Memorandum

Date: May 14, 2017
To: NYU Community
From: Len Peters - Vice President for IT and CIO
Re: Important Information from NYU IT about Recent Ransomware

The global ransomware attacks on computers running Windows that started on Friday continue to spread. While there have been no reports of incidents at NYU, if you own or administer a computer (at the office or at home) that is running Windows, you must act immediately to protect these computers. It is critical that you update unpatched systems as quickly as you can.

Below are instructions for Windows 7, Windows 10, and older versions of Windows:

Windows 7:

- Go to the Start menu and then select Control Panel.
- In Control Panel click on Windows Update.
- In the Windows Update control panel, click on Check online for updates from Microsoft Update.
- You should see a "Checking for updates..." message. It can take some time for your computer to determine whether an update is needed, and to begin the download and install process.
- If your computer determines that an update is required, it will display a dialog window. If so, click on the Install updates button. This can take some time due to the number of updates that must be installed. If your computer determines that additional updates are required you may need to repeat the process as it directs. Finally, once all updates are completed, please restart your computer.
- To confirm that the upgrade was successful, go to the Start menu and then select Control Panel.
- Click on **Windows Update**.
- In the Windows Update control panel click on **View update history** and confirm that you see **one of the two** upgrades listed below. The KB # will be the key identifier:
  - March, 2017 Security Only Quality Update for Windows 7 for x64-based Systems (KB4012212)
  - March, 2017 Security Only Quality Update for Windows 7 for x32-based Systems (KB4012212)
- If this KB is not on your PC, your PC is still vulnerable. Please click the back arrow to go back to the previous screen. In the **Windows Update** control panel, click on **Check online for updates from Microsoft Update** to see if additional updates exist.

**Windows 10:**

- Go to the **Search Windows** box in the lower left corner.
- Type in "Windows Updates". From the displayed items select **Windows Update Settings**.
- Click **Check online for updates from Microsoft Update**.
- Click the **Check for Updates** button and follow the on-screen instructions.
- Once all updates are complete, please restart your computer.
- To confirm the upgrade was successful, follow steps 1 and 2 above and then click **Update History**.
- Scroll through the list and look for **one of the three** upgrades KB4013429, KB4012606 or KB4013198.

**Older Versions:**

Some of you may be running versions of Windows that Microsoft is no longer updating (including Windows 2000, XP, and Vista, and various older server versions). Please go to: [http://www.catalog.update.microsoft.com/Search.aspx?q=KB4012598](http://www.catalog.update.microsoft.com/Search.aspx?q=KB4012598) and immediately apply the patch that is appropriate for your system.

Once this is done, given that these older versions will no longer be updated by Microsoft, it is critical that you upgrade to a supported version of Windows as soon as possible.

If you need assistance please contact your school or unit IT group, or NYU IT Service Desk at [AskIT@nyu.edu](mailto:AskIT@nyu.edu) or 212/998-3333.

**Anti-Virus Software:**

Remember to install the latest anti-virus protection on all of your laptops and desktop computers. Symantec Endpoint Protection is available at no cost to all current faculty, staff, and students. See Knowledge Base article at: [http://www.nyu.edu/servicelink/KB0015610](http://www.nyu.edu/servicelink/KB0015610).

**Keeping Current:**

NYU IT will continue to provide information about security risks and mitigations at the IT Security Blog.
https://wp.nyu.edu/itsecurity/). You can sign up there to get the posts delivered to your email.