

Patricia D. Hastings

From: "Patricia D. Hastings" <hastings@aesop.rutgers.edu>
To: "NJinPAS Network" <NJinPASNetwork@aesop.rutgers.edu>; "MAINPAS" <mainpaspartners@aesop.rutgers.edu>
Cc: "Karl" <klindauer@AESOP.RUTGERS.EDU>
Sent: Friday, July 23, 2004 4:27 PM
Subject: Listserv Members Infected with Bagel Virus: Servers Identified and Actions Taken

Attention all members of the NJinPAS listservs:

I have been out of the office since Tuesday. In my absence, there have been numerous emails sent within the Network and MainpasPartners listservs of the **bagel type virus which spoofs email messages** as being sent from a particular email address other than their own. This week there has been activity from a new bagel virus which attaches the files "substitute.txt" and either a "gif" or "jpg" file.

Upon my return today, I immediately contacted Karl Lindauer, Enterprise and Off-Campus Systems Administrator, Cook/NJAES Information Technology Services, Cook College, Rutgers University. We have discovered that **2 members of the NJinPAS Network have infected computers that have been spoofing the addresses of the NJinPASNetwork, the MAINPASPartners, or me** as sending you email with virus attachments, when viruses are actually being sent from infected computers outside of Rutgers.

Karl has identified the server used by the infected computers as "**zoominternet.net**" and "**ameriteck.net**". Although we do not know the identity of the 2 persons sending the infected email, we do know their computer identity. We will take no prisoners here. Karl has blocked them from sending any email to the listserv from those addresses. So, if you are using either of these mailservers, we would suggest that you remove the virus, and take actions to protect yourself and others from these malicious virus attacks.

So, I want to let you know that we have several **customer service practices in force for the NJinPAS listservs** to minimize this kind of inconvenience to you:

1. We never post attachments to the listserv. If there is a document that would typically be sent as an attachment, we pdf it and post it to our server, and give you its address in a posting. Thus, you can access it online rather than have to be inconvenienced by downloading large files, especially if you are on a dialup connection.
2. We limited access to posting only to 2 email addresses (George or myself) approximately 2 years ago when we saw a potential for others posting viruses. If we had not done this, you would have received a couple hundred spoofed emails rather than a dozen or so.
3. Karl has added an additional protection for the listservs of blocking any attempts from outside the Rutgers system to post to the listservs. Thus, computers on non-Rutgers servers can't spoof the address of the listservs.
4. I maintain rigorous virus protection and detection on the computer I use to do the listserv postings.
5. We are monitoring this problem, and will take similar courses of action to identify and ban problem subscriber computers.

Suggestions to minimize virus attacks:

1. Use an anti-Virus program on your computer(s). Run it. Update your virus definitions frequently. Run scans of the whole computer routinely.
2. Never open attachments that you do not anticipate receiving. If you receive an attachment saying it was sent from any NJinPAS listserv, it is a virus spoof; do NOT open the attached files.

I am most sorry for this problem arising on the listservs and apologize for any upset or concerns this may have caused you. Know that as soon as I am personally aware of a problem such as this, it will be dealt with swiftly. Please feel free to contact me if you have any questions.

Best-
Pat

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