next go to the Advanced tab and check the box "Protect my computer and network by limiting or preventing access to this computer from the internet". <p>You'll know that your firewall has been turned on because a small yellow lock will appear next to the Local Area Connection that you chose.</p>



Note: You should activate the firewall for all your network connections. For example, you may also have a wireless or a DSL connection that you use.



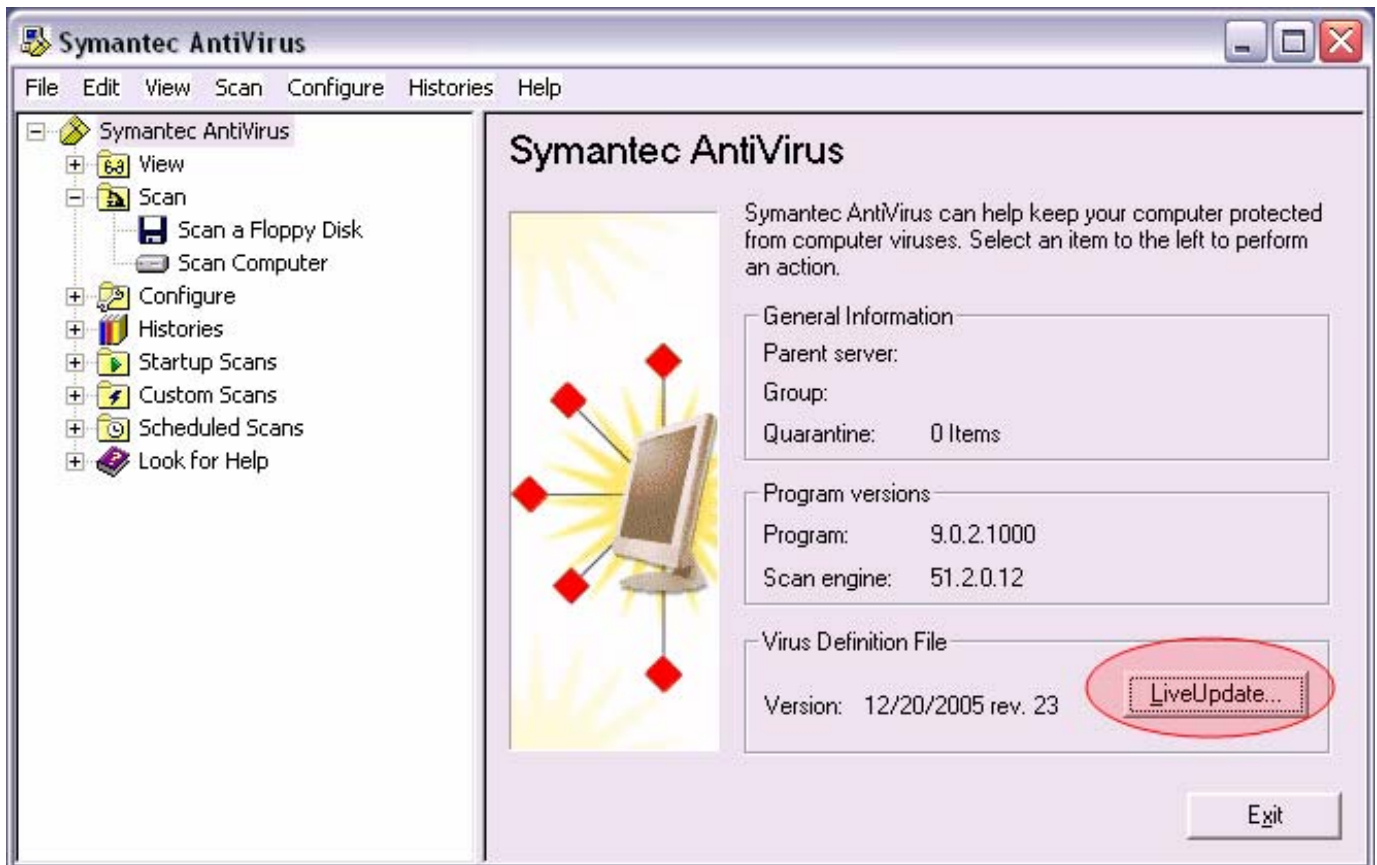
Step	Procedure
	iv. Also, if you want to use the Windows Firewall, you will still have to install Symantec Anti-Virus. To do this, go to http://software.berkeley.edu > Symantec Anti-Virus > download Symantec Anti-Virus 10.1.4 .

Symantec Anti-Virus

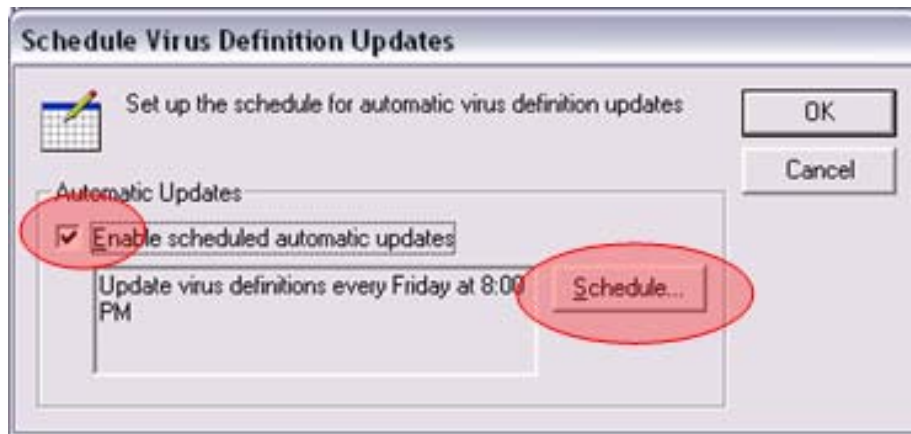
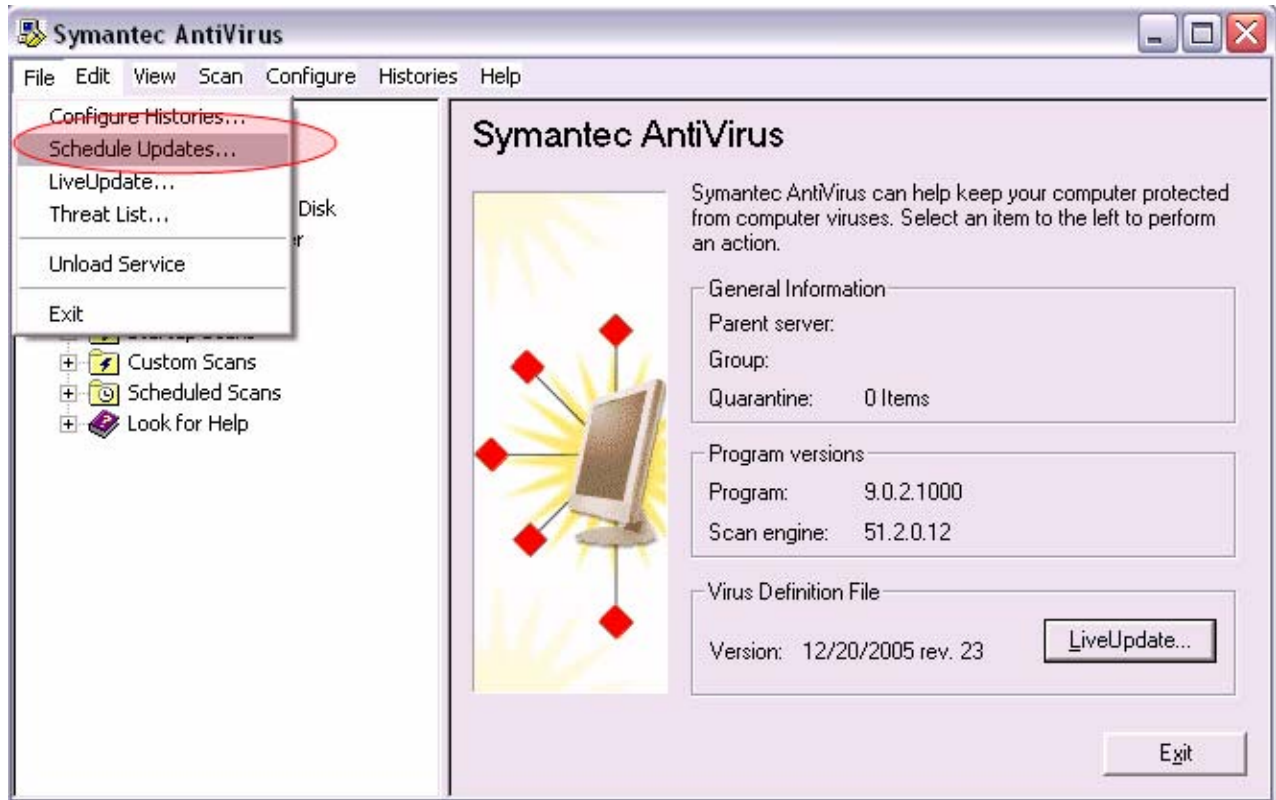
General Information	
Description:	Symantec Anti-Virus (SAV) integrates antivirus to provide comprehensive protection against threats to your computer.
Vendor:	Symantec
Categories:	Security, Anti-virus
Available Platforms:	Windows, Linux

Symantec Anti-Virus - Current Versions		
Name	Platform	Supported Operating Systems
Symantec Anti-Virus - 10.1.4	 Windows	XP Pro x64
Symantec Anti-Virus - 10.2-x64-rc1	 Windows	Vista x64 RC1

Step	Procedure
5	<p><i>Anti-Virus Software Maintenance</i></p> <p>You can take the following steps to keep your anti-virus software working at its best.</p> <ol style="list-style-type: none"> To install Symantec Anti-Virus Corporate Edition please see Step 4b iv. After you download and install the Anti-Virus program, make sure that you keep it current. You should be updating your virus definitions (LiveUpdate if you are using Symantec-Anti Virus) once a week. During periods of high alerts you should update at least twice a week.



Step	Procedure
	<p>c. You can also schedule Symantec Anti-Virus to update your virus definitions on a weekly basis. To do this:</p> <ol style="list-style-type: none"> i. Go to File > Schedule Updates ii. Check the box "Enable scheduled automatic updates". iii. Then click on Schedule to select the frequency, day, and time when you would like automatic updates to run. Remember to have your computer on and connected to the internet on the scheduled day and time.



Step	Procedure
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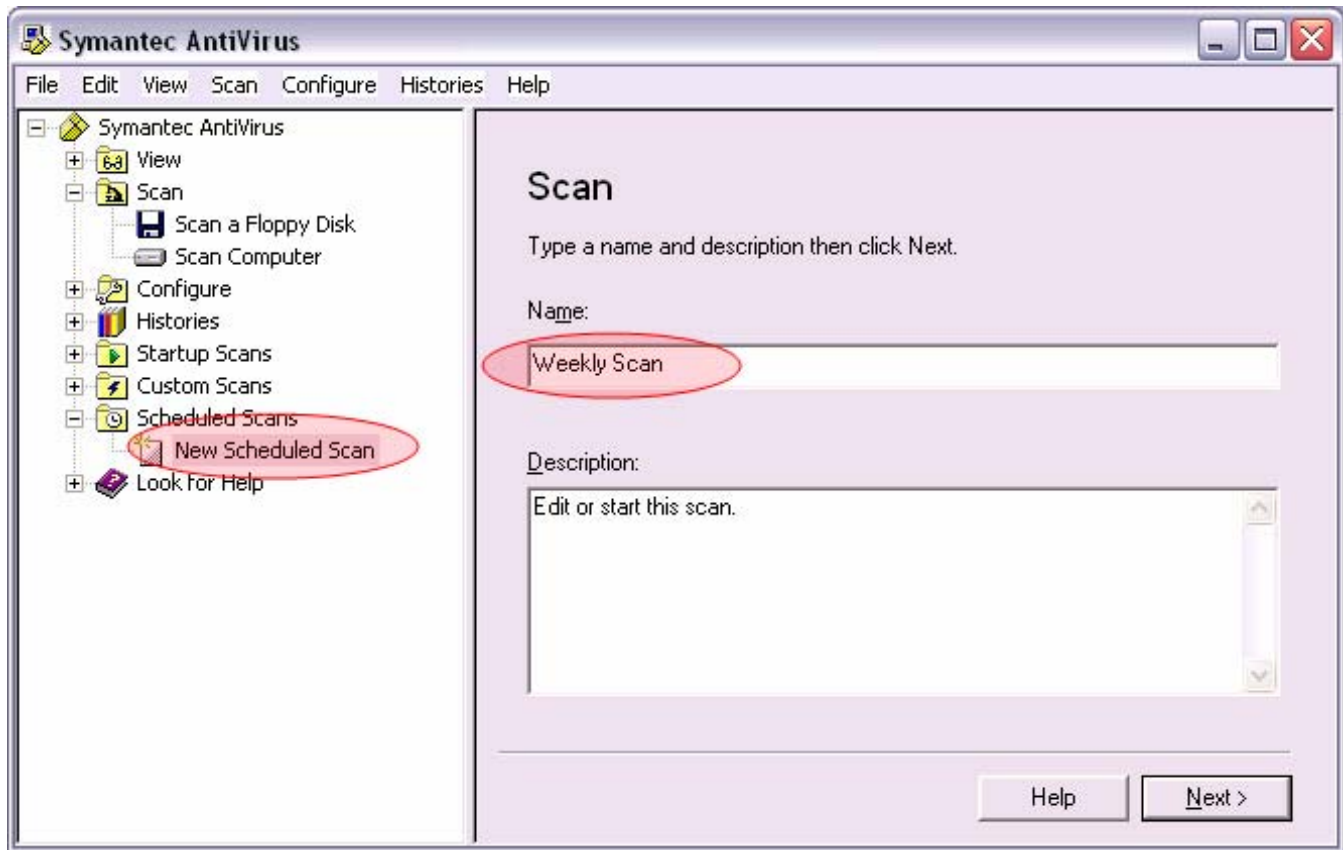
- d. If you download and install the latest version of Symantec Anti-Virus from <http://software.berkeley.edu>, the **Auto-Protect** should be activated by default. If for some reason it is not, **right click** on the S A-V shortcut in the system tray (golden shield) and select "**Enable Auto-Protect**".



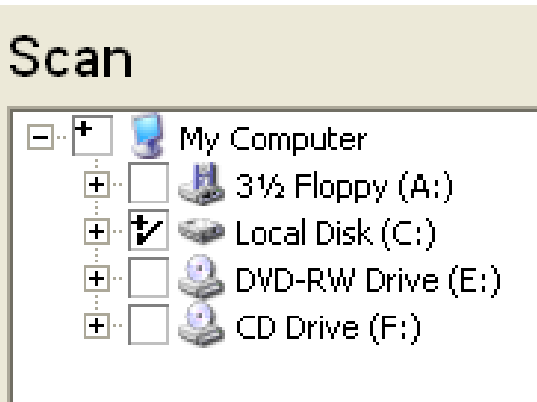
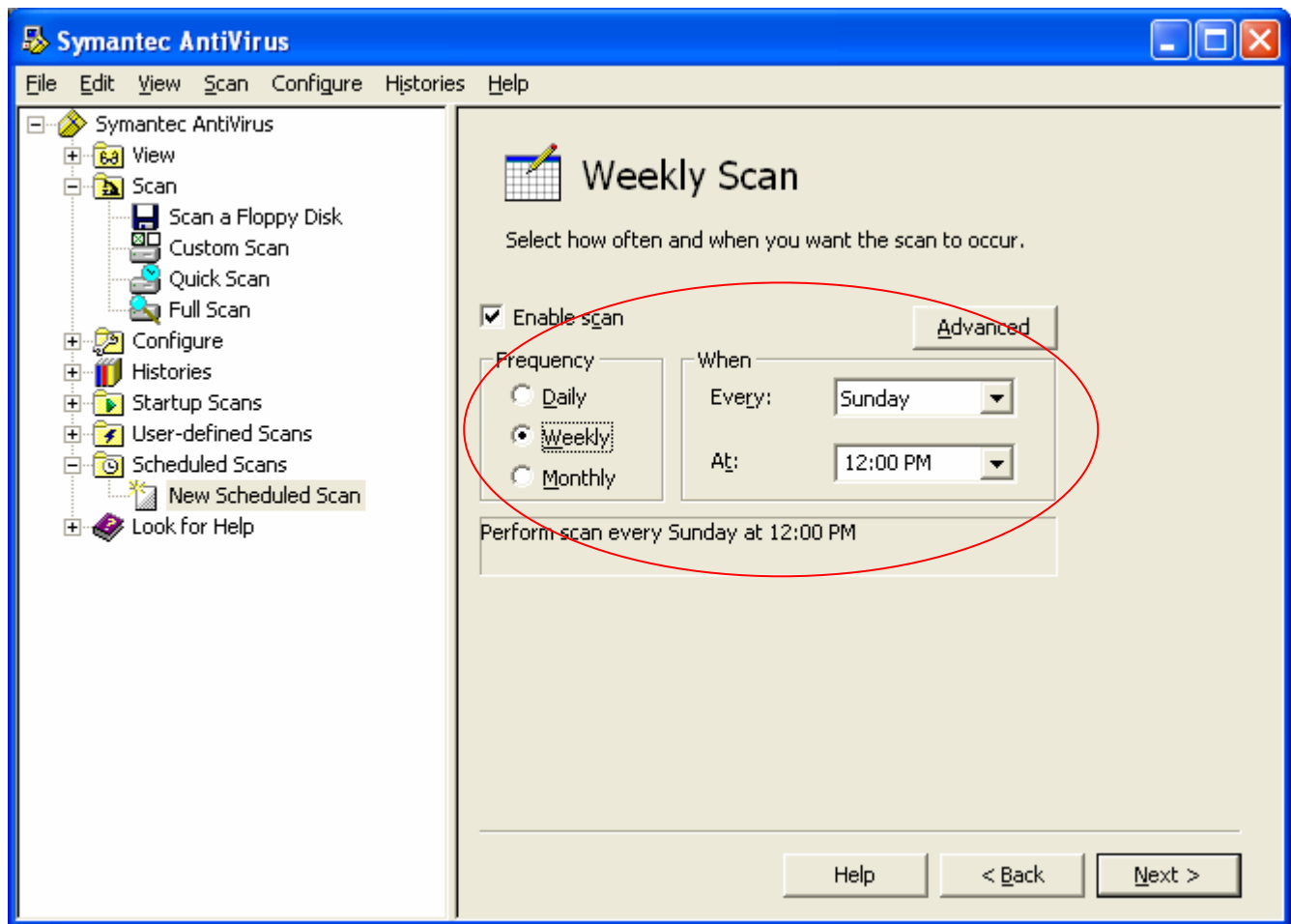
Step	Procedure
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- e. Make sure your computer is scanned for viruses **at least once a week**. You can schedule a weekly scan by
- i. **Selecting "Scheduled Scans"** on the left hand side of the Symantec Anti-Virus window.
 - ii. **Click** on the **New Scheduled Scan** link on the right hand side.
 - iii. Give the new scan a **name**, ie: **Weekly Scan**.

Make sure **Weekly** is **selected** from the radio buttons.



Step	Procedure
	Then select a day of the week and a time when you want the scan to run.



Step	Procedure
6	<p>Connecting from Home</p> <p>a. If you are connecting from home to your Haas drives please use the UC Berkeley Cisco Virtual Private Network.</p> <p>To install and configure the Cisco VPN please see the instructions on our How do I website How do I Install and Use the Cisco Virtual Private Network for the Berkeley Campus located here: http://groups.haas.berkeley.edu/hcs/howdoi/Haas%20Local%20and%20Remote%20Access/Cisco_VPN.pdf</p>



How Do I install and Use the Cisco Virtual Private Network for the Berkeley Campus?

"The Cisco virtual private network (VPN) client allows a computer to make secure network connections via specific equipment called VPN concentrators located on the campus network. Using the VPN, all network traffic between your computer and the VPN concentrator is encrypted. In addition, the VPN allows you to connect to other systems as if your computer were on campus, whether or not it actually is physically located on the Berkeley "campus network."

– From software.berkeley.edu

This document includes step by step instructions that will cover the following four areas:

- Installing the Cisco VPN
- Connecting to the Virtual private Network
- Entering the Haas DNS Addresses and suffix
- Mapping a Haas Drive

Step	Procedure
	<p>b. You can also use the Windows Remote Desktop to connect to your office computer.</p> <p>To access the Remote Desktop go to the Start Menu > Programs > Accessories > Communications > Remote Desktop Connections</p> <p>You will probably need the IP address your office computer uses in order to establish a remote connection to it, so make sure you have that before you try to connect from home.</p>

