

Anti-Virus Policy (AV)

for Public Distribution

Maintainers & Contributors

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Revision History & Approval

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Location

<https://www.pipeten.com/docs/>
<https://www.pipeten.com/pdfs/d34.av.pdf>
https://www.pipeten.com/service_antivirus.html

Terms

All prices quoted are subject to 20% UK VAT unless otherwise stated.

Introduction

This document outlines which services are included in Pipe Ten's server anti-virus service and what anti-virus services can be purchased in addition. This document is NOT relevant to email anti-virus.

Default Configuration

Unless otherwise stated, all servers or services carrying anti-virus will be configured as follows:

Scanning & Protection

Real-Time protection will be enabled, to intercept all threats as they are written to disk and prior to execution, including all HTTP(s), FTP(s) and Admin actions. On rare occasions it may be necessary to run without real-time protection for a short period of time between updates and reboot.

Minimum of weekly file-system scanning, to identify all threats which may have persisted on disk, either through previous circumvention of real-time protection (appropriate signatures not existing at time of test) or extreme obfuscation/server-side compilation.

Monitoring & Response

Pipe Ten takes a pro-active approach, monitoring and immediately responds to all anti-virus threat notifications.

In the first instance, Pipe Ten will seek to protect the data integrity and/or stability of the server, this may include the immediate blocking of access to accounts, websites, specific code or services as is deemed necessary. Pipe Ten will then spend a reasonable amount of time (subject to account type and perceived severity) attempting to identify the vector/source of the notification, its validity, its severity and if appropriate notify the account holder of its findings and any impact to service availability.

Please see the next page for information by service/server type.

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Shared Server Anti-Virus

Shared servers are defined as being servers Pipe Ten providers where multiple customers/tenants co-exist on the same logical or physical system and have the ability to interact with or write directly to the underlying file system / data storage.

Due to economies of scale, Pipe Ten provides FREE/inclusive anti-virus protection for customers on shared servers however no bespoke customer configuration or disablement is permitted.

Managed Server Anti-Virus

Cloud Servers

Anti-Virus for cloud servers is available at additional cost of £ 5+VAT per month for either Linux or Windows. This service is fully managed by Pipe Ten and billable monthly in advance, no direct customer access to the anti-virus configuration/settings/administration is permitted for SLA and licensing reasons.

Custom scan depth, detection actions and customer notification copy are available for cloud servers however due to shared storage custom file-system scanning IS NOT permitted (any more frequent than weekly).

Physical Servers

Anti-Virus for physical servers is available at additional cost of £ 5+VAT per month for either Linux or Windows. This service is fully managed by Pipe Ten and billable monthly in advance, no direct customer access to the anti-virus configuration/settings/administration is permitted for SLA and licensing reasons.

Custom scan depth, detection actions, customer notification copy AND custom file-system scanning (for example daily or hourly) IS permitted on customer request (as no risk of shared storage impact).

Self Managed Server Anti-Virus

Anti-Virus for self managed services are available on request and starting from £ 5+VAT per month*, please contact the support team with your requirements.

The service is self managed by you and billable yearly in advance, Pipe Ten will only provide license key through which support directly from the supplier can be obtained.

Desktop & Mobile Anti-Virus

Anti-Virus for desktop and mobile is available through Pipe Ten's strategic partnership with ESET, please contact Pipe Ten's support team with your requirements for a bespoke price.

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