

# CUSTOMER SERVICE QUICK REFERENCE GUIDE



## Cox Business Premium Security Suite

Today viruses spread rapidly over the Internet causing widespread damage to computer users. If you are connected to the Internet, it is essential to guard your PC against computer viruses and hackers trying to find "open doors" in your system. Therefore, Cox Business has partnered with F-Secure®, a leading provider of anti-virus and firewall software, to provide our Cox Business Premium Security Suite. The suite includes fully integrated anti-virus and anti-spyware protection, a personal firewall, rootkit detection and account management services which offer easy-to-use protection against internet threats.

Anyone can protect against old viruses and threats, but the difference is the speed of response to new ones. Our customers are protected around the clock by the F-Secure virus research team who ensure that it is always among the first to deliver protection against new viruses. F-Secure consistently responds quicker to new threats and updates its virus definitions several times each day where as some competitors only update once per week, leaving their customers' vulnerable. The Cox Business Premium Security Suite is just what the doctor ordered to provide a premium level of virus protection.

### Security Suite Features

- Anti-Virus Protection
- Firewall Protection
- Automatic Updates
- Customer Portal
- Rootkit Detection
- Anti-Spyware

### Why do you need the Cox Business Premium Security Suite?

- There are over 500,000 known and documented computer viruses on the internet. Source: F-Secure labs, 2007
- Your chances of becoming a cyber [crime] victim are about 1 in 4 Source: ConsumerReports.org, USA, Sept 2007
- In the past two years, we estimate, a million consumers have lost billions of dollars to such [Phishing] scams. Source: ConsumerReports.org, USA, Sept 2007
- Virus infections prompted 1.8 million customers to replace their PCs in the past two years. Source: ConsumerReports.org, USA, Sept 2007
- A computer connected to the Internet is likely to be attacked by malware within the first 20 minutes. Source: The Register article "Infected in 20 minutes", published 19th August, 2004

### Malware Threats

**Virus** – a computer program that replicates by attaching itself to another object

**Spyware** – a software program that aids in gathering information about a person or organization without their knowledge, and can relay this information back to an unauthorized third party

**Worm** – a computer program that replicates independently by sending itself to other systems

**Trojan Horse** – a program with hidden destructive functionality that can damage data, hijack computers, sniff files or network, or steal confidential information

**Spam** – flooding the Internet with many copies of the same message, in an attempt to force the message on people who would not otherwise choose to receive it

**Rootkit** – malicious programs designed to be invisible, often replacing core OS functionality with a version of the same functionality that provides remote attackers with a back door into compromised systems

	Cox Business (NE)	The Phone Company
Product intended for	<b>Business</b>	Consumer
Customer Portal / User Mgmt	<b>Yes</b>	No
Detection Rates	<b>98%</b>	68%
Number of scanning engines	<b>7</b>	1
Rookit / Behavior Based Detection	<b>Yes</b>	No
Zero Hour Protection	<b>Yes</b>	No
Average Response Times	<b>2-4 Hours</b>	8-10 Hours
Average number of weekly updates (2007)	<b>40</b>	12
Install Process	<b>Self or Pro Install</b>	Self Install

Note: As of 01/31/08



The Cox Business Premium Security Suite User Interface

# TECHNICAL QUICK REFERENCE GUIDE

## Questions - before installing the software

**Q: Which operating systems does the service support?**

A: The Cox Business Premium Security Suite Service currently supports the following operating systems: Win 2000, XP, XP MC and Vista\*. However, the Cox Business Premium Security Suite Service does not support the server versions of the above operating systems. Only Windows 2000 and Windows 2003 are server operating systems.

### General Questions

**Q: I have subscribed to the Cox Business Premium Security Suite Service but can not install my software. What are the possible reasons behind this?**

A: Here we list the most frequent reasons preventing the installation:

- You still have old security software installed on your PC. This software should be removed before installing Cox Business Premium Security Suite. Please remove this old security software manually.

- Your PC might be infected with a virus, which prevents the installation of Cox Business Premium Security Suite. To check your PC for viruses, go to the following address <http://support.f-secure.com/enu/home/ols.shtml>. Please use the Online Scanner to check your PC for possible virus infections and remove them.

**Q: Is the service updated automatically?**

A: Yes. Cox Business Premium Security Suite updates itself automatically. However, you need to be connected to the Internet for the update process to work properly.

**Q: Does Cox Business Premium Security Suite work with another antivirus or firewall software, which was previously installed on my computer?**

A: No. You cannot have two of the same service components from different vendors installed on your PC (e.g. two antivirus solutions from different vendors). You must remove any other anti-virus or firewall software before installing Cox Business Premium Security Suite. The Cox Business Premium Security Suite will attempt to automatically detect and remove your old well known antivirus and/or firewall software during the installation.

**Q: How do I know that the software is properly installed and running?**

A: Please check the Cox Business Premium Security Suite icon displayed on your Windows system tray, which can be found on the bottom right corner of your screen. If the product installation is still ongoing you can see an indication above the icon. In case of product malfunction or out-of-date databases, the icon will change accordingly.

## Questions related to the installation

**Q: How do I install the software?**

A: Go to [www.CoxBusiness.com/managedservices](http://www.CoxBusiness.com/managedservices) where you are able to start the installation. To activate the service, you will need the subscription number.

**Q: After I installed the product and re-booted, the computer seems to freeze and does not react. What is happening?**

A: You most likely installed the application on top of an existing antivirus or firewall application, which was not automatically removed by the system during the installation. You will need to reset the computer and start the system in Safe Mode (reboot computer, press and hold the F8 key; after a few seconds the system will show different boot options). Once the system is booted into Safe Mode, you will need to uninstall the old antivirus and/or firewall application through the Control Panel. Then reboot normally.

**Q: After installation of Security Suite, I have no access to the Internet or my e-mail. Why?**

A: One possibility is that you have denied your browser's network connections. To verify this, open the "Advanced" settings of your Internet Shield. On the "Application Control" panel, you will see a list of allowed and denied applications. Check that the "Access" rule is on the "Allow" mode for your browser, for example "iexplore.exe" if you are using Internet Explorer.

## Questions related to Anti-Virus

**Q: How do I update the databases of Cox Business Premium Security Suite?**

A: Cox Business Premium Security Suite automatically updates itself, no user interaction is needed. If you have a Cox Business broadband connection, updates are checked once per hour. In case you want to manually check if there are new updates available, choose on the 'Automatic Updates' button and click the "Check Now" link.

## Questions related to Firewall

**Q: How can I change my security level in Cox Business Premium Security Suite?**

A: Double-click the blue Cox Business Premium Security Suite icon on your system tray in the bottom right corner of your screen. On the Cox Business Premium Security Suite main menu, choose 'Internet Shield'. Then click on the "Advanced" link on the bottom right corner. In the "Advanced" window, choose your preferred "Internet Shield Security Level". After selecting your preferred security level, click on the "Apply" button.

## Question related to Anti-Spyware

**Q: How to protect against spyware?**

A: Cox Business Premium Security Suite has a real-time spyware scanning tool enabled by default combined to Anti-Virus protection. You may also run a separate manual scan for spyware.

**Q: How to restore quarantined spyware?**

A: This is how you can restore quarantined spyware:

1. Open main user interface.
2. Choose Virus & Spy Protection.
3. Click Configure on the line Quarantined Spyware.
4. Select the spyware to restore by clicking the line and click Restore button.