



Internet Security Guide FAQ

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NOTE: The following is a guide, which has the purpose to educate and to help those to *PREEMPT* their computers that have been newly installed or is just about to get internet access... NOT a guide to clean out an already infected computer. If you have an infected computer, it has to be cleaned out thoroughly (an Anti-Virus and spyware/adware removers might not be enough), so the infected system needs to be cleaned out by an external source (another PC or outside of the Windows environment).

Misconceptions about PC protection and security:

1. Regardless of PC brand (ex. Dell, Sony, Compaq, HP, custom brands, etc.), *ALL* computers are susceptible to having problems from "worms/spyware/adware" if connected to the Internet.
2. You *DO NOT* have to be doing anything online and can still be hit by multiple intrusions as long as you are connected to the Internet.
3. An anti-virus program is *NOT* a firewall and will not be sufficient by itself.
4. An anti-virus can *MAINLY* handle the detection and removal of viruses... *NOT* "worms/spyware/adware."
5. A virus is *NOT* a "worm/spyware/adware"; they have entirely different characteristics and purposes.
6. A "worm/spyware/adware" or "malware" is usually a program/modification installed into the background of your PC to take up resources to mainly: (1) send signals out to the Internet to another source to send you ads and/or pop-ups AND/OR (2) to exploit a bug or program error of applications or even the OS (ex. Windows) to hijack, disable, or even corrupt the program itself.
7. Microsoft Internet Explorer and Outlook Express should be *AVOIDED* or minimally used because they are the programs mostly prone for attacks and exploitations. Use Mozilla Firefox (web browser) and Thunderbird (e-mail client), which are *FREE* alternatives that are much safer and better in terms of security and stability.

Questions for everyone (before/after having service on your PC):

1. **Do you have the following 3 items needed to securely protect your computer when connected to the Internet?**

1. A personal FIREWALL (hardware and/or software)
2. An up-to-date, Anti-Virus program
3. One or more up-to-date Spyware/Adware/Worm remover programs

2. **Do you have a personal firewall program that is on your computer?**

Answer:

YES: If Yes, what kind and is it configured (blocking ports, signals, etc) to be used to the best of its ability to protect your computer?

NO: If No, then it is very important for any computer with Internet access to have one.

3. **What is a firewall? What does it do?**

Answer:

A firewall is the frontlines of your Internet security. You can say that it monitors signals going in and out of your computer at all times when you are connected to the internet, which will block any to all unknown intrusions or unwanted objects to enter your PC or to activate from your PC to send a signal out to the Internet. Although it does not filter files directly, it will help to block out a majority of things (mainly from signals that are scanning for vulnerabilities) that would try to enter your PC through different ports (entrances to get into your PC).

4. **Do you have an Anti-Virus program? Is it up-to-date?**

Answer:

YES: If Yes, what kind and, most importantly, is it kept up-to-date with the latest virus definitions?

NO: If No, then one is needed to be installed immediately to monitor any to all suspicious files that could be infected with a virus.

5. **Do you have one or more programs (NOT Anti-Viruses) to scan, detect, and remove worms (spyware, malware, adware, etc)?**

Answer:

YES: If Yes, what kind and, most importantly, is it kept up-to-date with the latest reference definitions for known threats?

NO: If No, then get one or two *recommended* FREE programs immediately, update them regularly and scan the computers weekly.

RECOMMENDED PROGRAMS:

Type of Program	Name	Where to download	Price	Program Automated or Manually Used
Firewall	Comodo Firewall (firewall-only)	www.comodo.com	FREE, so get it	Automated
Adware, Spyware, Worms Remover	Malwarebyte's Anti-Malware**	www.malwarebytes.org	FREE, so get it & update it	Manually Used
	Spybot: Search & Destroy**	www.spybot.info	FREE, so get it & update it	Manually Used
Anti-Virus (only use 1)	Avast! 4 Home Edition	www.avast.com	FREE, so get it	Automated
	Grisoft AVG Anti-Virus Free Version	free.grisoft.com	FREE, so get it	Automated
Web Browser	Mozilla Firefox	www.mozilla.org	FREE, so get it	N/A
E-mail Client Program	Mozilla Thunderbird	www.mozilla.org	FREE, so get it	N/A

** These programs are FREE, which means that they are NOT automatically running at all times, or updated. You must run them, update them routinely, and regularly run scans with them (recommended at least twice a month). They will only take a couple of minutes of your time because they are looking for specific locations of known threats, unlike an anti-virus (which takes hours to do).