

Rev Date: 1 June 2017

1. **Does Keysight offer general guidance on how to protect Keysight instruments from infection by computer viruses?**

Yes. Keysight's Computer Virus Control Program, available [here](#), contains recommendations and guidance.

2. **What Keysight products are vulnerable to the WannaCry virus?**

Any Keysight product based on the Windows XP, 7 or 10 operating system is potentially vulnerable.

3. **How do I know if my Keysight instrument is infected?**

You will see something like the following image:



4. **Is there a way to detect if my Keysight instrument is infected prior to the virus fully encrypting the instrument?**

Once the virus hits a device, it's likely that it will start infecting right away. However, it takes some time to encrypt all the files on the device. High CPU utilization **\*may\*** be an indicator that the device is in the process of being encrypted. The malware creates files with the suffix **wncry** during the encryption process. If the users find any of these files they should immediately remove the device from the network.

5. **What should I do if I have an infected Keysight instrument?**

Keysight recommends that you contact the local [Keysight Business Center](#) to get started. Keysight SSG

has developed service numbers and pricing for repair. In some cases, a recalibration will be required. For instruments, still under warranty, this will be treated as a warranty repair.

**6. Is there a cost to repair my Keysight instrument?**

Keysight SSG has developed service numbers and pricing. If the instrument is under warranty, it will be considered a warranty cost.

**7. What steps can I take now to protect my Keysight instruments?**

We encourage all customers with Windows-based instruments to review the Microsoft customer guidance for WannaCry attacks at <https://blogs.technet.microsoft.com/msrc/2017/05/12/customer-guidance-for-wannacrypt-attacks/> and ensure their instruments have the latest critical security patches installed.

For customer convenience, we have created a utility to assist you in applying the Microsoft WannaCry security patches to Keysight instruments. Please note that this utility is only for instruments running Windows XP SP3 or Windows Embedded Standard 7 SP1. Click [here](#) to get instructions on how to download and run the utility.

**Other References:**

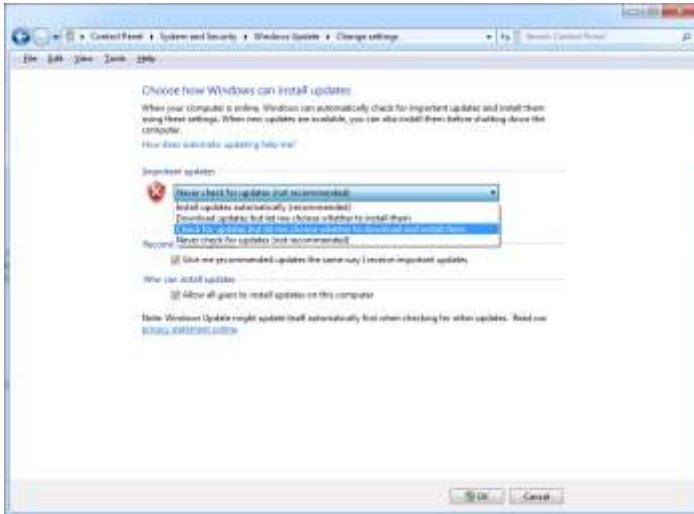
- [Microsoft Security Bulletin MS17-010: https://technet.microsoft.com/en-us/library/security/ms17-010.aspx](https://technet.microsoft.com/en-us/library/security/ms17-010.aspx)
- [Microsoft KB4012598 Update Catalog for legacy OSs: http://www.catalog.update.microsoft.com/Search.aspx?q=KB4012598](http://www.catalog.update.microsoft.com/Search.aspx?q=KB4012598)
- [SANS \(indicators\): https://isc.sans.edu/forums/diary/Massive+wave+of+ransomware+ongoing/22412/](https://isc.sans.edu/forums/diary/Massive+wave+of+ransomware+ongoing/22412/)
- Technical description of WannaCrypt:
  - <https://www.us-cert.gov/ncas/alerts/TA17-132A>
  - <https://isc.sans.edu/diary/22420>
  - [https://en.wikipedia.org/wiki/WannaCry\\_ransomware\\_attack](https://en.wikipedia.org/wiki/WannaCry_ransomware_attack)

**8. I installed the security patch and now the Keysight instrument isn't working. What should I do?**

There are no confirmed reports that installing the security patch affects instrument operation. If you encounter such an instance, contact the local [Keysight Business Center](#).

**9. What else can I do to protect my Keysight instruments from a virus or malware?**

Keysight recommends customers enable automatic update notifications so that as other critical security patches become available they will be notified and they can make a choice to accept or not. In some cases, such as production areas, it may not make sense to enable such notifications, but that is a business decision the customer should make, considering their specific risks. Instructions from Microsoft can be found [here](#). A Windows 7 example is below - via "Change settings" under Windows Update, select "Check for updates but let me choose whether to download and install them."



**Additional information can be found in Keysight's Anti-Virus Policy and Program documents:**

- **Policy**  
[http://about.keysight.com/en/quality/Keysight\\_Computer\\_Virus\\_Control\\_Policy.pdf](http://about.keysight.com/en/quality/Keysight_Computer_Virus_Control_Policy.pdf)
- **Program**  
[http://about.keysight.com/en/quality/Keysight\\_Computer\\_Virus\\_Control\\_Program.pdf](http://about.keysight.com/en/quality/Keysight_Computer_Virus_Control_Program.pdf)

**10. Should I run anti-virus scans on my Keysight instruments?**

See the FAQ in the Keysight Program document [here](#).

**11. What if I am still running a Keysight instrument on XP?**

Microsoft has issued a patch that can be found [here](#). Customers will need to have Service Pack 3 installed - see this [link](#).