Important Technology Information Announcement

**Sophos**

Information Technology Services will be pushing out a new anti-virus solution starting on **Wednesday, May 10th, 2006**. Windows based end users are asked to shutdown their computer at close of business on **Tuesday, May 9th**. On Wednesday, upon startup of the computer the installation process will begin. This process can take up to ten minutes, however the average installation period takes five minutes.

This application will replace the University’s current anti-virus solution, McAfee, and will be installed on both Macintosh and Windows based computers. We have chosen to change to the Sophos solution because it provides an end-to-end solution for detecting and disinfecting viruses, worms, Trojans, spyware and adware at greatly reduced cost. This new license agreement also permits Wilkes fulltime employees to have a copy of the virus package for home use (more details on how to get your free copy in a future communication). Here are some other key points:

- Protects non-Windows computers against all known viruses.
- Cleans Windows viruses in non-Windows environments.
- Detects viruses in compressed attachments, including recursive archives.
- Reduces scanning overheads by intelligently recognizing un-infectable file types.
- Provides automatic centralized reporting of every virus incident.
- Allows automated web-based downloads of the latest updates to the network.
- Receives small (about 5 KB) updates that have a minimal impact on system resources.
- Updates without impacting end-user productivity.
- Updates automatically with the latest protection from Sophos Labs, a global network of threat analysis centers.
- Includes unlimited 24-hour telephone, email and online support, 365 days a year.

**Enhanced Desktop Management System**

A software solution called "Enhanced Desktop Management Service (EDMS) will be installed, but only to windows based units, on **Monday, May 15th, 2006**. This software will allow IT Services to more effectively manage and support Wilkes University desktops/laptops (there is currently not a client for Macintosh units). Details regarding the EDMS installation follows on the next page.

Some of the key benefits and additional services IT Services will now be able to provide with this software:

- **Inventory Services** will allow Wilkes to maintain an up to date inventory of its PC systems that will provide more accurate information for planning life-cycle replacements.
- **Patch Management Services** will allow IT Services to install Microsoft operating system and other key critical software updates on your computer more efficiently. Although Wilkes University currently installs patches, IT Services is always looking for ways to improve protection levels. EDMS’s Patch Management software solution will allow us to take an even more pro-active approach towards the Patch Management effort.
- **Remote Control services** will enable you to give our campus IT Services staff permission to remotely control your computer to more effectively troubleshoot and fix your problems with you over the telephone. **Before an IT Services staff member can obtain control your computer system, you MUST GRANT the staff member access to your system every time. If you deny the Remote Control request, the staff member will be unable to take control of your computer remotely.**
- **Software Distribution services** will allow IT Services to remotely install software packages to your desktop. **Rest assured that distribution of software will only be performed after advanced notice or on request.**
How will the EDMS installation take place? And what do I have to do?

Windows based end users are asked to shutdown their computer at close of business on Friday, May 12th. On Monday, May 15th, upon startup of the computer the installation process will begin. This process can take up to ten minutes, however the average installation period takes five minutes.

“Once the EDMS installation is complete a registration page will appear (displayed below). (If the registration page does not appear or if you accidentally close the registration page one will be sent to you within a few weeks.)

All asterisk fields are required. Please select your appropriate office. The offices are divided by our campus divisions. Wilkes University should only be selected if your office is not displayed. Click the submit button upon completion.

If you have an additional “personal” firewall or spyware software installed on your computer a dialogue box (like the one displayed at right) may appear. You MUST “allow” Everdream permission to access your computer.

If you should have any issues during the install please call the help desk (4357).