

Protect and Clean your Computer

Mac OS X 10.4.x

These basic steps will remove viruses and most spyware from your computer. **Some infections are so embedded that additional expertise may be needed to remove them manually.** If after following these instructions, your computer still exhibits signs of infection, you may be required to make an appointment with IT-User Services to clean your system for a charge. Please direct questions to the IT Help Center at 831-6000.

On a computer with Internet access:

A. Print and complete ALL these instructions.

If you have any questions, please contact the IT Help Center at 831-6000.

B. Download the following files to Removable Media – a jump drive/ memory stick or a CD as follows:

Type in the web address and hit **Enter**. When the page loads, click the download link and choose **Save**, and then **Save it to Disk**. In the **Save In** window, use the arrow in the dropdown box to point to your Removable Media, and then click **Save**.

1) UD VIREX program– <http://www.udel.edu/topics/virus/mcafee/mac/>

- a) Go to <http://www.udel.edu/topics/virus/mcafee/> and click the link [McAfee VirusScan and Virex \(Macintosh\)](#).
- b) Choose the proper version for your Operating System. If you do not know your Operating System level, go to the Apple Menu-About this Mac.
(Note: Off-campus users connecting through another ISP will need to authenticate using their UDelNet ID and password.)

C. Verify that the files are on the Removable Media.

On your computer, perform the following steps:

1. Activate the Mac OS X Firewall.

A firewall protects your computer from Internet worms that exploit open ports and operating system vulnerabilities. **Only one firewall should be active on a computer.**

1. From the Apple menu, select **System Preferences**.
2. In the System Preferences window, open the **Sharing** folder on the Internet & Network bar.
3. In the **Sharing** window, select the **Firewall** tab on the selection bar.
4. If the window shows "Firewall Off" in the upper-left corner, click the **Start** button to turn **Firewall On**.
5. Click the **Advanced** button in the lower-right corner.

6. Make sure checkmarks are present in:
 - Block UDP Traffic**
 - Enable Firewall Logging**
 - Enable Stealth Mode**
7. Click **OK** and close the **Sharing** window.

2. Use up-to-date McAfee Anti-Virus Software.

A. Install UD Virex and scan for viruses.

1. Open your Removable Media drive. Copy the anti-virus installation file to your Macintosh.

Installing Virex 8.6x for Macintosh OS X (10.4 and higher)

2. Depending on how you have your computer set up, the downloaded file may appear as a dmg file, as a disk image, as an "open disk image" (with its contents displayed), or it may appear in all three ways. If the downloaded file does not self-extract, use the Stuffit Expander application (http://www.apple.com/downloads/macosx/system_disk_utilities/stuffitexpander.html) to extract the downloaded file.
If all you see is the **dmg** file, double click its icon to make the Disk Image icon visible. Then double-click the disk image to see its contents.
3. In the open disk image, double-click the **VirusScan Uninstall.command** icon to remove old versions of McAfee anti-virus software from your computer.
4. Provide your account password when prompted in a Terminal window.
(Note: Provide the administrator password, the password that you created for the Administrator account when you installed the operating system or turned on the computer for the very first time.)
5. After the old software has been removed, close the Terminal window (now labeled **Completed Command**).
6. Double-click on the **VirusScan.pkg** icon to start installing the software. Follow the prompts from the installer to complete the installation.
7. Restart your Macintosh computer to complete the installation. The installer will put the **VirusScan** application in the Applications folder on your computer's hard drive.
8. After you are done installing VirusScan 8.6.1, remove any VirusScan associated .gz, .dmg, or .pkg files from your computer.

3. Set Software Updates to check for updates daily.

1. From the **Apple** menu, click **System Preferences**.
2. In the **System Preferences** window, click the **Software Update** icon.
3. Click the **Update Software** tab if necessary.
4. If a check mark is not already present, click in the checkbox in front of **Check for updates**
5. From the drop-down arrow to the left of the field, select **Daily**.
6. If a check mark is not already present, click in the checkbox in front of **Download important updates in the background**.
7. Close the **Software Update** window.

Microsoft Office Suite: Microsoft AutoUpdate for Mac can be set to check for updates automatically. Open an Office program. On the **Help** menu, click **Check for Updates** and set this to occur **Automatically**.

4. Setup Desktop Security.

A. Disable File Sharing

1. From the **Apple** menu, click **System Preferences**.
2. In the **System Preferences** window, click the **Sharing** icon on the Internet & Network bar.
3. Click the **Services** tab on the selection bar:
4. If there is a check mark in the checkbox in front of **Personal File Sharing** in the left-hand column, click to remove it.
5. Close the **Sharing** window.

B. Password-protect all accounts on your computer.

Set/change user account or admin passwords:

1. From the **Apple** menu, click **System Preferences**.
 2. In the **System** section, select **Accounts**.
 3. If the lock icon in the lower-left hand side of the window is locked, click it to unlock it.
 4. Click on the name of the account you want to add or change a password for in the left-hand column of the window.
 5. Click the **Password** tab on the right-hand side of the window.
 6. Type the old password, a new password and verify it. Supply a password hint (optional) and click **Change Password**.
 7. If you want to change the password for another account, click on its name in the left-hand column and follow steps 4-6.
 8. When you finish setting/changing passwords, click **Login Options** at the bottom of the left-hand column of the window.
 9. If a check mark is present in the checkbox in front of **Automatically log in as**, click to remove it.
 10. Make sure "**Display login window as:**" is set to **List of users**.
 11. Click the lock to prevent further changes.
- NOTE: If you want to make changes in the future, you will have to click the lock and type the **Admin** password to unlock the page and access these features.

Ongoing Maintenance Tasks - see <http://www.udel.edu/security/protect/macosx104.html>

After installing any new software, run **Disk First Aid**.

Backup Important Data.

The following tasks are now set to run automatically:

- * Mac Operating System Updates.
- * UD VIREX will automatically check **weekly** for virus definition updates.

A user can change any of the Virex preferences by selecting the Preferences icon and clicking **More Options**. To make changes, click the padlock and type in the Mac's administrator password.