



## **Operating system security**

Recent attacks by viruses created to exploit Microsoft's Operating System have caused numerous issues and raised customer concern. This page presents information and options to our customers.

### **Microsoft® Operating System**

Fix Packs (patches) and updates are continually made available from Microsoft for active versions of their windows, etc. products. InterVoice incorporates the latest available Microsoft Service Packs and Security Fixes prior to regression testing when compiling each new InterVoice software release.

Installing fix packs and updates, as with any software install, RealCare urges users to users perform a complete system backup prior to installation and after successful completion of the update.

RealCare suggests that customers who are concerned about security should periodically check Microsoft for update information and alerts. Customers can learn more about these updates plus instructions for obtaining timely information by going to Microsoft website. <http://technet.microsoft.com/en-us/security/>

### **Update service for Microsoft® Operating systems**

If you desire to have InterVoice update your Microsoft operating system please contact your applicable sales representative for a quote.

## **Virus Detection and Protection**

InterVoice suggests that all users of IVR systems urge their Information Technology departments to install Virus protection on the InterVoice system.

Use of virus scan software on the VRU does not void warranty or maintenance. It does, however, require the customer to authorize charges for removal and restoration should the software affect the VRU operation.

We believe the best solution is to install one of the two widely used virus products. Most customers will find that their IT department uses one of these.

<http://www.symantec.com/>

<http://www.mcafee.com/>

Both of these products have been safely installed on our Windows based systems without difficulty. As with any software install, users are urged to make a complete system backup prior to installation of virus detection.

Special Note: Be advised that the actual detection and cleaning process used by either manufacturer's programs is highly CPU intensive. If enabled during high VRU usage the scanning will slow system response time. Customers are advised to configure the Virus scan to run during periods when the VRU traffic is low.