

PRESS RELEASE – 22/04/10

For Immediate Release

MCAFEE SECURITY ISSUE ADDRESSED BY CAPITAL SUPPORT

Late yesterday afternoon a major issue was discovered with the 1400 GMT update of McAfee Enterprise anti virus software, affecting tens of thousands of machines in the UK alone. The consequences of this corrupt update vary from the 'blue screen of death' or the machine continually rebooting itself every 60 seconds.

Until a repair has been carried out, users will find themselves unable to use their PC or workstation. The impacts of this are currently unknown but it is expected that this will affect many businesses across the globe - causing serious downtime. The cost of that downtime to all affected businesses can only be speculated upon at this moment in time.

Capital Support has come up with two different solutions to address the issue and has been working through the night to ensure the minimum business disruption to its Financial Services IT Support clients. Laurence Borde of Media Tree Limited said *"You guys are amazing, thank you for being so professional. Your team deserves huge credit for all they do to keep our systems "safe" and healthy"*.

The affected update (known as 5858) causes the anti-virus software to detect SVCHOST.EXE as having been modified by the W32/wecorl.a worm -a virus in circulation around November 2008. Unfortunately, SVCHOST.EXE is crucial to Windows. Without it very few of the background services that you require to operate your PC can work. Capital Support is prepared to share their solution with any business suffering from this issue.

ENDS

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ABOUT CAPITAL SUPPORT

London based Capital Support Ltd is a leading IT Solutions Provider to the Financial Services industry. Formed in 2002 in response to market demand for high availability dependable IT support solutions, the company has grown rapidly and now provides IT solutions to several hundred organisations across the UK and internationally

Capital Support is one of very few IT Support providers recommended by Microsoft to support the financial services industry in Finance on Windows, and was recently named in the Top 100 MSPs worldwide by MSP Mentor.



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