

Sophos Platinum Support Documentation

WebAlert and ZombieAlert information

Sophos offer 2 free support services that are provided within your Platinum support agreement. Please subscribe to WebAlert & ZombieAlert using the signup links below.

WebAlert Service

The Sophos WebAlert Service provides customers with an early warning that one or more of their webpage's are hosting malware.

By registering their URLs with Sophos, customers can ensure that their domain names are continually checked against our database of known webpage's that host malware, without having to undertake the task themselves.

When the service identifies a URL as infected, an automatic email notification is sent to the customer that will enable them to take remedial action before their website is blocked.

- Sophos is partnered with some of the largest internet companies in the world, and as such receives information on over 15,000 newly infected webpage's every day
- Comparing these pages against the Sophos WebAlert Service list of URLs allows us to rapidly detect if a customer site is hosting malware
- In addition, our own URL malware block list is monitored for any references to customer domain names
- Sophos WebAlert Service is hosted and managed by Sophos, ensuring that the customer does not need to make any changes to their IT infrastructure

More information, Sophos website link for WebAlert service-

<http://www.sophos.com/products/enterprise/alert-services/webalert.html>

Sign up for WebAlert- <http://www.sophos.com/products/enterprise/alert-services/webalert/signup>

ZombieAlert Service

How ZombieAlert works; our extensive network of spam traps collects unsolicited emails and data is passed to experts in SophosLabs™, our global network of 24-hour threat analysis centers.

ZombieAlert immediately emails you with detailed message samples and IP address information as soon as the threat is identified. You can then quickly identify, disinfect and protect compromised computers. In addition, ZombieAlert provides information on IP addresses listed in public Domain Name System Block Lists of known spammers, so that you can take steps to get your network de-listed if necessary. ZombieAlert also delivers summary reports so that you can understand and monitor trends in hacking and spammer activity. This service includes 24-hour telephone, email and online support, 365 days a year.

More information, Sophos website link for ZombieAlert service-

<http://www.sophos.com/products/enterprise/alert-services/zombiealert.html>

Sign up for ZombieAlert - <http://www.sophos.com/products/enterprise/alert-services/zombiealert/signup>