



Thursday, September 13, 2012

North American Digital Communications

Standard Tool Kit for Technicians

1. Using Add/Remove in the Control Panel – remove tool bars, screen savers etc.
2. CCleaner – clean temp files then registry clean – check with EU regarding recent docs, URL's etc. Uncheck if needed.
3. Update or install Malwarebytes and run quick scan. Use full scan if there are known issues with the PC.
4. Update or install SuperAntiSpyware and run quick scan. Use full scan if there are known issues with the PC. *** **NOTE** *** Once installation is finished you must do the following:
 - a) Open SAS
 - b) Go to Preferences
 - c) UN-check Start SAS when Windows start
 - d) UN-check Show SAS icon in System Tray
 - e) UN-check show Splash Screen on Startup
5. Check installed AntiVirus – Ensure it is updating, view logs and note any suspicious activity. If present, clear quarantine. This step not required for Panda users.
6. Windows Updates – Apply all security related updates. Be sure to include MS Office updates
7. If malware is detected and **NOT** removed by the tools listed above, install and run HiJackThis – If you are unsure which items to delete, send a copy of the log file to tech@nadc.com and call the office.
8. CCleaner – Final sweep.
9. Wipe monitor and keyboard clean – wet wipes etc.
10. Send email to tech@nadc.com advising of completion and to initiate Server updates by other techs.

Download updated copies of this document, as well as latest versions of security tools at:- avtools.nadc.com

If you need onsite help, call the office and speak with one of the techs.

If you need another tech to “see” what you are seeing, go to www.nadc.com / click “IT Sales” button / Click “LogMeIn Rescue” icon and follow the prompts. Use Internet Explorer.