

Guidelines for cleaning viruses and trojans from Symantec tech support 9-09

1. Empty the Temp (Start -> Run -> %temp%)
2. Empty the Prefetch (Start -> Run -> C:\WINDOWS\Prefetch)
3. Turn off the System Restore
4. Download and Run the Rapid Release
Link for Rapid Release Download the File which ends with V5i32.exe
ftp://ftp.symantec.com/public/english_us_canada/antivirus_definitions/symantec_antivirus_corp/rapidrelease
5. Then Run the Scan from Symantec End Point Protection from Normal Mode or Safemode.
6. If the Scan fails or if it didn't start try to start the Scan (Start -> Run -> doscan.exe)
7. If this Scan didn't work then try to run Norton Security Scan.
Link for Norton Security Scan
<ftp://ftp.symantec.com/misc/tools/nss/NortonSecurityScan.exe>
8. Extract the Norton Security Scan and then try to run the scan through NSS.exe
9. If this Scan Fails do a Disk Cleanup (Right Click Local Disk C:->Properties->Diskcleanup->Check the Compressed Old Files)
10. Then Start the Scan by Double Clicking the NSS.exe