



Computer Associates®

## eTrust™ EZ Antivirus Frequently Asked Questions

### **Q: What is a virus?**

**A:** A computer virus is a form of malicious software – also referred to as malware. Malware is a word derived from the combination of the words malicious, and software.

The forms of malware that antivirus solutions protect against include the following. All of these forms are commonly referred to simply as “viruses”.

- Viruses – a small program that attaches itself to another program or document and replicates with the potential to cause damage.
- Worms – specifically engineered to make extensive use of email to spread them rapidly.
- Trojans – programs that pretend to be something harmless but have a damaging or otherwise malicious intent.
- Zombies – programs that install themselves on machines, and remain dormant until an external event triggers them into action. This could do damage to your PC, steal your personal information and send it to an unauthorized email account, or even open up remote control access to your machine.

### **Q: How do antivirus solutions work?**

**A:** Antivirus solutions provide protection by detecting viruses and disabling or removing them from your system. Detecting viruses is the job of the antivirus “engine”, which scans your systems, looking for the tell tale signatures of these malicious programs. Once detected, the software will take the appropriate action such as remove, rename, or disable.

### **Q: How do viruses spread?**

**A:** Viruses today are typically spread via email, but can also be spread by sharing diskettes; network drives, or Internet downloads. Viruses cannot spread on their own and must be run (or executed) by someone to cause damage. Boot sector viruses spread when a user inadvertently boots his or her workstation from an infected floppy disk. Macro viruses can spread by simply opening an infected document.

### **Q: What damage can viruses cause?**

**A:** The type of damage viruses can do varies dramatically. Some of them do a great deal of damage to files, or even destroy the contents of a hard drive, while others install programs intended to corrupt or steal information from your machine.

### **Q: What makes eTrust EZ Antivirus different from the rest?**

**A:** eTrust EZ Antivirus leverages Computer Associates’ expertise in “enterprise” security. With over 27 years experience and a leading provider to Fortune® 500 companies, CA has developed the top technology for the defense against viruses. CA’s world-wide Security Advisor team provides continuous research and daily updates. eTrust EZ Antivirus leverages this expertise, yet provides a simple to use, extremely low-cost alternative for home and small office users.

### **Q: Why does antivirus software need continually updated signature files?**

**A:** Since new viruses are released on a daily basis, it is critical that the antivirus software you use is updated with new virus signatures to provide protection against the most current threats.

### **Q: How does eTrust EZ Antivirus provide automated updates?**



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**A:** eTrust EZ Antivirus is configured to automatically check and update virus signatures via a standard Internet connection. This process is completely automated and does not require user intervention.

**Q: How can eTrust EZ Antivirus protect me from tomorrow's viruses today?**

**A:** Heuristic scanning engines enable eTrust EZ Antivirus to detect even unknown viruses by analyzing file characteristics to prevent potential infection.

**Q: Who tests and certifies antivirus software?**

**A:** There are several independent third parties that test and certify antivirus software. The most widely recognized is the International Computer Security Association (ICSA). To be ICSA-certified, the software must detect 100% of viruses "in-the-wild" (in general distribution) and 90% of over 6,000 test viruses. All versions of eTrust Antivirus are ICSA-certified and the test results can be seen at <http://www.icsa.net>.

**Q: What is included with the eTrust EZ Antivirus product?**

**A:** A 1-year subscription of eTrust EZ Antivirus includes the software application along with:

- FREE daily virus signature file updates
- FREE product upgrades for up-to-date features and platform support
- FREE 24 X 7 web-based support and access to online tools

**Q: I understand that there are other online security threats, what other products does CA offer?**

**A:** Antivirus protection is a critical element of online security. Computer attacks come in many different forms. Just as you use a combination of protective measures in your daily life (for example, when driving a car equipped with air bags, you still use your seat belt), your computer requires a combination of protective security solutions. In addition to antivirus protection, a personal firewall is recommended to keep hackers and unwanted visitors from accessing your PC. eTrust™ EZ Armor™ (which combines EZ Antivirus with EZ Firewall) helps protect you from viruses and hackers. eTrust™ PestPatrol® Anti-Spyware detects and removes a wide variety of spyware to protect your PC from unauthorized access, information theft and diminished system performance. This combination provides comprehensive security to help protect the safety and privacy of your PC and data.