SaskTel

Business E-mail Plus Anti-Virus Frequently Asked Questions

1. **Does SaskTel Business E-mail Plus offer an Anti-virus solution?** Yes, SaskTel Business E-mail Plus has partnered with Trend Micro, to provide virus protection to detect viruses and clean or delete them before they reach a customer's mailbox.

2. **How does SaskTel Business E-mail Plus Anti-virus solution work?** All incoming and outgoing e-mails are scanned at the internet gateway for any malicious viruses. There is no hands-on management by users required.

3. **What happens if I send or receive a virus? If a virus is detected:** • The message will go through to the "recipient", with a note that the message has been cleaned. **If a virus is detected and cannot be cleaned:** • Message is deleted from the server. • Notice goes to "recipient" that a message was sent to them by "sender" and contained a virus, so was not passed through.

4. **What will the message say when a virus is detected?** SaskTel has detected the virus "XXXX" in the file "XXXX" and has taken action to clean/delete the virus.

5. **Why isn't desktop antivirus software enough protection?** Desktop antivirus software is good for catching viruses spread via floppy disks or CD ROM's. It is not adequate protection against malicious viruses spread via e-mail. Desktop antivirus software is also notoriously difficult to keep configured and up to date. A desktop only antivirus solution leaves organizations vulnerable to virus infiltration. In order to provide complete virus protection it is necessary to have another layer of virus protection at the mail server. Server side or gateway anti-virus protection stops viruses at the point of entry and provides a centralized point for virus detection, quarantine and eradication.

6. **What is a virus?** A virus is typically a short program designed to disperse copies of itself to other computers and disrupt those computers' normal operations. Although some viruses are merely disruptive, others can destroy or corrupt data or cause an operating system or applications program to malfunction. Computer viruses are spread via e-mail, networks, on-line services or floppy disks. Several thousand computer viruses are known, and on average three to five new strains are discovered every day.

7. **What are Worms, Trojan Horses, and Bombs?** A distinction should be made between a virus—which must attach itself of another program to be transmitted—and a bomb, a worm, and a Trojan horse. A bomb is a program that resides silently in a computer's memory until it is triggered by a specific condition, such as a date. A worm is a destructive program that spreads itself over a network, reproducing as it goes. A Trojan horse is a malicious program that passes itself off as a benign application; it cannot reproduce itself and must be distributed by e-mail or floppy disk.

8. **How are viruses spread?** A virus spreads based on the technical features of the virus itself and the behavior of the computer user. Most viruses are parasites, attaching themselves to a carrier object such as a file or some other entity that is likely to be transmitted to another computer. The virus attaches itself to this object and waits until that object is used, such as when an infected e-mail is opened by the recipient. Once activated, the virus looks for other suitable carrier objects and attaches itself to them.

9. **Can't the user tell that there is a virus in a transmitted file?** A virus does not appear as an object in itself. A virus always hides in another application. An infected document will look normal and may even perform normally. This means that it is hard for an ordinary user to tell if a system is or is not infected. Thus the need for a Anti Virus solution.