



## **ANTI-VIRUS SECURITY**

Viruses, worms and Trojan horses are different versions of harmful programs that can infect the software running on your notebook or corrupt your data. For the purposes of this document, we will mainly refer to viruses. When discussing viruses, worms and Trojans collectively, we will use the term “malicious software.”

### **WHAT IS A VIRUS?**

A virus is a program that propagates itself by infecting programs on the computer or by replicating itself across a network, often taking advantage of an email client to do so. If your notebook becomes infected with a virus, it can cause problems ranging from the annoying, such as pop-ups randomly appearing on your screen, to the devastating, such as loss of critical data or files.

### **WHAT IS A WORM?**

A worm is a self-replicating program that resides in active memory. Worms duplicate using parts of the operating system that are usually invisible to the user. The symptoms can be slower system performance and the slowing or halting of other system tasks.

### **WHAT IS A TROJAN HORSE?**

A Trojan horse masquerades as a benign program, but actually contains software that can cause damage, such as a virus or a worm. A Trojan horse can also be programmed to collect personal information, such as passwords, bank account numbers and so on, by tracking computer activity. One of the most destructive and common instances of a Trojan horse is a software program that claims to rid a system of viruses, but instead introduces viruses to the computer.

### **HOW CAN MY NOTEBOOK GET A VIRUS?**

Viruses, worms and Trojan horses typically gain access to a notebook through files that are copied, downloaded or installed onto the computer. The most common avenue is through email attachments which, once opened, introduce the virus or other malicious software to your system.

While the Internet has made the process of sharing files very easy, it has also proved to be a medium for viruses and other malicious software to proliferate. This is why it is so important to keep your notebook updated with the latest Windows Update patches. For more on this, see below: “How can I prevent viruses from infecting my notebook?”

### **HOW DO I KNOW IF MY NOTEBOOK IS INFECTED WITH A VIRUS?**

Usually one of the first signs of virus infection is a sudden slowing of system performance. Other signs may include: frequent system crashes, bizarre error messages, a sudden proliferation of pop-up boxes or even your system restarting itself without your involvement.

These signs do not represent an exhaustive list, by any means. In fact, some viruses don't exhibit any symptoms whatsoever. As such, the only true way to



know whether your notebook has been infected with malicious software is to run a virus scan using an up-to-date anti-virus software program.

#### **WHAT IS ANTI-VIRUS SOFTWARE?**

Anti-virus software is a program created to prevent viruses, worms and Trojan horses from infecting your notebook. It does this by recognizing known viruses and warning you when one is trying to penetrate your system.

In the event that your notebook does get infected with a virus, anti-virus software also has the capability of tracking it down and cleaning it from your system.

In order to be effective, anti-virus software must be constantly updated with information on the latest viruses. Most programs offer the ability to update virus lists over the Internet as frequently as you wish, for a fixed period of time after your initial purchase of the product. Following this time period, you can subscribe to receive ongoing updates.

#### **HOW CAN I PREVENT VIRUSES FROM INFECTING MY NOTEBOOK?**

Installing anti-virus software on your system and keeping it up-to-date is one of the best defences against viruses. This will ensure that malicious software is identified, trapped and destroyed by the program before it has a chance to compromise your system.

Keeping your Windows software updated is also a critical step for keeping worms out of your system. Ensuring your notebook stays automatically updated is just a click away: <http://www.microsoft.com/athome/security/update/bulletins/automaticupdates.msp>.

In addition to the technology, you personally play an important role in keeping your system clean. Never open suspicious email attachments and only download content from reputable Internet sites that you trust.

#### **WHAT SHOULD I DO IF MY NOTEBOOK HAS A VIRUS?**

Your anti-virus software is the best tool to remove any unwanted viruses from your notebook. Your "Anti-Virus program" user guide (not to be confused with the Toshiba Notebook PC User Guide) can provide specific instructions for effective virus removal.

For stubborn infections, you may require a special removal tool. Such tools are usually available for download via the anti-virus software manufacturer's website. We recommend you visit the Symantec website at <http://www.symantec.com>.

#### **HOW DO I KNOW IF I HAVE AN ANTI-VIRUS SOLUTION INSTALLED ON MY NOTEBOOK?**

Current Toshiba notebooks come bundled with Norton AntiVirus software from Symantec. For more information on this product, you can visit the Symantec web site at: <http://www.symantec.com>.



If you have uninstalled your pre-bundled Norton AntiVirus software, and have not installed a replacement product, you should do so as soon as possible. There are many anti-virus solutions available on the market today. Please see the **Helpful Links** section at the bottom of this page for more information.

**Toshiba Tip:** Do not attempt to simultaneously run more than one anti-virus program on your notebook. If you would like to try a new anti-virus solution, be sure to uninstall your current program first.

Still not sure if you have an anti-virus program installed on your notebook? You can check your system for some of the most common anti-virus programs by following these simple steps:

1. Click **Start**
2. Select **All Programs**
3. Look for programs containing the words McAfee, Norton (Symantec) or Trend Micro OR from the Control Panel, check Virus Protection in the Microsoft Security Center.

#### **NORTON ANTIVIRUS HOW DO I UPDATE ANTI-VIRUS SOFTWARE?**

The **Norton AntiVirus LiveUpdate™** service enables you to download the most recent virus definitions from the Internet directly to your anti-virus program. Running the LiveUpdate program every few days ensures that your notebook is equipped to detect and protect your notebook's operating system, software and data against the most recent viruses circulating across the Internet.

To initiate **LiveUpdate**, take the following action:

1. Click **Start**
2. Choose **All Programs**
3. Choose **Norton AntiVirus**, and click to select
4. Once the program opens, check the **LiveUpdate** button and follow the instructions to run **LiveUpdate**.

For further information on Norton AntiVirus' **LiveUpdate** feature, please visit Symantec's Technical Support web site at: [http://www.symantec.com/techsupp/support\\_options.html](http://www.symantec.com/techsupp/support_options.html).

#### **OTHER ANTI-VIRUS SOFTWARE**

If you are running an anti-virus program other than Norton AntiVirus, you should consult that company's technical support web site for instructions on updating software. For a listing of technical support sites, see the **Helpful Links** section at the bottom of this page.

#### **HOW DO I SCAN MY SYSTEM FOR VIRUSES? NORTON ANTIVIRUS**

You can choose to scan your entire notebook, or specific drives, folders or files, using the **Scan for Viruses** feature. To access this feature:



1. Click **Start**
2. Choose **All Programs**
3. Choose **Norton AntiVirus**, and click to select
4. Once the program opens, click **Scan for Viruses** on the left side of the Norton AntiVirus window. On the right side of the window, choose whether you want to scan your entire computer, or specific areas.

For further information on Norton AntiVirus' **Scan for Viruses** feature, please visit Symantec's Technical Support web site at:  
[http://www.symantec.com/techsupp/support\\_options.html](http://www.symantec.com/techsupp/support_options.html).

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If you are running an anti-virus program other than Norton AntiVirus, you should consult that company's technical support web site for instructions on updating software. For a listing of technical support sites, see the **Helpful Links** section at the bottom of this page.

#### **HELPFUL LINKS**

Symantec Technical Support for Norton AntiVirus  
[http://www.symantec.com/techsupp/support\\_options.html](http://www.symantec.com/techsupp/support_options.html)

McAfee Technical Support  
<http://www.mcafeehelp.com/selectSupportType.asp>

Trend Micro Technical Support  
<http://esupport.trendmicro.com/support/supportcentral>

Microsoft Virus Information  
[http://www.microsoft.com/athome/security/viruses/intro\\_viruses\\_what.msp](http://www.microsoft.com/athome/security/viruses/intro_viruses_what.msp)