



459-4638

<http://resnet.ucsc.edu>  
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# VIRUS CLEANUP HELP

The best way to deal with the viruses and worms going around is to avoid getting infected in the first place. Make sure a) you have anti-virus software installed and b) make sure it is up to date. You may need to visit the vendor's web site and pay them some money to renew your subscription but it will be worth it if you don't want to lose network access for a day or a week while your machine is being cleaned by ResNet staff.

However, if you do get infected and want to clean it yourself below are the steps we recommend.

1) Connect to a working network jack.

2) Restart the machine in "Safe Mode with networking":

- A) If the computer is running, "Shut Down" Windows and then turn off the power.
- B) Wait a few seconds, and then turn on the computer.
- C) As the computer runs, start tapping the **F8** key.
- D) When the Startup Menu appears, ensure that the "Safe mode with networking" option is selected. In most cases it is the second item in the list. Use the arrow keys to select it and press the "Enter" key.

3) Using Internet Explorer go to <http://housecall.trendmicro.com>

- A) Look for a link named "Scan Your PC" and click on it.
- B) Under locations, select "United States" and then click on "Go".
- C) Click on box "My Computer", select "Auto Clean" and then click on "Scan"
- D) Watch the window for the first few minutes as any viruses in memory will be detected and you can delete them. Once the file scanning process starts you can check on the status periodically until it is complete.
- E) Delete any infected files.

4) In your web browser go to <http://www.windowsupdate.com>  
Click "Yes" if presented with a security warning.

- A) Click on the "Scan for Updates" link.
- B) Click on "Review and install updates" if it appears in the main window, and then click on the "Install Now" button. This will install the latest files for Microsoft Windows.

5) Use Symantec's online scanner to verify your machine is clean.

- A) Go to <http://www.symantec.com/securitycheck/>. If you are using any kind of popup blocker turn it off for this page. Click on the "Virus Detection" button to scan your machine. If it reports that you are still infected you can attempt to delete the files yourself and then run the scan again, or bring your machine to a ResNet office and we can clean it for you. Call ResNet after you finish and we'll restore your service.

Mar 24, 2004



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