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GENERAL VIRUS & WORM REMOVAL INSTRUCTIONS

If you are here because you received a virus notification from ITS: Activity from your computer on the NYU network indicates that it is infected with one or more viruses or worms. ITS can not determine the specific virus(es) on your computer, so you must follow these general virus removal instructions, which will detect and remove most known worms and viruses and help protect your computer in the future. If you do not complete these instructions, your computer will be a threat to the security of other computers on NYU-NET and will therefore be blocked from accessing the network until it is disinfected.

If you are here because you think your computer might have a virus: Follow the instructions below to check your computer for known viruses and worms, remove them, and help protect your computer in the future.

STEP 1

If you are using Windows XP or Windows ME, you need to disable System Restore to make sure that the virus files you remove are not restored when you restart your computer. For instructions, see <http://www.nyu.edu/its/faq/restore.html>.

STEP 2

Download and run the Stinger cleanup tool, available at <http://vil.nai.com/vil/stinger/>.

STEP 3

Apply all available Windows patches and updates. To do so, open Internet Explorer, go to <http://windowsupdate.microsoft.com>, then follow the instructions.

STEP 4

If you already have anti-virus software running on your computer, download the latest virus definitions (if you use Symantec AntiVirus, run LiveUpdate to do so; if you use McAfee Virus Scan, download the latest DAT files).

If you have not yet installed anti-virus software, download your NYU-provided copy of Symantec AntiVirus:

- Log in to [NYUHome](#) using your [NYU NetID](#) and password.
- Click on the FILES tab at the upper right corner.
- Scroll down to the Software channel, then click the Symantec AntiVirus link for Windows to download the software.
- Install the software, then run LiveUpdate immediately to download the most recent virus definitions.

STEP 5

Restart your computer in Safe Mode:

Windows XP Instructions

1. Print these instructions before you begin as you will not have access to them while your computer is off.
2. Click **Start**, then click **Shut Down**.
3. In the dialog box that appears, select **Restart** from the drop-down menu, then click **OK**.
4. Allow your computer to power down completely. When it begins to reboot, press **F8** repeatedly until a boot menu appears.

5. Use the arrow keys to select the **Safe Mode with Networking** option and press **Enter**.
6. Select the operating system you would like to load (Windows XP) and press **Enter**.

[Click here for more information on Safe Mode.](#)

Windows 2000 Instructions

1. Print these instructions before you begin as you will not have access to them while your computer is off.
2. Click **Start**, then click **Shut Down**.
3. In the dialog box that appears, select **Restart** from the drop-down menu, then click **OK**.
4. Allow your computer to power down completely. When it begins to reboot, press **F8** repeatedly until a boot menu appears.
5. Use the arrow keys to select the **Safe Mode with Networking** option and press **Enter**.
6. Select the operating system you would like to load (Windows 2000) and press **Enter**.

[Click here for more information on Safe Mode.](#)

Windows 98 Instructions

1. Print these instructions before you begin as you will not have access to them while your computer is off.
2. Click **Start**, then click **Shut Down**.
3. In the dialog box that appears, select the "Restart" radial button, and click **OK**.
4. Allow your computer to power down completely. When it begins to reboot, press and hold the **Ctrl** key until the "Windows 98 Startup" menu is displayed.
 - **NOTE:** If you are using the EZDrive tool, press F8 instead of Ctrl.
5. Use the arrow keys to select the **Safe Mode** option and press **Enter**.

Additional Safe Mode information

- For security and diagnostic reasons, Safe Mode limits functionality to only the essential files and drivers (mouse, monitor, keyboard, mass storage, base video, and default system services). You may also choose the **Safe Mode with Command Prompt** option, which loads the same files and drivers as safe mode, but the GUI interface is replaced by a command prompt.
- Safe mode can be used to diagnose problems. If a symptom does not appear in Safe Mode, you can rule out the default settings and minimum device drivers as possible causes. If a newly installed device or driver is causing problems, you can use Safe Mode to remove the device or reverse the change.

STEP 6

Run a full system scan:

- A. Open Symantec AntiVirus by selecting **START > PROGRAMS > SYMANTEC CLIENT SECURITY > SYMANTEC ANTIVIRUS CLIENT**.
- B. Select **SCAN COMPUTER** and make sure that all drives on the right-hand panel have a checkmark next to them.
- C. Click **SCAN** at the bottom right corner.
- D. If any files are detected as infected, click **Repair**.
- E. If any files are detected as infected and cannot be repaired, click **Delete**. (If this happens and you do not have a backup copy of the file, you will lose the data it contains—be sure to back up your files regularly.)
- F. Restart your computer.
- G. Repeat steps A-F above until no more files are detected as being infected.

STEP 7

After following these instructions, you must contact the ITS Client Services Center at 1-212-998-3333. Please be prepared to provide information regarding the disinfection of your computer.

If you continue to experience problems with your computer after following these instructions, contact the [ITS Client Services Center](#) at 1-212-998-3333.

Related Links

[Go to the ITS Security website >>](#)

[View current NYU Security Alerts >>](#)

[Go to ITS Security FAQs >>](#)

Please note: these instructions are provided here for the convenience of the NYU community. New York University is not responsible for any damage that might result from following these instructions.

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Questions or comments about this site? Send e-mail to: its.website@nyu.edu.