

**NUIT**

Northwestern University  
Information Technology

# NUIT Tech Talk

# Computer Care Checklist

October 6, 2009

**Christina Bello**

*Communications Coordinator*

**Jacob Jones**

*Senior Distributed Support Specialist*



NORTHWESTERN  
UNIVERSITY

# Today's Agenda

- Checklist Overview
- Essential Tools
  - Symantec Endpoint Protection
  - Spybot Search & Destroy
- Daily, Weekly, Monthly, Quarterly Tasks
  - **Daily:** Lock It Down & Back Up Data
  - **Weekly:** Run Virus and Spyware Scans
  - **Monthly:** Update Software & Run Disk Cleanup
  - **Quarterly:** Update Passwords
- More Tips
- Need Help?



# Checklist Overview

- A user-friendly and comprehensive guide to maintaining and securing your computer
- Add reminders to your calendar or print and post in your office
- New addition to updated Secure IT Web pages
  - [www.it.northwestern.edu/security/](http://www.it.northwestern.edu/security/)
- View online
  - [www.it.northwestern.edu/security/checklist.html](http://www.it.northwestern.edu/security/checklist.html)
- Download and print
  - [www.it.northwestern.edu/bin/docs/checklist.pdf](http://www.it.northwestern.edu/bin/docs/checklist.pdf)



## Essential Tools: Symantec Endpoint Protection

- New Software: Symantec Endpoint Protection
  - Smaller footprint, takes up less system resources
  - [www.it.northwestern.edu/software/sav/](http://www.it.northwestern.edu/software/sav/)
  - Uninstall previous versions of AV software
  - Use LiveUpdate **daily**; make sure software is running by looking for shield icon in system tray
  - Schedule and run virus scans **weekly**
  - Mac users, continue to use Symantec AV for protection



## Essential Tools: Spybot Search & Destroy

- [www.it.northwestern.edu/security/spyware/win-spybot-install.html](http://www.it.northwestern.edu/security/spyware/win-spybot-install.html)
  - Can be used in conjunction with any AV software
  - Keep it up to date for the latest protection against new spyware and malware
  - Can be run in Windows Safe Mode, it runs faster
  - TeaTimer, built into Spybot S&D, offers optional protection that will automatically monitor your computer for spyware



## Daily: Lock It Down!

- Use a cable lock for laptops to prevent theft
  - Kensington # K64068 – Keyed, K64562US – Combination Lock
- Lock the computer when you leave
  - *Windows Users: Hold down the **Windows Key** and press “L”*
  - *Macintosh Users: Require a password when coming back from a screensaver and set your screensaver to be activated via a hot corner*



## Daily: Back Up Data

- NUIT suggests backing up **daily**
- Mac OS X Users:
  - Time machine is built into 10.5 and greater
  - Uses your external hard drive to back up your computer
- Windows Vista & 7 Users:
  - Backup & Restore is built into Home Premium and above
  - Uses your external hard drive or NAS (Network attached storage)



# Daily: Back Up Data

- Windows XP Users:
  - Backup & Restore Wizard is built into Home & Pro  
[www.microsoft.com/windowsxp/using/security/learnmore/backup.msp](http://www.microsoft.com/windowsxp/using/security/learnmore/backup.msp)
  - Uses external hard drives, offers basic backup protection
- Iron Mountain Online backup:
  - Check with your local technical support contact
  - [www.it.northwestern.edu/security/backup/](http://www.it.northwestern.edu/security/backup/)



## Weekly: Run Virus and Spyware Scans

- Virus scans can be scheduled to run automatically
  - Step by step instructions for Windows:  
[www.it.northwestern.edu/software/sav/win/sav-win-scan-sched.html](http://www.it.northwestern.edu/software/sav/win/sav-win-scan-sched.html)
  - Step by step instructions for Mac:  
[www.it.northwestern.edu/software/sav/mac/sav-macosx-scan-sched.html](http://www.it.northwestern.edu/software/sav/mac/sav-macosx-scan-sched.html)



# Weekly: Run Virus and Spyware Scans

- How to run a scan for spyware
  - [www.it.northwestern.edu/security/spyware/win-spybot-run.html](http://www.it.northwestern.edu/security/spyware/win-spybot-run.html)
  - 1. Launch **Spybot - Search & Destroy** from the **Start** menu if it is not already running
  - 2. After installing any updates, click **Search & Destroy** in the left column
  - 3. Click **Check for problems** to run a scan, which may take several minutes
  - 4. Check the problems you wish to eliminate and click **Fix selected problems**
  - 5. Click **Yes** when asked if you want to continue



# Monthly: OS & Security Updates

- Operating System
  - Windows/Microsoft Update (PC) – Set to run automatically; Microsoft Update will update Windows and most Microsoft programs like Office
  - Software Update (Mac OS X) will update all software made by Apple on your Mac
- Security Software
  - Symantec Endpoint Protection – Schedule LiveUpdate to automatically run **daily**
  - Don't forget to update Spybot!



# Monthly: More Software Updates

- Web browsers and plug-ins – IE, Firefox, Chrome, Safari. Install latest Java updates.
- Adobe Acrobat Reader & Professional
- Media players such as iTunes, RealPlayer, Quicktime, VLC player
- Check for updates **monthly**, or install when prompted



# Monthly: Run Disk Cleanup

- Disk Cleanup frees up space on your hard drive
- Disk Cleanup Utility removes the following:
  - Downloaded program files
  - Temporary Internet files
  - Recycling bin or trash can
  - Temporary remote desktop files
  - Setup log files
  - Backup files
  - Offline files
  - Compressed old/unused files



# Monthly: Run Disk Cleanup

- How to use the Disk Cleanup Utility
  1. Open “My Computer”
  2. Right click on the drive you want to clean up
  3. Click **Properties**, then the **General** tab
  4. Click **Disk Cleanup** and select the types of files you want removed
  5. Click **OK**
- Run on a **monthly** basis



# Quarterly: Update Passwords

- NetID passwords
  - Be creative, use a passphrase
    - S&vatbD (Saturdays & vacations are the best Days)
  - Expire every 120 days
- Windows passphrase/password
  - For separate accounts use separate (long & strong )  
passphrases/passwords
  - Change them regularly
  - Passwords on Post-Its = BAD



## More Tips!

- More memory is better!
  - More memory will allow your computer to run more programs at the same time without slowing the computer down
- Windows users, defragment your hard drive
  - Defragging your hard drive will arrange the data on the drive so the computer can access it faster
  - Watch the following NUIT presentation on how to defrag your drive

<http://nwuniversity.na3.acrobat.com/p90902521/>



# NUIT

Northwestern University  
Information Technology

## Need Help?

For the complete checklist, visit:

[www.it.northwestern.edu/security/checklist.html](http://www.it.northwestern.edu/security/checklist.html)

Call the NUIT Support Center

**847-491-HELP (4357)**

[www.it.northwestern.edu](http://www.it.northwestern.edu)

