

# Virus Troubleshooting

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## Malware and Viruses

Malware = spyware or a virus.

- Spyware: program that installs itself on your computer and gathers info about you (sometimes known as "tracking cookies")
- Virus: self-reproducing computer program that spreads by inserting copies of itself into other programs or documents

Malware spreads across campus, computer to computer on the network.

There's no one clear sign of a virus or malware, but there are some warning signs:

- Slow performance
- Windows folders opening on startup
- Unprompted popups - watch out for Malware disguised as a malware scanner!
- Questionable search engines where your homepage used to be
- Warnings on your desktop about dangerous programs on your system
- Computer reboots unexpectedly
- Strange icons on your desktop or system tray
- New software on your computer that you didn't install

Please note: a slow computer or the "blue screen of death" does not always mean you have a virus! It could also be hardware problems.



The best defense against malware and viruses is a good offense: PROTECTION IS BEST!

Below we list some ways to avoid viruses, including options you have for anti-virus and anti-malware software.

## Simple Steps to Avoid Viruses/Spyware

1. When downloading trusted programs (like Java), keep an eye open for any checked boxes that may download "piggy back" programs during installation.
2. If you receive an email with very little text, like "Check this out!" or "Look at these!" with a crazy link, this is likely a virus. DO NOT click it, just delete the email immediately.
  - a. The same goes with social media - any posts with unusual pictures or applications you have to install are likely viruses that will spam people. Some common taglines for spam are "Find out who is following you on Facebook" or "Watch this video, it is awesome!" Stay aware.
3. File sharing programs like BitTorrent and Pirate Bay install a huge amount of spyware and viruses. It's like opening the back door and inviting these malicious programs into your hard drive. Whatever you are downloading, it's not worth it. Avoid them! Not to mention, most file sharing is illegal.
4. Attachments - if an email comes with an attachment you did not ask for or is not expected, delete the email. DO NOT open the attachment - delete the email. Legitimate attachments can be resent.
5. If a browser or instant messenger pops up and asks you to download or install software, it is probably not a good idea to install it
6. Make sure your data is always backed up in case of a virus: see [Backing Up Your Data](#)

## Antivirus Software

Antivirus software programs are available both for free and for a fee. Windows comes with Windows Defender already installed. Mac users can look into the free versions of products such as Malwarebytes or Sophos (which are also available to Windows users).

An antivirus software package is required on all computers accessing Drew services.

The trick to antivirus software is making sure you keep it up to date. Check the Help pages for the program you use to make sure it is being kept up to date with the latest protections.

## Microsoft Defender Antivirus



[Microsoft Defender Antivirus](#) is Microsoft's free antivirus software. This software is very effective at staying updated on the latest virus definitions and eliminating malicious threats. It is important to note that this software is for PCs ONLY.

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