Having trouble with your computer?
Think you have a virus?

Try these steps.

1. Get Symantec Anti-Virus on your computer for free. If you already have it, update the program to the latest release. If Symantec will not install or update, Restart your computer in Safe Mode with Networking. (See below for starting in Safe Mode with Networking Directions.)

Symantec Anti-Virus is free for all faculty, staff, and students, and it is available for PC and Mac. Symantec Anti-Virus software is downloadable at http://www.astate.edu/a/its/software-downloads/

Hints for your Symantec Anti-Virus download:

To find out if your computer is a 32-bit or a 64-bit operating system:
Go to your start button on the bottom left hand corner of your monitor. Click on "Computer" and click on "System Properties." You will see the information (either 32 bit or 64 bit) under "System Type."

If you have existing anti-virus software that needs to be removed:
If you need to remove existing anti-virus software on your personal computer for the Symantec Anti-Virus software to load, click on the Start Button, Control Panel, and Programs. You can choose to uninstall your existing anti-virus software and then try to load the Symantec Anti-Virus again.

2. Restart your computer in Safe Mode with Networking.

Remove all floppy disks, CDs, and DVDs from your computer, and then restart your computer.

Click the Start button, click the arrow next to the Shut Down button, and then click Restart.

Do one of the following:

•If your computer has a single operating system installed, press and hold the F8 key as your computer restarts. You need to press F8 before the Windows logo appears. If the Windows logo appears, you'll need to try again by waiting until the Windows logon prompt appears, and then shutting down and restarting your computer.

•If your computer has more than one operating system, use the arrow keys to highlight the operating system you want to start in safe mode, and then press F8.

On the Advanced Boot Options screen, use the arrow keys to highlight the safe mode option you want, and then press Enter. Log on to your computer with a user account that has administrator rights.

When your computer is in safe mode, you'll see the words Safe Mode in the corners of your monitor. To exit safe mode, restart your computer and let Windows start normally.

3. Run a full system scan using Symantec.

4. Delete files flagged as infected.

5. Download Malwarebytes Anti-Malware from http://malwarebytes.org Once this is   installed, select *Perform full scan* and Scan the PC. Delete any files detected.

6. Restart your computer in default mode.

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What is all this bad stuff on your computer?!!!

Malware is software that hurts your computing experience, such as viruses and worms.

Computer viruses are programs that install themselves on a computer for the purpose of damaging files and copying themselves to other computers.

Computer worms are typically installed when a user opens an infected e-mail attachment or clicks on an Internet link to an infected Web page. Worms scan electronic address books on your computer for the purpose of sending copies to other people.

Adware programs are installed on your computer for the purpose of displaying advertisements in separate pop-up windows.

Spyware programs use your machine resources and Internet connection to relay information about your Web browsing habits to others.