

IT Troubleshooting for Users

This activity looks at using an Antivirus program such as Norton antivirus and how to scan and update your virus protection facilities. IT also looks at some of the more common problems that can occur whilst using a computer.

Other Resources in this section are:

- [Troubleshooting Hints and Tips](#)

Viruses

One of the most damaging things that can happen to your computer is getting a virus.

Not all viruses are dangerous but some can totally destroy your hard drive!

A lot of viruses are distributed via email, mainly as attachments.

To try to prevent viruses **don't ever open any emails that you don't know who the sender is.**

ALWAYS, ALWAYS have antivirus software on your computer and set it to detect email viruses.

There are many antivirus programs, so we will just look at one of them as they all do the same thing – just the way you use them may differ. One of the most popular antivirus software is Norton Symantec. Norton have a web site where you can download the latest virus definitions [these are what get rid of your virus for you].

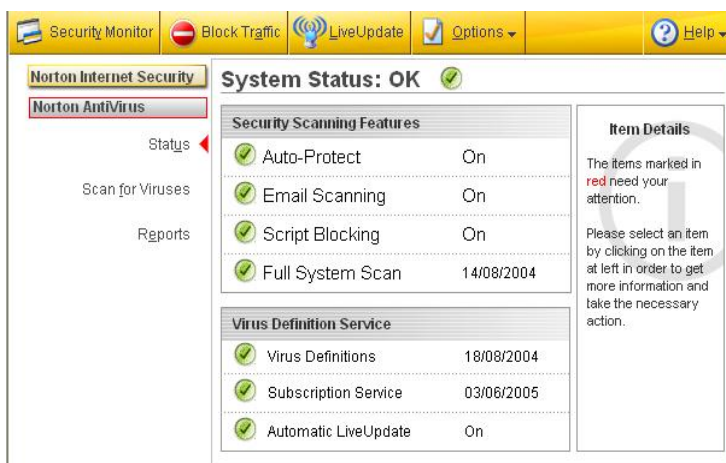
Installing an Antivirus Program

For this example, we will use Antivirus Program software to show you how you can protect your machine. This technique is similar to other Antivirus program available on the market

To install an antivirus program you will be given instructions to follow when you put the disc in, or an instruction booklet will be in the package.

Scanning for Viruses

To start Norton antivirus double click on the desktop Icon



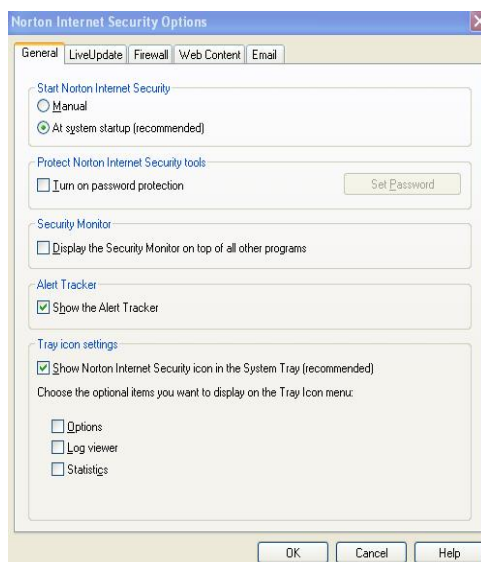
Ensure that Email scanning, Autoprotect and Script blocking are set to on – you can just click them to go on and off

- Scan for Viruses



Ensure that Scan my computer is selected.

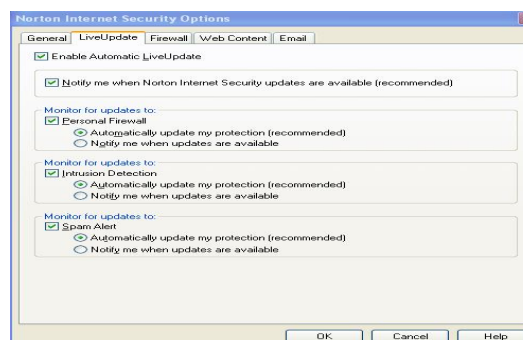
Now Click on the Options button [you only need to do this the first time you run Norton as what you select in here will be saved]



In the General tab

If there isn't one already, put a tick in the At system startup

The others are up to you if you want to see an icon in the System tray [this is located in the bottom right hand corner of the screen]



When you first purchase Norton you have approx. [check the box] 1 years of free liveupdates. So tick the enable Liveupdate option here and the other options that are ticked here.

Your screen may differ slightly from this one as this is the full Norton Internet security which includes Norton's Firewall

This will ensure that you have all the latest updates.

Now click on Scan

Norton will now scan your machine for any viruses.



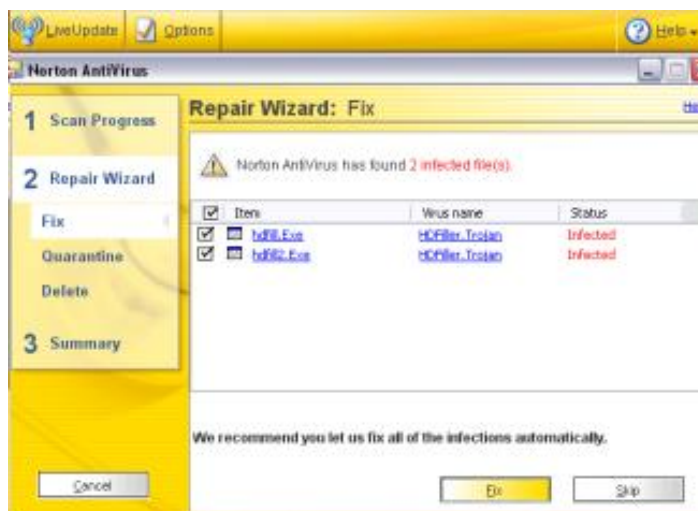
If you have a lot of files this may take a while!

When it is finished if your machine is clean it will look like this



If it detects any viruses it will tell you how many are infected and ask if you want to quarantine them.

If Norton does pick up a virus you will get this message



Click on Fix

Updating Virus Definitions

You may want to get the latest virus definitions at another point – maybe somebody you know has a virus and you want to run a check straight away on your machine.

You can log onto the Symantec web site and use the Intelligent Updater

Go to:

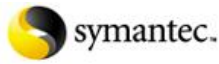
www.symantec.com

The screenshot shows a yellow navigation menu with three main sections: Security Response USA, Announcements, and Enterprise Products and Services. Under Security Response USA, there are sub-sections for Latest Threats, Advisories, and Downloads. The Downloads section is circled in red and contains the following links: Download Virus Definitions, Download Security Updates, Subscription Support, Download Virus Removal Tool, and Symantec Security Check. The Announcements section includes links for Information Regarding Windows XP Service Pack 2, Education and Training Website, and Symantec introduces its new 2005 Internet Security product line. The Enterprise Products and Services section includes links for Symantec DeepSight™ Alert Services and Shop Home & Home Office.

Click on Download Virus Definitions

The screenshot shows the Symantec website's 'downloads' page. The page has a navigation menu on the left with links for united states, global sites, products and services, purchase, support, security response, downloads, about symantec, search, and feedback. The main content area is divided into four sections: virus protection, security updates, product updates, and product upgrades. The virus protection section is circled in red and contains the following links: Virus Definition Updates, Virus Removal Tools, and Renew Live Update Subscription. The security updates section contains the link Latest Security Updates. The product updates section contains a dropdown menu for Product Updates, Patches and Manuals... and a Browse button. The product upgrades section contains the text Select upgrades for enterprise and small business licenses on individual products. The trialware section contains the link Home & Home Office Trialware and the text Try our software for free.

Click on virus definitions updates



- united states
- global sites
- products and services
- purchase
- support
- security response
- downloads
- about symantec
- search
- feedback

download virus definitions

Intelligent Updater:
 Virus Definitions created August 24
 Virus Definitions released August 24
 Norton AntiVirus Corp. Edition:
 Defs Version: 60824s
 Sequence Number: 34936
 Extended Version: 8/24/2004 rev. 19
 Total Viruses Detected: 67990

LiveUpdate:
 Virus Definitions created August 18
 Virus Definitions released August 18
 Norton AntiVirus Corp. Edition:
 Defs Version: 60818r
 Sequence Number: 34694
 Extended Version: 8/18/2004 rev. 18
 Total Viruses Detected: 67971

Norton AntiVirus for Mac Defs released August 20

[Download Virus Definitions \(Intelligent Updater Only\)](#)

[Intelligent Updater vs. LiveUpdate: Click here for information.](#)
[Important information about changes to Intelligent Updater.](#)

NEW!
2005 versions are here!
Are you protected?

Click on Download Virus Definitions (Intelligent Updater Only)

Click [here](#) to find out how to purchase and activate virus definition subscriptions:

English

- Norton AntiVirus for Windows 9x/NT/Me/2000/XP
- Norton AntiVirus for Macintosh
- Symantec AntiVirus 2002 for Palm OS
- Symantec AntiVirus for Handhelds

You may have to scroll down the screen to see this

Ensure English is selected and click on Download Updates

Norton AntiVirus for Windows 9x/NT/Me/2000/XP

[How to Purchase and Activate Virus Definition Subscriptions](#)

Note: The i32 Intelligent Updater package cannot be used to update Symantec AntiVirus Corporate Edition 8.0 servers or Norton AntiVirus Corporate Edition 7.6 servers, but can be used to update Corporate Edition clients. The x86 Intelligent Updater package can be used to update Corporate Edition clients and servers.

Filename	Creation Date	Release Date	File Size
20040824-019-i32.exe	August 24, 2004	August 24, 2004	5.12 MB
MDS: A98FEC6B9B38457144809ACED7254162 all MDS hashes			

Supports the following versions of Symantec antivirus software:

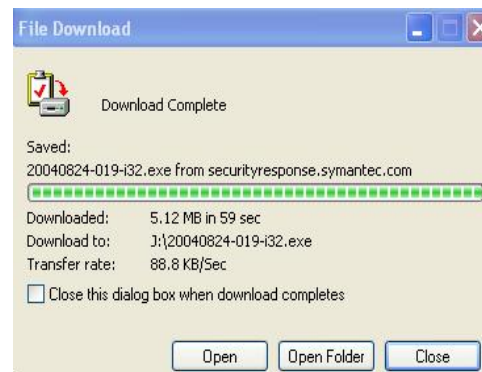
Click on the **.exe** file to download it to your machine



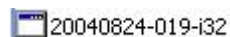
Click on Save

Select where you want to save to on the next box and click on OK

Once download is complete you will get this message. Click on Close

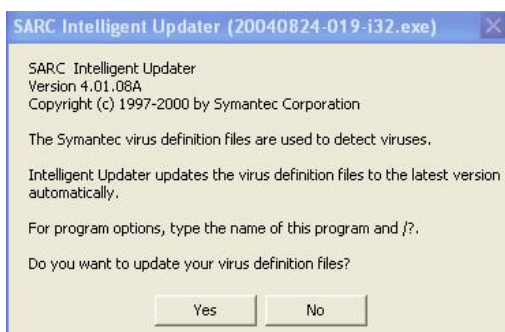


Now locate the file



The number will differ from this as each new file has a new number and they are regularly updated.

Double click the file



Click on Yes



The file finds Norton and Installs the new virus definitions!

Some common PC Problems

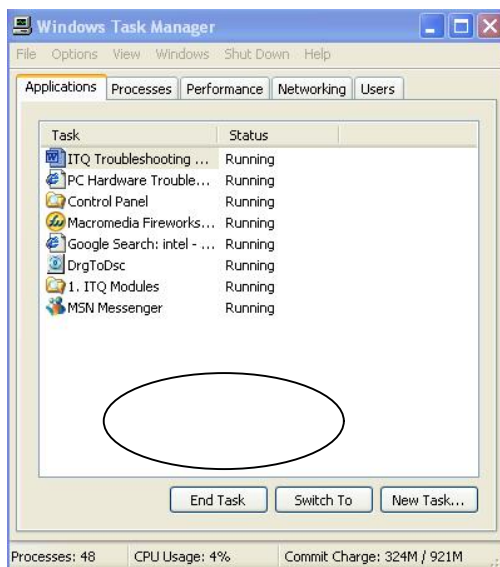
Computers are very, very complex machines. All sorts of problems can occur and sometimes it is very difficult to diagnose exactly what the problem is.

Program Stops working

If you are working away on a document or program and it suddenly stops working [you will of course have saved your work as you are going so that you don't lose it all] what do you do?

The first thing is to give it a few seconds to see if it is going to start working again.

If it doesn't, Press Ctrl+Alt+Del



This Dialog box will appear

If your program is listed as Not Responding, click on the program and select End Task

This will stop the program running.

You may be able to then Restart the Program, or if it still doesn't work you may have to Re-Start the computer and then try to re-open it.

Drivers

One of the most common problems with PCs are outdated drivers, or drivers that wont work with your current operating system.

A driver is a piece of software that allows you to use your hardware – such as scanner, printer, graphics cards etc.

One way around this is to make sure that you have the latest Windows Update installed on your machine. Although this does not provide drivers for everything it is a good place to start.

Go to www.microsoft.com

Click on Windows Update

Follow Microsoft's instructions from here to install the latest update for your operating system.

If this doesn't cure your problem then you will need to find the manufacturer of your equipments web site address.

Go to their website and find the 'download drivers' section, follow their instructions.

Here is a list of some of the main manufacturers websites.

www.intel.co.uk

www.amd.co.uk

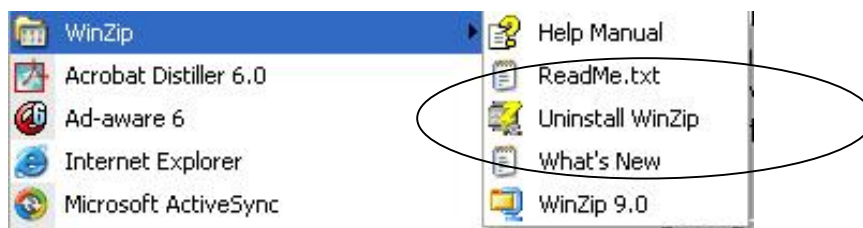
Conflicting Software

Sometimes you may get software that conflicts with other software. This is a fairly easy problem to detect – if one program continuously crashes whilst running another then there is some sort of conflict between the two.

You maybe able to get an update for one or both of the programs from the manufacturers website – which may or may not solve the problem. Sometimes the only solution is to remove one of the programs altogether!

Uninstalling a Program [XP]

Some programs have their own Uninstall program that installs with the group:



To uninstall this way just click on the Uninstall and follow any instructions

OR

Go to Windows Explorer – Press the Windows Key + E

- Double Click Control Panel
- Add or Remove Programs
- Select the program from the list that you want to remove
- Click Change/Remove button

