

# OpenDNS

Blocking of Malware, Phishing and Bot-Net Domains

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## What is OpenDNS?

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OpenDNS is a tech company based in San Francisco that provides easy-to-implement Internet navigation and Web security solutions for families, schools, governmental organizations, and businesses of all sizes. The services provided by OpenDNS increase the speed of navigating websites and prevent unintended access to phishing and malware sites.

## How Does it Work?

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OpenDNS maintains immense databases of known malware, phishing, and bot-net domains that exist on the Internet. When you open your browser and type in a URL or click on a hyperlink, your request will be checked against these databases and if it is a known bad domain, your computer will not connect. Instead you will receive a web page from OpenDNS notifying you that the domain is not safe.

Note: Websites will not be blocked based on content categories (eg. Social Networking, Gaming, Educational Institutions, etc.)

## What Does it Look Like?

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There are three security categories that will be blocked: Malware, Phishing and BotNet Command, and Control.

1. Malware blocking will display a generic block page from OpenDNS.

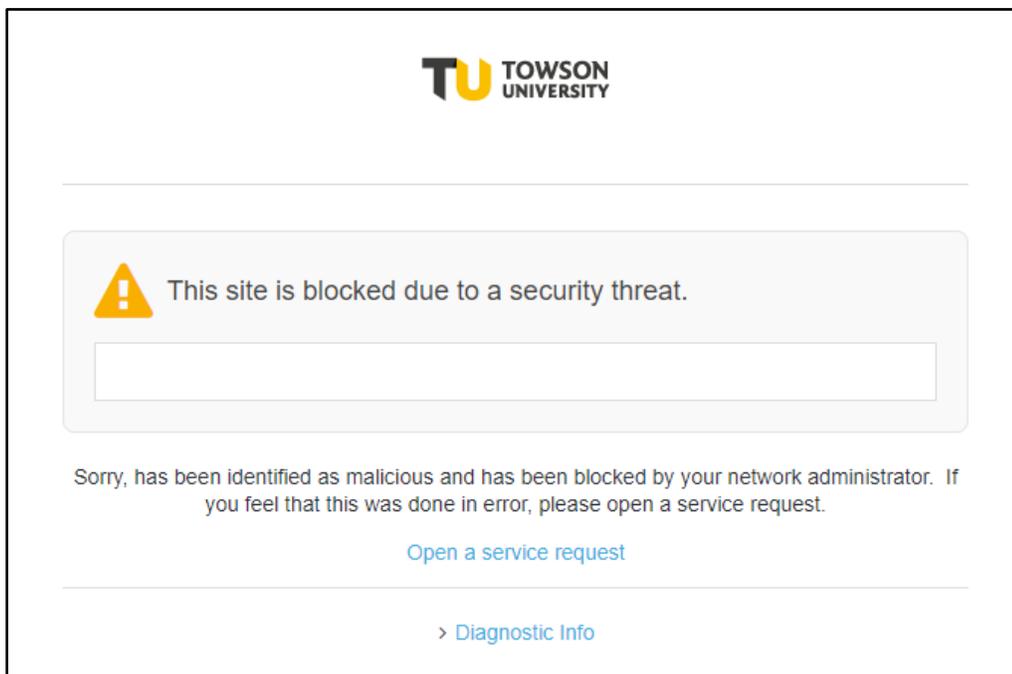


Figure 1

2. Phishing blocking will display a similar block page.
3. The BotNet Command and Control blocking happens in the background after your PC has been infected, not while you are actively browsing the Internet. It effectively prevents the Bot malware from receiving commands from a known server or domain.

## Frequent Questions

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### **What do I do if I believe that a website shouldn't be blocked?**

You may enter a support request on your own through TechHelp at <https://techhelp.towson.edu>. You can also call the Faculty/Staff Help Center or Student Computing Services Desk at 410-704-5151 and follow the prompts.

### **Who will be protected by this service?**

All campus clients that use TU's Internet access service will be automatically protected. This includes mobile phones, tablets, laptops, desktops or any device that uses a WiFi or wired connection.

### **Do I need to install something on my computer?**

No, this service works on our Internet connections and does not require any special software to be installed.

### **Is OpenDNS tracking my Internet usage?**

No, as long as you are using TU's internal DNS servers (which is the default standard), OpenDNS cannot differentiate one client from another.

### **How can I get this type of protection when I'm at home?**

OpenDNS offers home services which provides the same security and performance.

<http://www.opendns.com/home-solutions/parental-controls/>