

How to Protect from Computer Viruses

Knowledgebase Article

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1 SYMPTOMS

After you open and run an infected program or attachment on your computer, you might not realize that you've introduced a virus until you notice something isn't quite right.

Here are a few primary indicators that your computer might be infected:

- Your computer runs more slowly than normal
- Your computer stops responding or locks up often
- Your computer crashes and restarts every few minutes
- Your computer restarts on its own and then fails to run normally
- Applications on your computer don't work correctly
- Disks or disk drives are inaccessible
- You can't print correctly
- You see unusual error messages
- You see distorted menus and dialog boxes

2 RESOLUTION

Even for an expert, removing a virus from a computer can be a scary task without the help of tools designed for the job. Some viruses and other unwanted software (including spyware) are even designed to reinstall themselves after they have been detected and removed.

Fortunately, by updating your computer and using antivirus tools, you can help permanently remove (and prevent) unwanted software.

As part of Oman Government follow these steps if you suspect your machine is infected by a Virus:

1. If you currently use antivirus software, visit the manufacturer's Web site, update your software, and then perform a thorough scan of your computer. If you don't use antivirus software, subscribe to a service and scan your computer immediately.
2. Visit Microsoft Update and install the latest updates. It is very highly recommended to install central software patching tools like Microsoft Windows Update Service.
3. Download, install, and run the Malicious Software Removal Tool. Note that this tool does not prevent viruses from infecting your system; it helps to remove existing viruses.
4. Contact the Innovation and Support Center for further assistance if the above steps have not resolved the issue. The ISC works together with Microsoft and can open a support incident with the Microsoft Global Technical Support Centres to further investigate such incidents.

3 MORE INFORMATION

For more information about Microsoft Windows Server Update service check the following links.

Title	Link
Microsoft Security	http://www.microsoft.com/security/default.aspx
Microsoft Update	http://v9.update.microsoft.com/microsoftupdate/v6/vistadefault.aspx?In=en-US
Malicious Software Removal Tool	http://www.microsoft.com/security/malwareremove/default.aspx
Innovation and Support Center	http://www.isc.gov.om