

# SAFE CONNECT FREQUENTLY ASKED QUESTIONS

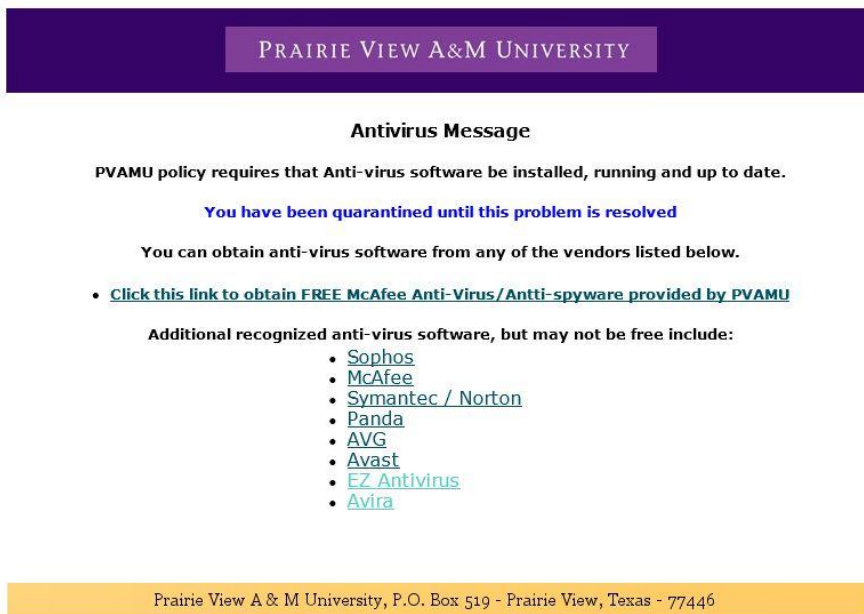
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Once installed, SafeConnect Policy Key will scan your computer and inform you of any compliance issues. To be compliant your computer must have running, up to date anti-virus software and have Windows Updates set to automatically update your computer.

## Anti-Virus Issues

If your computer does not have correctly installed and up to date anti-virus software and anti-spyware SafeConnect will give you specific error messages related to the problem. These messages will include links to possible issue solutions.

**Question:** What should I do if I am seeing this message “PVAMU policy requires that Anti-virus software be installed, running, and up-to-date”



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**Antivirus Message**

PVAMU policy requires that Anti-virus software be installed, running and up to date.

You have been quarantined until this problem is resolved

You can obtain anti-virus software from any of the vendors listed below.

- [Click this link to obtain FREE McAfee Anti-Virus/Anti-spyware provided by PVAMU](#)

Additional recognized anti-virus software, but may not be free include:

- [Sophos](#)
- [McAfee](#)
- [Symantec / Norton](#)
- [Panda](#)
- [AVG](#)
- [Avast](#)
- [EZ Antivirus](#)
- [Avira](#)

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**Solution:** Safe Connect can't detect anti-virus software on your computer. Be sure that your anti-virus software is installed correctly. If the software has been removed, you are likely to get this message. Check with the anti-virus maker for assistance in installing the software.

**Question:** What should I do if I am seeing this message “Anti-Virus software is installed but not running”

**Solution:** SafeConnect has found anti-virus software, but does not detect it currently running. Most anti-virus software has a constant “On-Access” component that actively scans and protects a computer from malicious software. If this active scanner is not running, then SafeConnect will not allow access to the network. Check with your anti-virus maker on how to determine if your anti-virus software is installed and running correctly.

**Question:** What should I do if I am seeing this message “Your Anti-Virus software definitions are out of date”

**Solution:** SafeConnect has detected that your installed anti-virus software is out of date. Anti-virus software relies on virus “definitions” or “signatures” to detect malicious software. These definitions have to be updated regularly so your anti-virus software remains effective. Most anti-virus vendors require a subscription to update your definitions. If the subscription has expired, you may need to renew it with the anti-virus maker or get new anti-virus software. If the definitions have not been updated recently, you may just need to run the definition updater included with your anti-virus software. Most anti-virus software also has an automatic update feature that you should keep turned on. Check your anti-virus help files or with the software maker for instructions.

**Question:** What should I do if I am seeing this message “PVAMU policy requires that Anti-spyware software be installed, running, and up-to-date”

**Solution:** Safe Connect can't detect anti-spyware software on your computer. Be sure that your anti-spyware software is installed correctly. If the software has been removed, you are likely to get this message. Check with the anti-spyware maker for assistance in installing the software.

**Question:** What should I do if I am seeing this message “You need to set your Automatic Updates to automatically download and install security patches”

**Solution:** Windows XP, Windows Vista, and Windows 7 have the capability to automatically update itself. If that capability has been disabled, SafeConnect will not allow access to the network. To check if Automatic Updates has been disabled, do the following:

#### **Windows XP:**

1. Open the Start menu and click on Control Panel (It may also be under Start then Settings then Control Panel).
2. In the upper left on the Control Panel click “Switch to Classic View.”
3. Double-click on “Automatic Updates”.
4. Make sure that “Automatic (recommended)” is selected.
5. Click “OK”.
6. SafeConnect should detect that Automatic Updates has been enabled and allow access to the network.

#### **Windows Vista:**

1. Open the Start menu and click on Control Panel.
2. In the upper left on the Control Panel, choose “Classic View.”
3. Double-click on “Windows Update”.
4. In the upper left of the “Windows Update” panel, click “Change Settings.”
5. Make sure that “Install updates automatically (recommended)” is selected.
6. Click “OK” on the Windows Update dialog. (Another “OK” prompt may appear as well. Click “OK” on that too.)
7. SafeConnect should detect that Windows Update has been enabled and allow access to the network.

#### **Windows 7:**

1. Open the Start menu and click on Control Panel.
2. In the upper right on the Control Panel, choose “Large Icons.”
3. Click on “Windows Update”.
4. In the upper left of the “Windows Update” panel, click “Change Settings.”
5. Make sure that “Install updates automatically (recommended)” is selected.
6. Click “OK” on the Windows Update dialog. (Another “OK” prompt may appear as well. Click “OK” on that too.)
7. SafeConnect should detect that Windows Update has been enabled and allow access to the network.