

GSD. Security – How to report malware issue

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General Information:

Possible symptoms/errors:

User wants to know how to report malware

Alternative names of the system:

malware

IMPORTANT NOTICE:

N/A

Solution:

If user Fresenius Digital Technology managed PC is affected by the recent malware attack they can open an Incident Ticket via this form.

For non-Fresenius Digital Technology managed PCs they need to contact Business Service Desk.

User will either receive a different PC with their personal settings or the hard drive will be replaced. In both cases, the local field service team will at a later point ask for user's login credentials to set up the device.

Details:

If the user contacts Service Desk with issue regarding malware or suspicious item/error, advise user to immediately disconnect device from the network and shut it down.

They can report issue 2 ways:

Contacting Service Desk Report malware issue incident form

Logging the ticket:

If the user reports issue, create the ticket with necessary info and pass it to 2nd lvl resolving group:

Int_WW_Endpoint-Security_DigitalWP_WPaaS_SLS_FDT

Info to get:

Issue description, Since when, Hostname, Screenshot (if possible), Contact information

Assignment Group:

Int_WW_Endpoint-Security_DigitalWP_WPaaS_SLS_FDT

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/Subcategory: N/A

Important Links:

Report malware issue

https://fnc.service-now.com/sp/?id=sc_cat_item&sys_id=94f3a326db6c18102b1c298a48961916