

# HWS Information Technology Services Bulletin

**Number:** 2009-16

**Date:** June 23, 2009

**Title:** Hoax E-Mail Alert

## **Description:**

To all HWS network account users:

It has been brought to our attention that several people on campus received an e-mail requesting they download and install a specific, fake update for Outlook or Outlook Express. This e-mail appears to be from Microsoft.com, but the address is not valid. This message is NOT from Microsoft. Microsoft will never distribute updates for Windows or Office in this manner.

Campus Windows computers have updates automatically installed through Automatic Update. To get updates for Microsoft products, you can manually go to <http://update.microsoft.com> in Internet Explorer.

Macintosh computers only receive updates through the built in Software Update program in the Apple menu.

Below is a sample of the message.

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**From:** Microsoft Customer Support [<mailto:no-reply@microsoft.com>]

**Sent:** Tuesday, June 23, 2009 5:50 AM

**Subject:** Microsoft Outlook Critical Update

## **Update for Microsoft Outlook / Outlook Express (KB910721)**

### **Brief Description**

Microsoft has released an update for Microsoft Outlook / Outlook Express. This update is critical and provides you with the latest version of the Microsoft Outlook / Outlook Express and offers the highest levels of stability and security.

### **Instructions**

- To install **Update for Microsoft Outlook / Outlook Express (KB910721)** please visit Microsoft Update Center:

### **Quick Details**

- File Name: officexp-KB910721-FullFile-ENU.exe
- Version: 1.4
- Date Published: Tue, 23 Jun 2009 11:49:54 +0200
- Language: English
- File Size: 81 KB

### **System Requirements**

- **Supported Operating Systems:** Windows 2000; Windows 98; Windows ME; Windows NT; Windows Server 2003; Windows XP; Windows Vista
- **This update applies to the following product:** Microsoft Outlook / Outlook Express

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If you ever have concerns, please call the Help Desk at 315-781-4357.

**Contact:** If you have any questions or concerns, please contact IT Services at [helpdesk@hws.edu](mailto:helpdesk@hws.edu) or call 315-781-HELP.

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**Type:**

Unscheduled

**Category:**

Alert

**Distribution:**

hwsnetworkaccounts@hws.edu