

GeoTrust Web Site Anti-Malware Scan Customer FAQ

What is the new GeoTrust Web Site Anti-Malware Scan?

Don't be a hacked site! Web sites can now get an affordable daily anti-malware scan from GeoTrust that helps you find and eliminate malware infections fast. Your search listings are kept optimized by avoiding search engine blacklists. Assure your customers that your site has been scanned by displaying the GeoTrust Anti-Malware Seal.

This easy-to-implement service includes the following features:

- Daily anti-malware scan for regular check-ups
- Analysis of web page for identifiable malicious code plus monitoring to identify malicious activity to enable easy clean-up of infected site
- Instant alerts identifying malicious code to enable fast malware removal
- On-demand scans to enable quick confirmation of clean site status
- Displays a trust mark from GeoTrust, the #1 brand of SSL for the top 1 million most visited domains on the web



What is malware?

Malware is a general term for malicious software and is a growing problem on the Internet. Hackers install malware without your consent by exploiting security weaknesses on your server and gaining access to your web site. The malware code is not visible or easily detected, and may infect your customers' computers when they simply browse your web site. Hackers use it to spread viruses, hijack your computer or steal sensitive data such as credit card numbers or other personal information.

What are the benefits to my web site?

Every web site needs to be trusted to be successful. Growing concerns about fake sites, viruses and identity theft have made consumers reluctant to do business with web sites that are not taking steps to protect them.

Distribution of malware via web sites almost doubled in 2010.¹ With over 286 million unique variants of malware being identified last year,² your web site is under attack. GeoTrust Web Site Anti-Malware Scan helps web site owners and online businesses to:

- **Assure visitors** that your site has been scanned for malware
- **Protect web site traffic** by avoiding blacklisting by browsers and search engines
- **Identify and fix** malware infections fast and easily
- **Show visitors they are safe** by displaying a trust mark from GeoTrust, the #1 brand of SSL for the top 1 million most visited domains on the web

What does blacklisted mean?

Because of the potential damage caused by malware, Google, Yahoo, Bing and other search engines place any site found with malware on a blocked list or blacklist, excluding it from search results. If your site is blacklisted, it may be blocked entirely or flagged with a security alert to discourage click throughs. In addition, anti-virus plug-ins to popular browsers can detect malware and block access to infected sites.

Is a small web site at risk for malware?

Any web site is at risk. Small web sites might be more vulnerable because they are less likely to have resources and expertise to detect and respond quickly to attacks. Malware may infect your customers computers when they simply browse your web site. Targeting small web sites with low traffic allows hackers to avoid detection longer and cause more damage.

How did someone infect my web site?

Hackers are constantly developing new ways to exploit weaknesses on servers and attack web sites. Once an exploit is found, they access your web site and add malware without your knowledge or consent.

How do I know if my web site is free of malware?

Malware is rarely visible on your web site; it is hidden in your web page code. A malware scan by a malware detection tool can help you identify infected code. The GeoTrust Web Site Anti-Malware Scan includes a daily malware scan. If malware is detected, you will be notified and directed to a list of infected pages and the code causing the problem. Your web site administrator can find and delete all instances of the code and request that your site be rescanned within 24 hours.

Could web site malware scanning slow down my web site?

No. Web site malware scanning is equivalent to having 10 visitors navigate your web site.

How can I protect my site from malware?

Like most thieves, malware hackers look for easy targets such as a web site where malware will go undetected for as long as possible. The GeoTrust Web Site Anti-Malware Scan includes a daily malware scan to detect malware and alert you with detailed information to respond quickly to the attack. Posting the GeoTrust Web Site Anti-Malware Seal on your web site is like posting an alarm security sign in your front window. It shows hackers that your site is scanned daily to detect malware.

What happens if malware is detected on my web site?

If malware is discovered, the GeoTrust Web Site Anti-Malware Seal no longer displays. You receive an email alert warning you of the malware infection with instructions to sign in to the End User Portal. The End User Portal services tab shows a list of infected pages and the code causing the problem. You or your web site administrator can find and delete all instances of the malware and request that your site be rescanned within 24 hours. When the scan confirms that all instances of malware are removed, the seal displays again.

What does the GeoTrust Web Site Anti-Malware Seal mean to my customers?

As consumers become more concerned about identity theft, they look for signs that a site is safe before doing business. By posting the GeoTrust Web Site Anti-Malware Seal, you show customers that you care about their safety and that your site has passed the GeoTrust Web Site Anti-Malware Scan within the past 24 hours.

For more information go to:

<http://www.geotrust.com/antimalwarescan/>

1. Symantec Internet Security Threat Report, volume 16, 2011.
2. Ibid.