



**Court Services and Offender Supervision Agency
for the District of Columbia**

*Office of the Trustee
Information Technology*

MEMORANDUM

TO: All Employees of CSOSA

FROM: Mike Barrett
Assistant Associate Director/Information Security Officer

DATE: August 2, 2000

SUBJECT: E-Mail Viruses and the CSOSA Network

For those of you who are not aware, our e-mail system is a primary gateway for computer viruses. Several agency-wide e-mail messages have been sent to all CSOSA, Pretrial and Corrections employees over the past few months stressing the importance of being wary of messages that look suspicious or messages that come from unknown addressees. We are once again asking for your assistance and cooperation in thwarting these attacks.

Due to continuing problems with e-mail viruses and considering how serious their impact can be on the mission of the Agency, it is imperative that you not open e-mail messages, especially containing attachments, from addressees that you do not recognize. In addition, some viruses infiltrate our system and use employee addresses, so it is also very important to pay attention to IT Help Desk alerts regarding messages containing viruses with identified subjects.

The Information Technology Division has the capability to track the entry point and forwarding addresses of messages entering our e-mail system. **If you doubt the legitimacy of an e-mail message: DO NOT OPEN IT, CALL THE IT HELPDESK IMMEDIATELY AT 220-5377!** In addition, if you open an infected e-mail message, immediately call the IT HelpDesk.

Due to the serious nature of this problem, we will conduct an administrative inquiry into the circumstances surrounding the opening and/or forwarding of infected e-mail messages. Disciplinary action is likely if it is determined that an employee opened an infected e-mail message either willfully or through negligence. Please pay close attention to your incoming e-mail messages!

The “Love Bug” virus has several mutations. The following message subjects contain “strains” of this virus:

Joke or FW: joke
ILOVEYOU
Killer Resume
Funny or FW: Funny
Life Stages Text

There will be more! We are taking additional preventive measures to trap these viruses at the network level before they show up in your e-mail, but some messages may still slip through. Information Technology Division previously issued guidance addressing the steps you must take to help “safeguard” our e-mail system. Please follow that guidance reiterated below.

To Permanently Delete an Item, use the up and down arrow keys to highlight it in the Inbox list. While holding down the Shift key, press the Delete key. When prompted, “*Are you sure that you want to permanently delete the selected item(s)?*” choose Yes. This will bypass sending the email to the *Deleted Items* folder and remove it completely instead.

Additionally, you should make some modifications to Outlook to avoid it automatically opening your e-mail. You should configure Outlook by doing the following steps:

Setting Preview Options in the Inbox (The *Preview Pane* displays the text of the currently selected message in your Inbox. In order to display the message, the Preview Pane must open the message, which can trigger the virus. The best way to eliminate this is to disable the Preview Pane. Please follow the procedure below to disable it.)

- From the **Inbox**, choose the dropdown **View** menu, and deselect the *Preview Pane* option by clicking once (repeat this step to deselect the *AutoPreview* option).

NOTE: If you have problems with these procedures, please call the IT HelpDesk at 220-5377.

Disabling Automatic Notification (*Automatic Notification* allows a small dialog box to appear on your PC screen whenever you receive mail. The dialog box says: “New mail has arrived. Would you like to read it now?” Since you have no idea what the new message is, it is not a good idea to just open it blindly. *You can choose to be notified of a new mail item with a sound instead.* Please follow the procedures below to disable Automatic Notification and choose to hear a sound instead.)

- From the **Inbox**, choose the dropdown **Tools** menu, and then select **Options**.
- The **Preferences** tab should be displayed. Under the **E-mail** heading, click on the **E-mail Options** button.

- In the Message Handling section, uncheck **Display a notification message when new mail arrives**.
- Click on the **Advanced E-mail Options** button.
- In the **When new items arrive** section, check the **Play a sound** option.
- Click on **OK** to exit the *Advanced E-mail Options* screen.
- Click on **OK** to exit the *E-mail Options* screen.
- Click on **OK** to exit the *Options* screen.

Setting Preview Options in the Deleted Items Folder (When you delete a message, it normally goes to the *Deleted Items* folder. The Preview Pane in the *Deleted Items* folder can be disabled by doing the following:)

- From your Folder List, or the Outlook Shortcuts menu on the left side of the screen, scroll down and select the **Deleted Items** folder.
- Choose the dropdown **View** menu, then **Current View**, then **Customize Current View**.
- On the screen labeled **View Summary**, click on the **Other Settings** button.
- In the next screen (with the *Other Settings* label), there is a frame labeled **Auto Preview**. Make sure the option labeled **No Auto Preview** is selected.
- On the same screen, in the frame labeled Preview Pane, make sure the Show Preview Pane box is unchecked.
- Click on **OK** to exit the *Other Settings* screen.
- Click on **OK** to exit the *View Summary* screen.