

Computer Security Scanning Guide TY16

AARP Foundation Tax-Aide National Technology Committee

Summary

This document provides the procedures to qualify non-AARP or IRS provided computers for use as a workstation in the Tax-Aide Program. These procedures are mandatory for personally-owned or site-provided computers, and for donated computers that do not have an AARP-provided Windows image installed, when these computers are used as wireless or wired workstations to prepare tax returns. The procedures ensure that these computers have a current anti-virus program and up-to date security-sensitive programs so that they are less vulnerable when used on the Internet. These requirements are mandated by the AARP Information Technology Security Department to permit the use of computers that were not provided by AARP or imaged with an AARP provided image This procedure is unchanged from last year, except the scan file size limit has been increased from 100kb to 1Mb. The scanning software is now distributed by a new company, Flexera Software, but it is exactly the same program. See items 4.b & c on page 2, for a minor procedure change.

Overview of the Procedures

To complete the requirements, you must do the following:

- Capture a screen shot that verifies that the computer has a current anti-virus program installed and has successfully passed the anti-virus scan.
- Insure that security sensitive programs have their current versions and latest updates installed. We recommend the use of the **Personal Software Inspector (PSI)** program to insure your installed programs are up-to-date, but it is not mandatory. If you are unable to install this program, you must manually check to see that specific security related programs are up-to-date.
- Register your personally-owned, donated, or site-provided computers on the following website: http://www.taxaideaarp.org/main/secure_scan/home.htm

The registration website will open December 15.

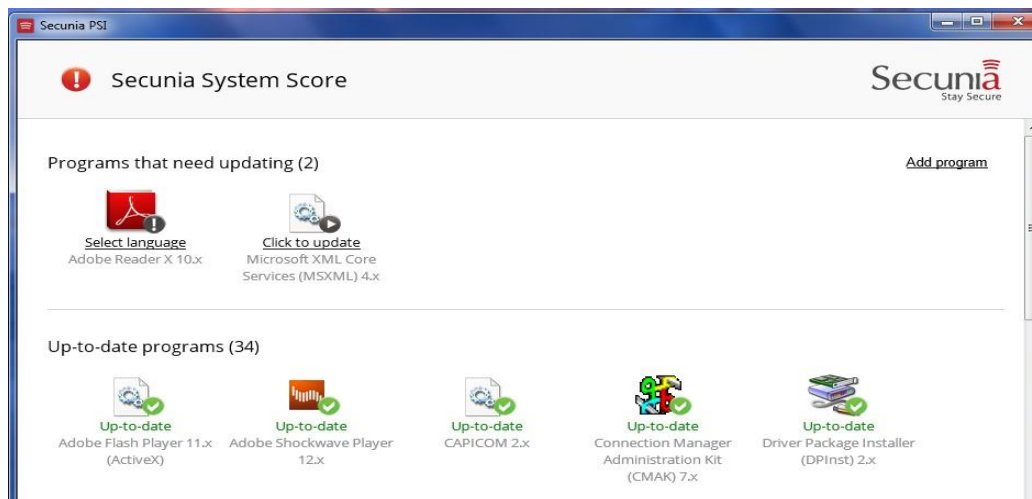
Detailed Instructions

1. **Run an antivirus scan** with the anti-malware/anti-virus program that is already installed on the computer. This can be a Norton, McAfee, Microsoft Security Essentials, or any other anti-virus/anti-malware product that is up-to-date with regard to its definitions. If a Quick Scan is available, that is satisfactory.
2. **Save a screen shot of the scan results page.** Use Windows' **Snipping Tool** or press the **Print Screen** key on your keyboard to capture the shot.
 - a. **Snipping Tool:** After capturing the snip, click **File, Save as**, select a location to save the file (e.g., Desktop), provide a file name such as *Virus-Scan-Results* (no spaces allowed), and select file type .gif or .jpeg. Then proceed to paragraph 3.
 - b. **Print Screen:** If using this option, open the Windows **Paint** program, select **Paste** and then save the file as *Virus-Scan-Results*, or a similar name (no spaces allowed).

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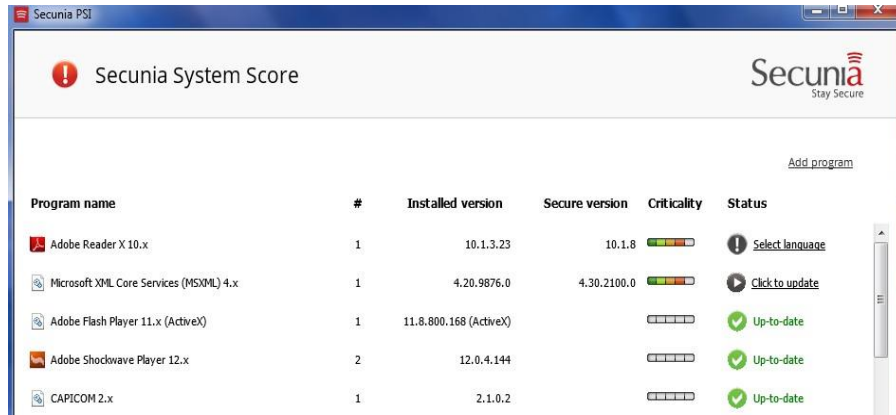
3. **Check file size of screen shot and reduce as necessary.** The Scan Reporting website will accept files up to 1Mb in size. You may need to crop the image to just the actual scan report to keep the file size smaller. Instructions for cropping .gif and .jpeg image files are on the website. Typically using the .gif image format will provide a smaller image file size.
4. **Insure that all security-sensitive programs are up to date using Personal Software Inspector (PSI).** In prior years we required an online scan to meet this requirement, but this online scanner is no longer available. We now recommend a similar program from the same provider called **Personal Software Inspector (PSI)** that will scan the computer and list any programs not up-to-date. It also provides the links to download the latest updates that are needed. This program needs to be installed on the computer and the computer needs to be connected to the Internet when you run the scan.
 - a. Download the program from this link: [Personal Software Inspector \(PSI\)](#)
 - b. The above URL is new, but the original URL is redirected to the same link for Flexera Software, the new distributor of the PSI software. It is the very same program we recommended previously. You do need to register by providing your name and an e-mail address to download the software.
 - c. Install this current version of PSI 3.0. You may need to add the (.exe) to the downloaded file before it will run.
 - d. Run the PSI scan, ensuring that you have Internet access. This is the result of the scan, showing two programs requiring updates:



- e. For more details, click on **Settings** at the bottom of the screen,

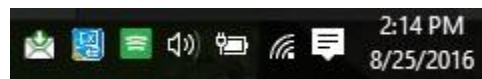
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- f. Follow the instructions to get your programs up-to-date and then run the scan again until all programs are shown as up-to-date.
5. **If you are unable to install the Personal Software Inspector (PSI) program you must manually insure that Windows Update and other security-sensitive programs are up-to-date.** These programs include Adobe Reader, Adobe Flash Player and Oracle Java. **Windows Update** should be run at least twice to insure all of the important updates have been installed. Other Operating Systems can also use this same procedure; see Appendix A for Mac computers.
6. **Register your computer.** After you have successfully passed an antivirus scan and have confirmed that other security-sensitive programs are up-to-date, go to the registration website: http://www.taxaideaarp.org/main/secure_scan/home.htm
Note that this site will not be active until December 15th each year.
 - a. On page 1, list your email address
 - b. On page 2, list your name and Tax-Aide state and position (e.g., TCS)
 - c. On page 3, list the computer(s) that passed the security scans – *can be more than one page*
 - d. Upload the screen shots of the antivirus scan

NOTE: Leaving the program on your computer will not interfere with tax preparation during the tax season. There will be a PSI icon in the system tray that indicates the status your programs. A Green Icon indicates all of your programs are still up-to-date, and a Red Icon means some programs require updating.



Re-running these scans periodically will make sure the computers remain free from malware and to insure all security-sensitive programs are up-to-date during the tax season.

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Appendix A for Apple Computers

The operating system must be current and have an up-to-date antivirus program installed.

First, run a Scan with the anti-virus program that is already installed on the computer. If a Quick Scan is available that is satisfactory. This can be a Norton, McAfee, or any other anti-virus product that is up-to-date with regard to its definitions. Then you need to save a screen shot of the scan results page.

Press Command (⌘)-Shift-3 to capture the entire screen. The screenshot will be added to your desktop. This is similar to using Print Screen on a PC. If you only want a portion of the screen, press **Command (⌘)-Shift-4**, and then drag the crosshair pointer to select the area you want. **Hold Shift, Option**, or the **Space bar** while you drag to resize the selection area. To cancel, press **Escape (esc)** before you release the mouse button.

The saved screen shot will be on your desktop and have a file name of “screenshot” with a date and time and a .png file extension. The .png file format can be submitted with your registration but only if the file size is 1Mb or less. Open **Finder** to find the file and check its file size. **Finder** and, the “screenshot” file should be at the top of the list of files on your desktop and will show the file size. If it is over the 1Mb use the **Export** procedure to rename and reduce the file size at the same time. Only PNG, GIF or JPEG files are accepted and the file name cannot have any spaces.

Renaming Only. Double click to open the file in **Preview**. Click **File** in **Preview** and then **Rename file**. Change the name to **Virus-Scan-Results**, or similar. Click the **Enter Key** to save with the new file name.

Export to rename and reduce file size. Double click to open the file in **Preview**. Click **File** in **Preview** and then select **Export**. Change the name in the **Export As** box. Then select “JPEG” in the **Format** box at the bottom of the screen. Use the **Quality** slider to reduce the file size to less than 100KB, then click **Save**.

To insure the Apple software is up-to-date, click on the apple icon at the top left corner of the screen. Select **About this Mac**, and then click the box that says **Software Update**. You also need to insure that other security sensitive programs have the latest updates. These programs include Adobe Reader, and Adobe Flash Player.

Now follow the instructions on page 3 of this document to register the computer.

NOTE: *The National Technology Committee (NTC) cannot assist with problems on other than Microsoft Windows operating systems.*