What Protects Desktop and Laptop PC’s from Viruses?

All Amarillo College desktop and laptop PC’s have Symantec Endpoint Protection (anti-virus) software installed to protect them from computer viruses. This software is updated regularly via the network. For updates to occur properly, the computer must be turned on. If a computer is not left on continuously (such as machines in cabinets with restricted air flow) or a laptop computer, it is important to manually update the anti-virus software (Step 1) and perform scans (Step 2) weekly. To ensure the Symantec anti-virus software on your computer is up-to-date the following instructions are provided. Please note that at Amarillo College there are different versions of Symantec anti-virus software in use based on the age of the computer; but the following instructions are still applicable.

How do you know if the computer has Symantec Endpoint Protection (anti-virus software) installed on it?

Symantec anti-virus software will appear as an icon in the computer’s system tray in the bottom right-hand corner of the monitor screen (next to the time/clock shown in the bottom right-hand corner). It will be represented by a gold shield (shown below). As you run the mouse over the icon, a window will appear showing ‘Symantec Endpoint Protection’. If the shield has a green dot in the lower corner, its definitions are generally up-to-date; a yellow dot is a warning the anti-virus definitions have not been updated recently; and a red dot the anti-virus definitions are seriously out of date and need to be updated immediately.

The **Symantec Gold Shield** signifies the presence of anti-virus software on the computer.

- **A GREEN DOT** means the anti-virus definitions are generally up-to-date.
- **A YELLOW DOT** means “WARNING”, the anti-virus definitions are slightly out-of-date and the computer is at risk.
- **A RED DOT** means “DANGER”, the anti-virus definitions are significantly out-of-date and the computer has a high probability of a virus infection.
STEP 1 – Update the computer’s anti-virus definitions

1. Double-click the Symantec Gold Shield to launch the application. This will present the current status of the Symantec anti-virus software client. If the anti-virus software definitions are up-to-date, an image like the one shown below (your image may vary slightly from the one shown below due to the version of Symantec anti-virus software loaded on the computer):

![Symantec Gold Shield up-to-date screen]

Double click the Symantec Gold Shield

2. If the Symantec anti-virus software is not up-to-date and the Symantec Gold Shield has a yellow or red dot, a screen similar to that shown below will appear:

![Symantec Gold Shield not up-to-date screen]
3. Click the “Live Update” button to update your Symantec anti-virus definitions. A pop-up screen should appear showing the status of the Live Update.

4. Click the “Fix All” button to turn on the three ‘Protection’ suites (Antivirus and antispyware, Proactive Threat, and Network Threat). This may take a few seconds:
STEP 2 – Scan the computer for viruses

Click the “Scan for threats” to view the last scan and run the software if necessary. A screen similar to the one below will show two options for the type of scan to run:

- **Active Scan**: Scans the areas of the computer that viruses and security risks most commonly infect.
- **Full Scan**: Scans the entire computer for viruses and security risks. (Information Technology Services recommends a Full Scan to be run weekly.)

When configured properly, a ‘Weekly Scheduled Scan’ should be set to automatically run a Full Scan of the computer. If the ‘Last Scan’ date is not a recent date, run the ‘Full Scan’ manually and notify the Technology Information Center so that a technician can be sent to properly configure the software. To manually run the full scan, click the “Full Scan” button (this scan may take several hours depending upon the computer and the number of files on it).

1. Click here
2. Check the date of the Last Scan
3. Click here to manually run a Full Scan

To fully protect the computer, it is very important to monitor the status of the Symantec Endpoint Protection anti-virus software. Information Technology Services’ recommends leaving the computer on from Monday through Friday, when possible, so the anti-virus software can be automatically updated in the evenings across the network and scans are run on a timely basis. Simply log off the computer at night or lock the computer, and leave the computer running. Remember to turn the computer off at least once weekly.

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