



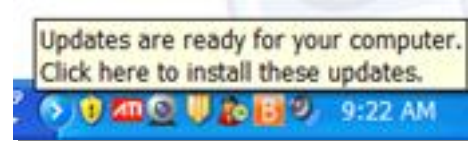
Knowing What to and What Not to Click

It is safe to click on any of the following:

Updates are ready for your computer. Click here to install these updates. The icon is a yellow shield with an exclamation point.

Step 1: Open Internet Explorer. **Left-click** Tools.

Step 2: **Left-click** Windows Update. **Left-click** Express.



Step 3: **Left-click** Install Updates. Follow on screen prompts.

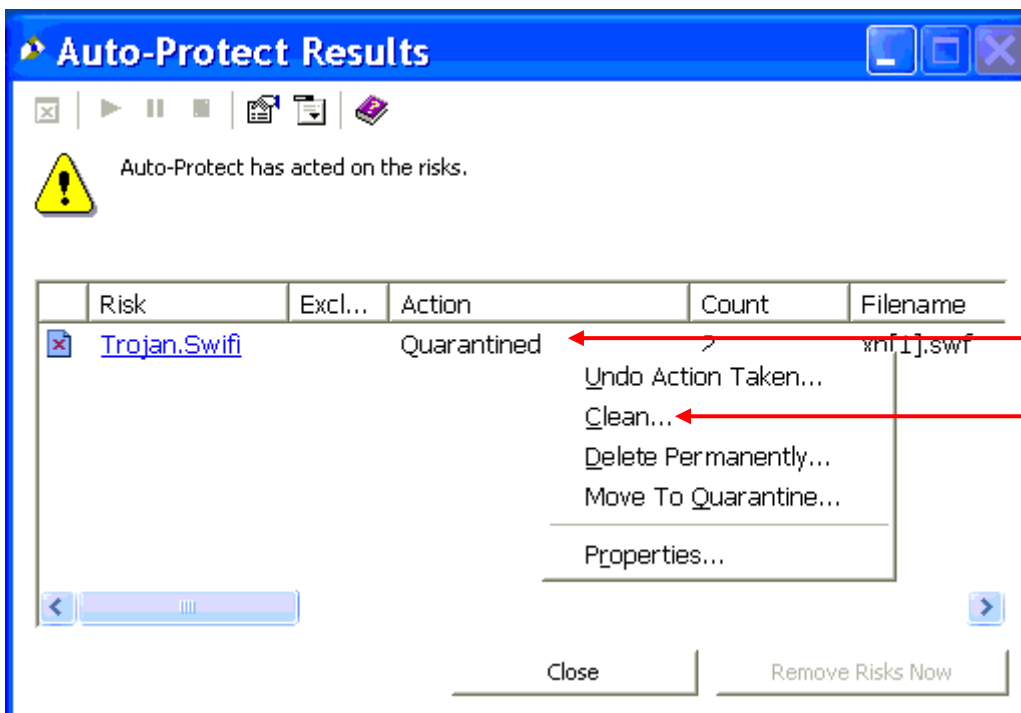
Auto Protect Results

Step 1: Save any documents that are open and closed them.

Step 2: Under the Action section **left-click** on the first risk. **Left-click** Remove Risks Now (if active) and follow on screen prompts.

Step 3: If it is not active, right-click on the risk and **left-click** Clean.

Step 4: Restart the computer.



Click Here

Step 3





ResourceCenter

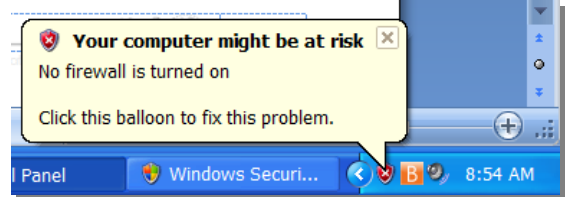
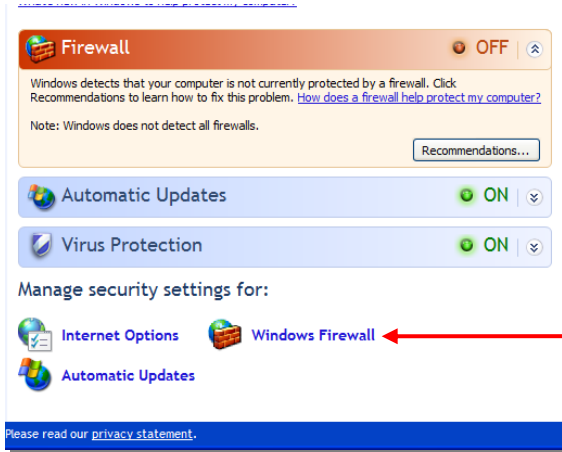
COMPUTER APPLICATIONS AND SERVICES

Firewall Turned Off

Your computer might be at risk. No Firewall is turned on. Click this balloon to fix this problem. The icon is a red shield with a X.

Step 1: **Left-click** Start. **Left-click** Control Panel.

Step 2: **Double left-click** Security Center.



Step 3: **Left-click** Windows Firewall.

Step 4: **Left-click** Automatic. **Left-click** Apply.

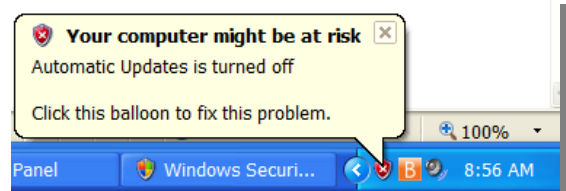
Automatic Updates Turned Off

Your computer might be at risk. Automatic Updates is turned off. Click this balloon to fix this problem. The icon is a red shield with a X.

Step 1: **Left-click** Start. **Left-click** Control Panel.

Step 2: **Double left-click** Security Center.

Step 3: **Left-click** Automatic Updates.



Step 4: **Left-click** Enable now. **Left-click** OK.

Step 3





ResourceCenter

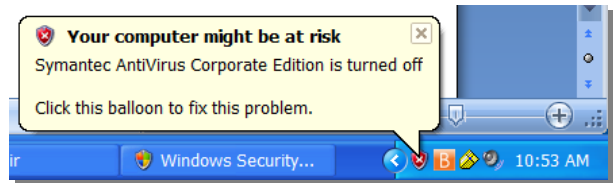
COMPUTER APPLICATIONS AND SERVICES

Symantec Antivirus Corporate Edition Turned Off

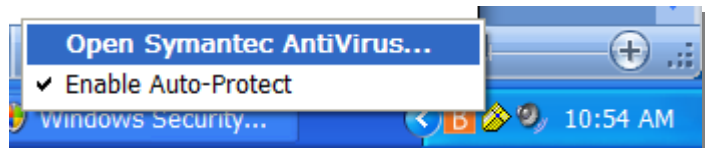
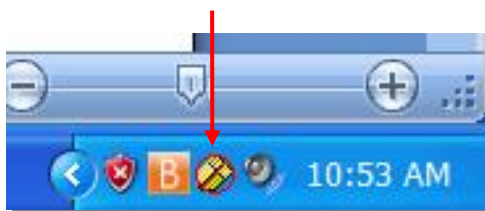
Your computer might be at risk. Symantec Antivirus Corporate Edition is turned off. Click this balloon to fix this problem. The icon is a red shield with a X.

Step 1: Verify Symantec Antivirus is enabled.

Step 2: If Symantec is disabled, your Symantec icon will be covered by a red symbol.



Step 3: If it has a red symbol covering it, right-click on the Symantec shield. **Left-click** Enable Auto-Protect.



Virus Definition is Out of Date

Your computer might be at risk. Virus Definition is out of date. Click this balloon to fix this problem. The icon is a red shield with a X.

***Note:** If your computer has been reloaded within the last six months Symantec Endpoint Protection is installed on your computer.



To determine if your computer has Symantec Antivirus or Symantec Endpoint Protection, **left-click** Start/All Programs. In the Programs menu, check to see which is installed on your computer. Following the steps either under the Symantec Antivirus or Symantec Endpoint Protection section below.

Symantec Antivirus

Step 1: Open Symantec by **left-clicking** Start/All Programs/Symantec Client Security/Symantec Antivirus.

Step 2: **Left-click** LiveUpdate.





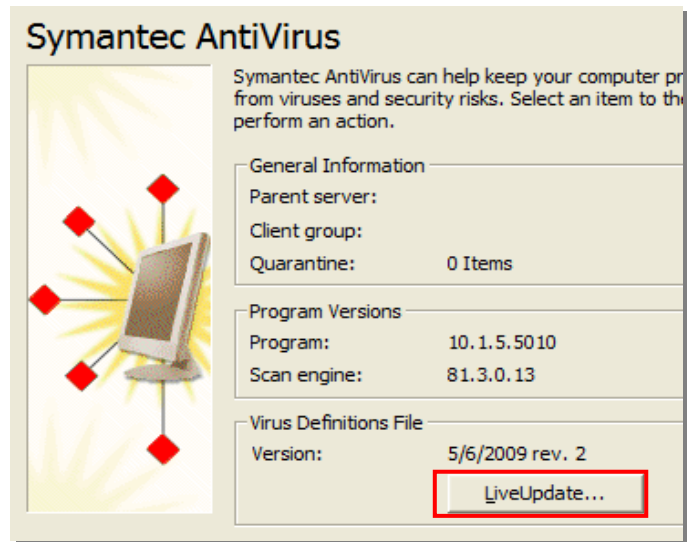
ResourceCenter

COMPUTER APPLICATIONS AND SERVICES

Step 3: **Left-click** Next.

Step 4: Once the updates are completed you will receive a message stating the updates were successful.

Step 5: **Left-click** Finish.



Symantec Endpoint Protection

Step 1: Open Symantec by **left-clicking** Start/All Programs/Symantec Endpoint Protection/Symantec Endpoint Protection.

Step 2: **Left-click** Live Update. Once the Live Updates are completed, **left-click** Close.



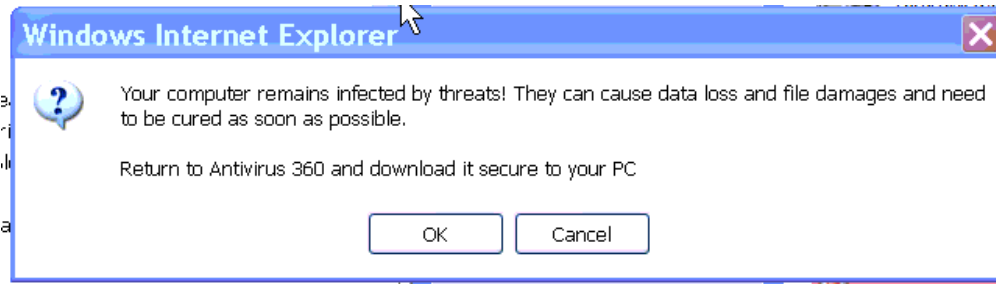
Step 3: If your definitions are out of date, you will have a message at the top stating you need to fix the problem. **Left-click** Fix.



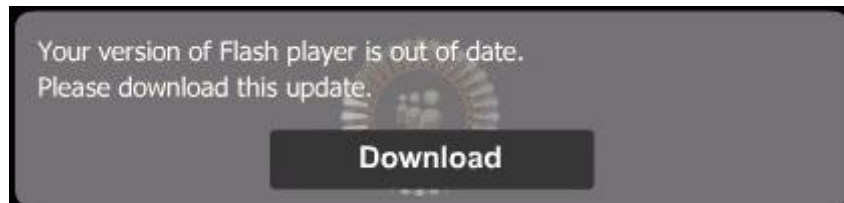


If you have any of the following, do not click it:

A pop-up stating your computer has been infected and you need to download some software to fix your problem (i.e. Personal Antivirus, Windows Protection, Total Security 2009, etc).



An update for Flash Player if you are attempting to watch a video on Facebook, MySpace, or any other social networking site.



Ads stating you have won money, gifts, etc.



If a pop-up appears on your computer,

- Do not click OK, Cancel, Close, or anything else.
- Do not roll your mouse over any of the pop-ups.
- Always press Alt + F4 (function 4 key) to close the foremost window. You may have to press Alt +F4 several times to close all windows that are opened.
- Run Symantec and Spybot immediately.

Still can't fix it? Email the CAS Resource Center at fixit@ext.msstate.edu.

