General
Compromised Systems - Policies and procedures for handling malware on campus.
The following document pertains to computers which have been identified by the network team as being compromised and/or infected with malware.

For student and personally-owned PCs:
The PC will be disabled from network access until it has been formatted/reloaded.

For university-owned PCs:
The PC will also be disabled from the network until the Virus has been removed. The system can be brought into Tech Support so we can attempt to remove the virus. If we are unsuccessful, we will be required to format the system and reload it. In case of this, we can back up all the necessary data if possible. We can also reinstall most University Software that was previously on the system. If you think your system is infected, please call the Technology Support Center at (321) - 674 - 7284.

Unique solution ID: #1099
Author: Eric Donath
Last update: 2009-04-23 15:34