

How To Perform a Virus Scan Using Symantec Corporate Edition 10.0 Client

Virus Scan Steps:

1. Update Antivirus Definitions
2. Disable System Restore (optional)
3. Boot to Safe Mode (optional)
4. Perform the Scan

1. Update Antivirus Definitions

- Double-click the “shield” icon should be in your taskbar (lower-right corner) to open Symantec AntiVirus
- Click *Live Update*
- Click *Next*
- If there are downloads, wait for them to complete
- Click *Finish*
- A box should appear stating that your Virus Definitions are being updated. When it disappears, close Symantec AntiVirus, by clicking *Exit*.

2. Disable System Restore (optional)

This step should be performed by people using Windows XP, because it often yields the best possible virus removal results. This step is optional.

If this step is skipped, Symantec may fail to remove viruses in your System Restore data, because the System Restore is protected by Windows.

- Click *Start* to open your Start Menu
- Choose *Settings*
- Click *Control Panel*
- Double-click *System*
- Click the *System Restore* tab
- Place a check mark in the *Turn Off System Restore* checkbox
- Click *Apply*
- Close the System window

3. Boot into Safe Mode (optional)

This step is optional, but is highly recommended and will often allow Symantec AntiVirus to remove threats that it cannot remove in the normal Windows mode.

- Shutdown the computer
- Turn the power back on
- Prior to Windows loading, press F8 (you may have to press multiple times)
- Select *Safe Mode*

Timing to boot into Safe Mode can be a little difficult because many newer systems load rather quickly. If you do not succeed in loading Safe Mode on your first attempt, you may wish to restart the computer and try again.

4. Perform the Scan

- Click *Start*
- Click *Programs* (Classic Start Menu) or *All Programs* (Windows XP Start Menu)
- Click *Symantec Client Security*
- Click *Symantec AntiVirus*
- Click *Full Scan*
- Click *Scan*

After the scan is complete, scroll through the list of threats detected (if any) and note what action(s) have been taken.

If the action is listed as deleted or cleaned, the threat should be removed and should no longer affect your system. If the threat has been quarantined, it is still on your computer, but has been placed in a 'safe zone' where it can no longer affect other files. To remove threats from quarantine, follow the Deleting Quarantined Threats instructions below.

If the action taken is listed as left alone, Symantec AntiVirus was unable to remove the threat and further action must be taken to eliminate it. More information can be found at www.sarc.com about individual threats, or you can seek outside service for threat removal (see "Sick Computer" handout).

Deleting Quarantined Threats

- Double-click the "shield" icon in your taskbar (lower-right corner) to open Symantec AntiVirus, if it is not already open
- Click *View* in the toolbar
- Click *Quarantine*
- Highlight all of the files listed
- Click the red X button to bring up the delete window
- Click *Start*