The Samsung logo is a black oval with the word "SAMSUNG" in white, bold, sans-serif capital letters.

# Product Bulletin

TITLE: CADENCE Virus Notice

BULLETIN NO.: 067-CADENCE

DATE: March 11, 1999

NO. OF PAGES: 1 of 2

ISSUED BY: Product Department

This bulletin is to alert you of a potential virus on CVM8A Cadence Voice Mail card. You *may* or *may not* have this virus, however we feel it is important to immediately take this precautionary measure to avoid any possible problems.

We discovered that some of the CVM8A Cadence cards might contain files infected with a computer virus. At this time we have not determined how many or which serial numbers have the virus. This particular virus **does not** pose any danger to the Cadence card or its operation. However, technician's computers and laptops to which Cadence Maintenance Utility, Cadence IVR Control, or Cadence System Reports were downloaded, may be exposed.

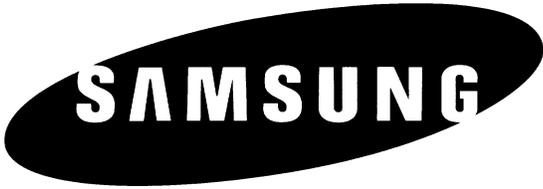
The virus is called W32.CIH.spacefiller. This virus strikes on the 26<sup>th</sup> day of each month. During the attack, this virus may overwrite the BIOS and the data on the HDD. The virus propagates through 32 bit EXE files when an infected system opens these types of files. For more information about W32.CIH.spacefiller virus visit [http://vil.mcafee.com/vil/vfi\\_4251.asp](http://vil.mcafee.com/vil/vfi_4251.asp). The following three (3) files on Cadence may be infected:

- \TM\CLIENT\CMU\CMUSETUP.EXE,
- \TM\CLIENT\IVR\IVRSETUP.EXE, or
- \TM\CLIENT\REPORTS\CADRPRTS.EXE.

To prevent the virus from deploying on any computer we strongly recommend that you use your up to date anti-virus software and scan all computers on which CMU, Cadence IVR Control, or Cadence Admin Reports are installed. Computers that exchanged data and / or programs with the computers at risk should also be scanned for viruses.

To avoid any possibility of these files carrying a virus either now or in the future please delete the following files from each Cadence hard drive:

1. \TM\CLIENT\CMU\CMUSETUP.EXE
2. \TM\CLIENT\IVR\IVRSETUP.EXE
3. \TM\CLIENT\REPORTS\CADRPRTS.EXE

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Following are the steps to delete these files:

1. Connect a Laptop or PC to the Cadence card through the serial port
2. Quit the Cadence software by pressing Ctrl+Q and Y. Cadence card should respond by displaying the DOS prompt: C:\TM\PROD>
3. At the DOS prompt type: CD \TM and press ENTER. Cadence should respond by displaying the DOS prompt: C:\TM>
4. At the prompt type: DELTREE CLIENT and press ENTER. Cadence will respond by asking to confirm if you really want to delete subdirectory CLIENT and all the files in it.
5. Press Y and ENTER. In a few seconds the operation should be complete and Cadence will respond by displaying the DOS prompt: C:\TM>
6. Press the red RESET button on the Cadence card to return Cadence to operation.

Infected files may be also be found in Spare Cadence HDD. Please call our Technical Support line for RMAs to replace the Spare Cadence HDDs.

STA will soon begin distributing a software patch that will contain new virus free copies of these three files. The method to distribute this patch will be determined after STA determines how many HDDs have these infected files.

Thank you for your patience and please feel free to call us with any questions you may have.