HWS Information Technology Services Bulletin

Number: 2013-36
Date: November 8, 2013
Title: Virus Alert - Cryptolocker Ransomware

Description:

IT Services has learned of a new virus that threatens Windows computers. The virus is particularly aggressive, and if your computer becomes infected, it will lock files and make them inaccessible. Should a machine become infected, the only known corrective action at this time is to completely reimagine the device. The primary means of infection appears to be phishing emails containing malicious attachments.

If you receive an email that appears to be suspicious or is from a sender that you are unfamiliar with and directs you to open an attachment, simply delete it from your Inbox. There are a few basic practices you can follow to prevent your computer from being infected. These include:

- Do not respond to email messages with unsolicited web links or submit any personal information (i.e. logons and passwords) on webpages you are unfamiliar with.
- Use caution when opening any attachments in an email.
- Make sure that the anti-virus software is running on your computer and that it is up-to-date.

While this specific Cryptolocker-Ransomware threat is directed at Windows PC’s, Mac users should also follow the above precautions as a best practice.

The following Web sites provide additional information on the Cryptolocker Ransomware virus:

http://www.us-cert.gov/ncas/alerts/TA13-309A

http://blog.malwarebytes.org/intelligence/2013/10/cryptolocker-ransomware-what-you-need-to-know/

As always, you should remember to back up any files that are stored locally on the hard drive of your computer. If you would like help learning how to back up your files, or if you have any questions, please contact the Help Desk for assistance at helpdesk@hws.edu or call 315-781-HELP.

Contact: Current information about this bulletin may be found at http://web.hws.edu/administration/itservices/alerts.asp. If you have any questions or concerns, please contact IT Services at helpdesk@hws.edu or call 315-781-HELP.

Type: Unscheduled
Category: Alert
Distribution: hwsnetworkaccounts@hws.edu