



Counter  
Terrorism

Cyber Incident  
Response Team

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# Know Normal

**To detect abnormal behavior on your computer, you must first know normal behavior.**

**Some signs of normal and abnormal computer behavior include:**

**Normal:** All emails in your "Sent" folder were sent by you, and all emails you receive are from trusted senders with normal content

**Abnormal:** You see odd emails in your sent folder that you did not send, or you receive strange emails from untrusted or trusted senders (always verify)

**Normal:** Your computer is running at its usual speed and all applications are working

**Abnormal:** Your computer runs slower than usual and applications are not working right or drives become inaccessible

**Normal:** You are not receiving any odd error messages and all icons displayed on your desktop are expected

**Abnormal:** You are receiving unusual error messages and/or new and unusual icons appear on your desktop

**Normal:** All file extensions are normal and familiar folders are visible

**Abnormal:** You see odd file extensions or double file extensions, and/or familiar folders become hidden

**Normal:** Antivirus software is enabled and working

**Abnormal:** Antivirus is disabled, cannot start, or cannot be installed

**If you suspect a cyber incident, immediately contact:**

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**CIRT is an initiative of the New York State Division of Homeland Security and Emergency Services.  
For additional information, visit [dhses.ny.gov/cyber-incident-response-team](https://dhses.ny.gov/cyber-incident-response-team)**