

LOS ANGELES UNIFIED SCHOOL DISTRICT

Information Technology Division

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Dear Colleagues,

Over the past two months, the District's network has suffered a critical degradation of service. ITD has isolated the cause to a form of PC virus called a Denial of Service bot. It appears to be of one of a recent series of viruses from Asia such as the one used to bring down CNN's site. The virus infects PCs that either do not have antivirus software or the software is not current. The infected machines send large bursts of traffic out to target sites, thereby restricting all other traffic. If it is prevalent on a large network, it can also bring down the sending network. This is what has been happening with the LAUSD network

The virus is prevented from working by Symantec's Norton Antivirus, which has been installed on all District personal computers. We are finding, however, large numbers of computers in which the antivirus software has been disabled or the automatic update has been turned off. Without the antivirus software, the virus is able to operate and is only detectable when it fires off a burst of traffic. We have been sending technicians to clean the infected machines as they are detected, but we're finding them at a much faster rate than we can get to them. Several times in the last week, the virus has generated traffic bursts that have saturated the firewalls and nearly crippled the network. Given the accelerating rate of infestation, there is a high probability that the network will be brought down completely before we can find all infested machines using the current approach.

We need your help. The way to forestall this potential disaster is simple: make sure that Norton Antivirus is activated and automatic updates are enabled on all personal computers in the District. Since we have no way of doing that remotely at this time, we need all sites to assist. It is a very straightforward process. Click on the following link to get instructions and download the antivirus software (<http://antivirus.lausd.net>). Our Service Desk technicians are standing by for any users needing help or assistance (213 241-5200).

Given the seriousness of the threat to the network, I have instructed the ITD Security and Network Operations groups to configure the firewall to automatically block any infected machines from access to the District network after May 30. This means that a user of an infected machine will not be able to use the Internet or any application outside of the site's local area network. Users will be asked to label such machines and then call the Service Desk. We will dispatch a technician as soon as possible to eradicate the virus and update the machine with the antivirus software, but the machine will be effectively out of service until that time.

The ITD staff and I would appreciate your support in this effort.

Thanks,

Tony

Tony Tortorice
Chief Information Officer

Symantec Norton Antivirus Instructions

In order to successfully combat virus attacks on the LAUSD network, every computer should have the latest version of Symantec Norton Antivirus running periodic scans on their computer. It is recommended that you:

- ❖ Install the latest version of Norton Antivirus Windows-v10.1.5, Mac-v10.1.1
- ❖ Scan your local computer for viruses
- ❖ Establish automatic updates and scanning of your computer

Verifying Symantec Norton Antivirus is Installed and Running on Your Windows Computer

1. Launch Symantec Norton Antivirus from your **Start** menu clicking on **All Programs** and then clicking on **Symantec Client Security** and finally clicking on **Symantec Antivirus**.
2. On the right side of the Symantec Norton Antivirus window, there is a section titled Program Versions. The latest Program version is **Windows-v10.1.5.5000**.
3. If your version of Symantec Norton Antivirus is a lower version, please follow the directions below to install the latest version of the software.
4. To determine the last date when your computer was scanned, click on the **Histories** folder and then on **Scan Histories**. The resulting window will show all the scans performed on your computer.
5. If your computer has not been scanned within the last week, follow the instructions below on **Scanning for Viruses** and **Setting Your Computer to Automatically Perform Regular Virus Scans**.

Note: In order to install the latest version of Symantec Norton Antivirus, the computer must be connected to the LAUSD network and you must have Administrator rights (logins) for the computer. This cannot be done from home.

Installing the Latest Version of Symantec Norton Antivirus

1. Click on <http://antivirus.lausd.net>.
2. Click on the appropriate installation guide for your operating system.
3. Click on the appropriate software download link for the operating system installed on your computer (Windows or Mac).
4. Follow the step-by-step installation directions for downloading the Symantec Antivirus software, configuring and updating the virus definition files.

Scanning for Viruses

1. Once you have successfully installed Symantec Norton Antivirus, the next step is to scan your computer for viruses.
2. Launch Symantec Norton Antivirus from your **Start** menu clicking on **All Programs** and then clicking on **Symantec Client Security** and finally clicking on **Symantec Antivirus**.
3. In the left-hand portion of the Symantec window, click on **Full Scan** inside of the **Scan** folder.
4. Click on the **Scan** button at the bottom right corner to begin the scan process.
5. This will take several minutes depending on the size of the hard drive and number of files stored on that drive.
6. Follow the directions for removing any identified viruses.
7. Click on the **Help** menu for instructions on Symantec Norton Antivirus Basics or what to do if you find a virus.
8. If you are unable to resolve or remove any viruses, please contact the IT Service Desk at 213-241-5200.

Setting Your Computer to Automatically Perform Regular Virus Scans

1. To set Norton Antivirus to scan your computer automatically, click on the **Edit** menu and drag down to **New Scheduled Scan**.
2. Click the radio button for **Full Scan** and then click on **Next**.
3. Name the scan appropriately “Full Daily Scan”, “Full Weekly Scan” given how frequently you choose to scan your computer. At a minimum, this should be done weekly to prevent viruses from going undetected.
4. Select either **Daily** or **Weekly** under **Frequency**. Select the time when you want this scan to being. It is recommended to choose a time when you know your computer will be on (normal business hours). Click on **Next**.
5. Click on **Save**.