

Antivirus & Artificial Intelligence Summary

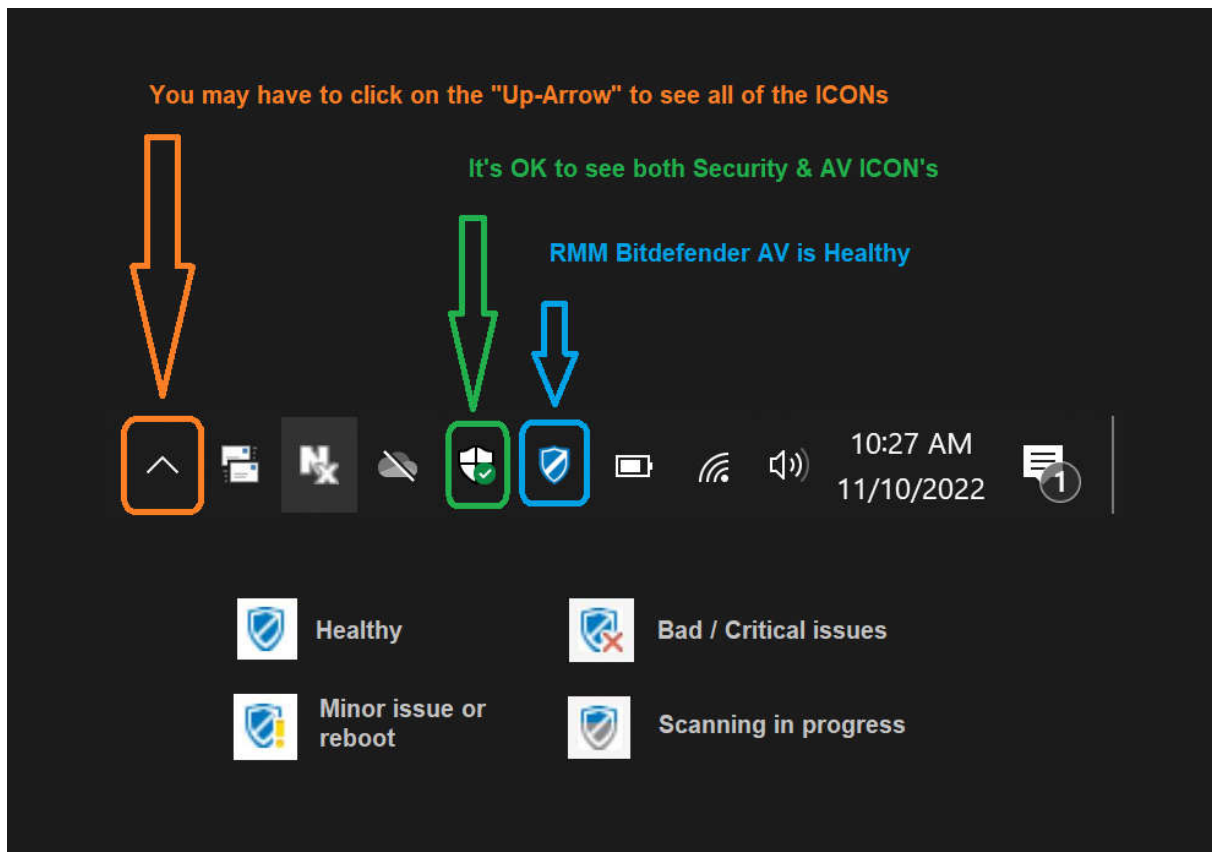
Monarch recently had a client put themselves in a very dangerous situation, allowing one of their employees to work from home using their personal computer. This employee had Netextender installed on the laptop in order to get into the company servers. Unfortunately, this employee only had Norton Antivirus. Monarch does not support Norton Antivirus or McAfee. Nothing against those two companies, it's just statistics. Almost all of the infected computers we come across are using one of those two antivirus packages. The client almost had their entire server Ransomware Encrypted.

Monarch has also come to realize that many of our clients don't understand how to read the AV / AI icons in their system tray to determine if there is in fact a problem. This document is to help train and understand what people should be seeing as a good, healthy and protected computer. **Pay attention to what the Healthy or Scanning icons look like, anything else, you should be on the phone with Monarch ASAP!**

AV = Antivirus Software, older design, but many are still very effective.

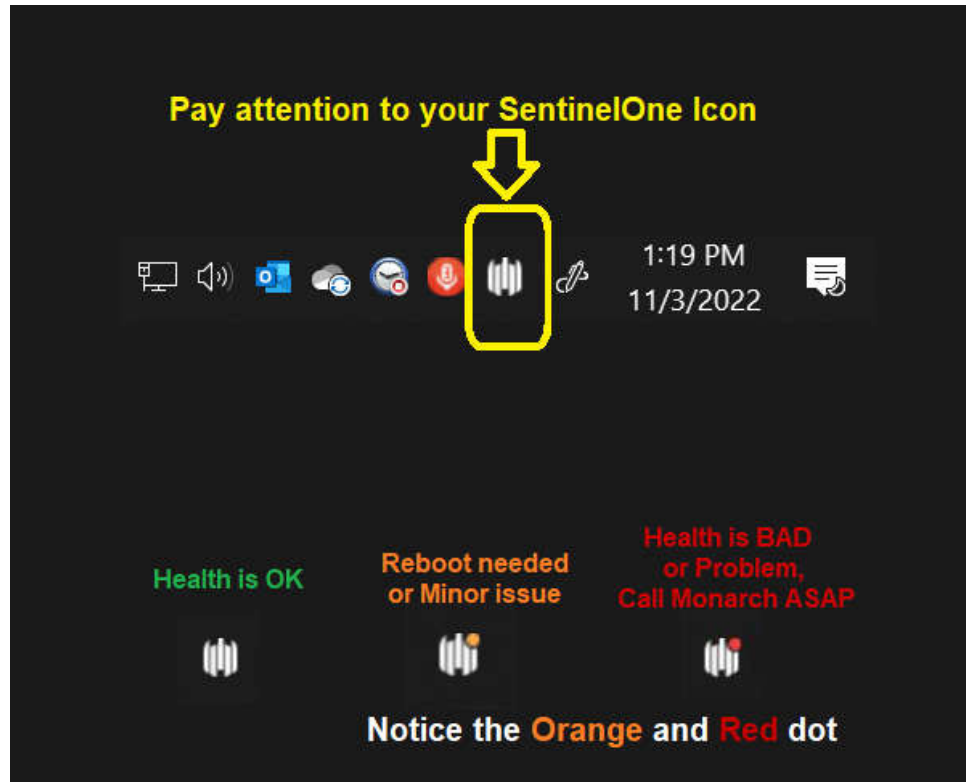
AI = Artificial Intelligence, newer breed of software, extremely effective, but takes more CPU power.

Clients running RMM Bitdefender AV / Antivirus:



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Clients running newer RMM SentinelOne AI / Artificial Intelligence:



Clients running Microsoft Defender:

