



CRITICAL ALERT TO COMPUTER USERS

COMPUTER INFECTION

What happened?

Tanzania Communications Regulatory Authority is aware of number of reported incidents of widely spread computer malicious software named WannaCry Ransomware that infects computer files. The infection has affected several thousands of computers world wide as of Saturday 12th May 2017.

What is it?

Ransomware is a type of malicious software family that infects and prevents users from accessing their files or systems, either by locking the system's screen or by encrypting the user's files. Successful hackers termed Ransom demand certain amount of money to realize infected files from your computer. The paying is not a guarantee for access to the infected files, users and organizations are discouraged from paying the Ransom.

How it happens?

The WannaCry Ransomware is infecting Windows based computers that have outdated and unpatched software specifically ones with Microsoft Server Message Block 1.0 (SMBv1) vulnerability. The patch for this vulnerability was released by Microsoft earlier this year and users of Microsoft computers can secure their computers by installing the security patch.

What should you do?

TCRA is hereby encouraging users and organizations with vulnerable windows computers to consider the following:

1. Keep your computer's security software, operating system and other software up-to-date.
2. Review security alert issued by Tanzania Computer Emergency Response Teams (TZ-CERT) (<https://www.tzcert.go.tz/microsoft-released-security-updates/>).
3. Apply patches to Windows systems as published in Microsoft security Bulletin MS17-010 (<https://technet.microsoft.com/en-us/library/security/ms17-010.aspx>).

4. Perform regular backup of all critical information and store offline to limit the impact of data or system loss and for easy restoration of data if affected.
5. Avoiding opening unknown attachments in unsolicited email and where necessary scan all attachments with up-to-date antivirus before opening.
6. Avoid follow links to an external unknown website, especially when you are not sure of the link.
7. Organizations should employ a principle of least privilege to its users by restricting any user to have access to install software into the organization's computers.

For more information:

TCRA advise users and organization to report such instances to the **National Computer Emergency Response Team (TZ-CERT)** through emails: info@tzcet.go.tz, incidents@tzcet.go.tz, Telephone No. +255 784558270 – 1, +255 22 2199760 - 8; +255 22 2412011 – 2 or Law Enforcement Agencies.

**ISSUED BY:
DIRECTOR GENERAL
TANZANIA COMMUNICATIONS REGULATORY AUTHORITY
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