Cleaning Your Computer In 7 Easy Steps

Welcome Back!

Welcome back everyone from the Monmouth University Student Help Desk!

From past experience, we realized that many students do not take the time to keep their computers updated. New viruses and spyware are created everyday. Because your software has not been updated regularly, when you turn on your computer, it may catch one of these viruses.

To help you clean the viruses from your computer and update your software, we have prepared these instructions. Please try these on your own, as we know there is a long wait to see a help desk specialist during the first few weeks each semester. If you have difficulties with the instructions, or your computer is still infected after you have updated your software, please call the University Help Desk at Ext. 3539 to put in a ticket for the Student Help Desk. A help desk specialist will then call you to schedule an appointment.

We look forward to helping Monmouth University students this year. Have a wonderful semester!

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Cleaning Your Computer in 7 Easy Steps

Cleaning your computer involves 7 tasks. They are:

1. Running McAfee Stinger
2. Running Spybot
3. Running Ad-Aware
4. Clearing your temporary internet files
5. Updating Windows
6. Updating your antivirus
7. Performing a full scan with your antivirus program

These steps will help you clean your system of viruses and/or spyware, as well as assist in preventing problems in the future. Please ensure that all steps are completed. If you skip any of these tasks, your computer will not be fixed.

The Student Help Desk will be available to assist you with any of these steps, either by phone or in person (by appointment). The Student Help Desk can be reached at Ext. 3490 or from off-campus at (732) 571-3490.

Note: Scanning files can be a very time-consuming process. It may take a while, but do not stop the program. It's best to find something to do that doesn't involve a computer like reading a book or cleaning your dorm room.
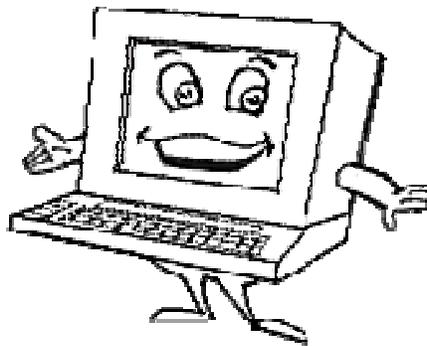
Please follow the steps below:

1. Download McAfee Stinger, Spybot, and Ad-Aware from the STAP Help Page (http://bluehawk.monmouth.edu/staphelp/index2.shtml). You will be asked what to do with these files. You can save them to your desktop.

2. Unplug your Ethernet cable.

3. Run McAfee Stinger (see page 6 for instructions).

4. Install and Run Spybot Search and Destroy (see page 7 for instructions).

5. Install and Run Ad-Aware (see page 10 for instructions).

6. Cleaning your Temporary Internet Files (see page 13 for instructions).

7. Plug your Ethernet cable back into the wall.

8. If you cannot access the internet, call the Help Desk (Ext. 3539) and request that your port be opened. You will be able to access the internet to complete the remaining steps.

   Be sure to have your IP Address ready for them. This can also be found on the STAP Help Page (http://bluehawk.monmouth.edu/staphelp/index2.shtml).

9. Make sure Automatic Updates are set on Windows and update if needed (see page 14 for instructions).

10. Make sure your antivirus program is set to automatically update. It is very important that your antivirus program has the most recent updates. Once updated, perform a full system scan. Instructions can be found in your antivirus users manual or online.

   - Norton Antivirus – http://www.symantec.com
   - Mcafee Antivirus users – http://www.mcafee.com
   - AVG users – http://www.grisoft.com

Once a month (or more often if you'd like), you should perform these tasks. The more you do these tasks, the faster it will take to complete. You will also notice that your system is running faster and more smoothly. When your computer is happy, you'll be much happier.

How to Run McAfee Stinger

To run McAfee Stinger, you do not need to install anything. Double-click on stinger.exe to run the program.

To scan your computer for viruses, click on "Scan Now".

How to Install and Run Spybot Search and Destroy

To install Spybot Search & Destroy, double click on spybotsd14.exe and follow the on- screen instructions.

When setup is finished, you will be asked if you'd like to launch Spybot. Click the "Run Spybot.exe" box and then click "Finish".

When Spybot starts for the first time, it will go through a wizard.

You will be asked if you'd like to create a backup of your registry. The registry is where Windows stores many of its configuration settings.

Though it is rare that Spybot will delete any important registry items, it is recommended that you backup the registry now. Depending on your system, it may take a few minutes to perform the backup.

The next step allows you to search for updates. Since you are not connected to the internet at the moment, you do not need to access updates at this time so click "Next".

In the future, you should perform an update check every time you use Spybot

Spybot also has the capability to "immunize" your system from certain kinds of spyware. This will block many of those annoying popup ads.

Click "Immunize this system". After your computer is immunized, click Next.

When the wizard is finished, click "Start using the program".

To scan your computer, click "Check for problems".
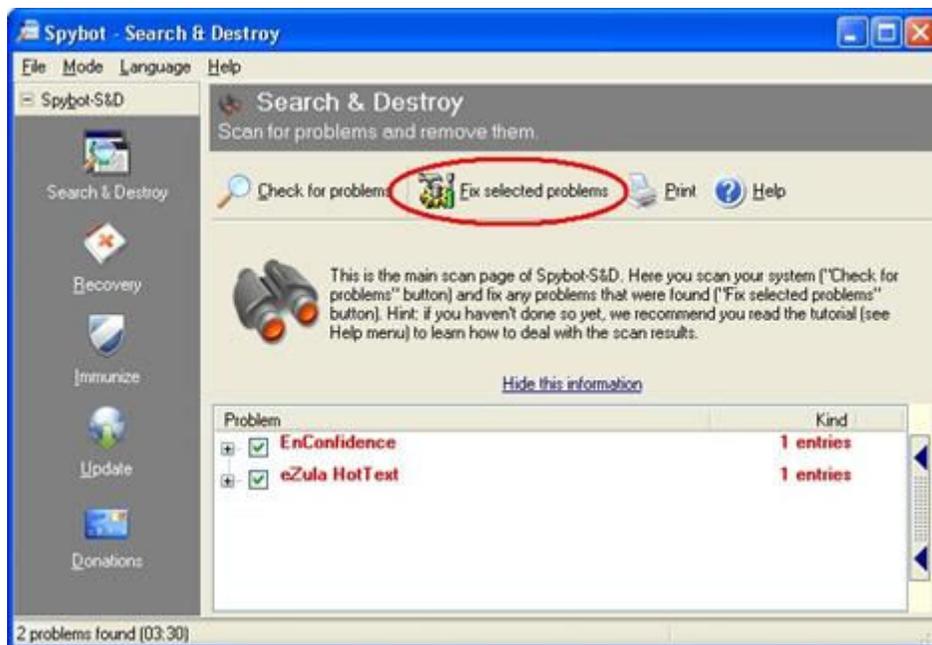
When Spybot has finished scanning, click "Fix Selected Problems".

You have now successfully used Spybot!

How to Install and Run Ad-Aware

Ad-Aware se
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To install AdAware, double click on aawpersonal.exe and follow the on- screen instructions.

When setup is finished, you will be asked if you'd like to perform a full system scan.

Check the "Perform a full system scan" box and then click "Finish.
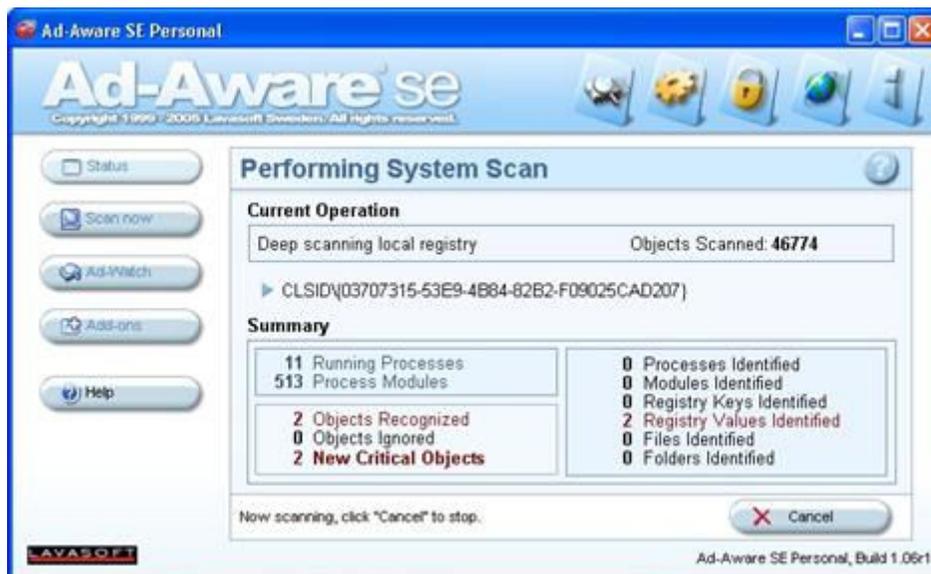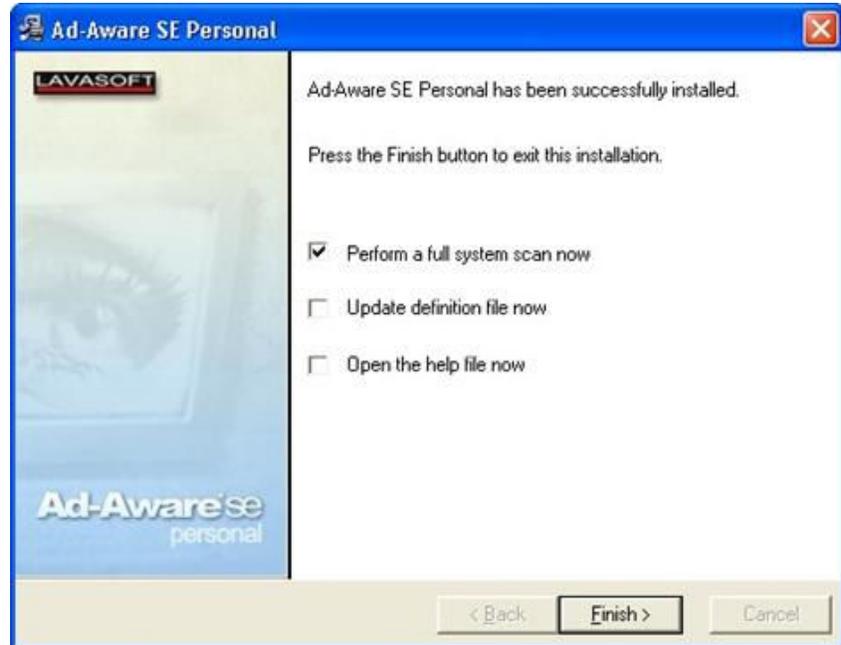
Ad-Aware will catch any other spyware that Spybot did not locate.

When Ad-Aware has finished scanning, it will show 2-3 different categories of problems.

Checking every box will ensure that all the files will be quarantined.

Cick Next to quarantine the files.

You will be brought back to the startup screen.

To delete the quarantined files, click on "Open quarantine list".

Click to highlight the name of the quarantine file collection and click "Delete".

You have now successfully used Ad-Aware.

Clearing your Temporary Internet Files

When you surf the internet, all the websites you visit are saved on your computer (to allow for faster loading if you visit the site frequently). These files are collectively called the "cache" but this could eventually waste a lot of disk space.

Cookies are also stored on your computer. These are tiny files that save information about visitors to a web site (e.g. user name and preferences). You should clear your cache and cookies at least every few weeks, depending on how much time you spend on the internet.

To clear your cache, open up Internet Explorer.

Click on Tools, then Internet Options.

Go to the General Tab, in the section labeled "Temporary Internet Files" and click "Delete Cookies" then "Delete Files".
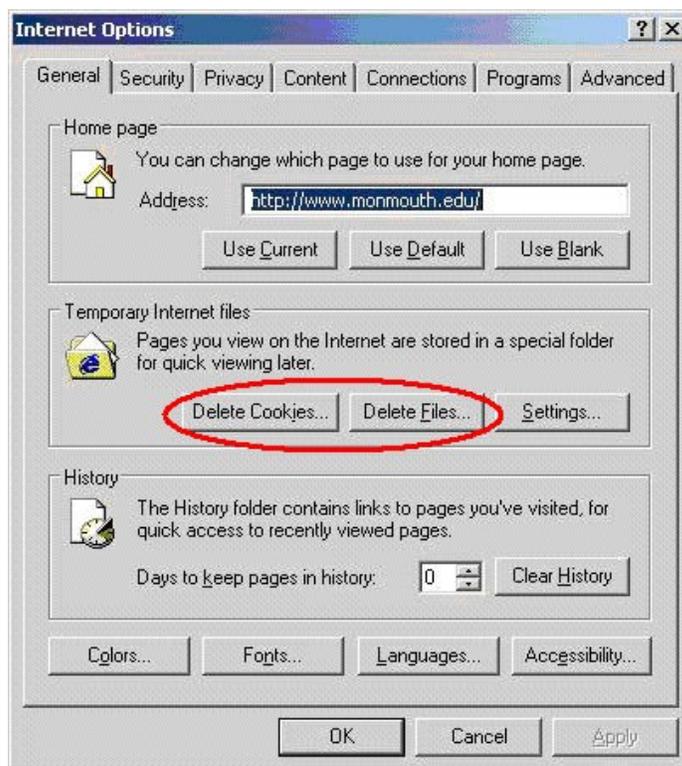
You have now successfully cleared your Temporary Internet Files.

Turning on Windows XP Automatic Updates

You can tell Windows to automatically download the most recent updates. This is very crutial to keep up with any security patches.

On your Desktop, right-click on "My Computer" then click "Properties"

Click on the "Automatic Updates" tab.

If you have Service Pack 1, it will look like this:
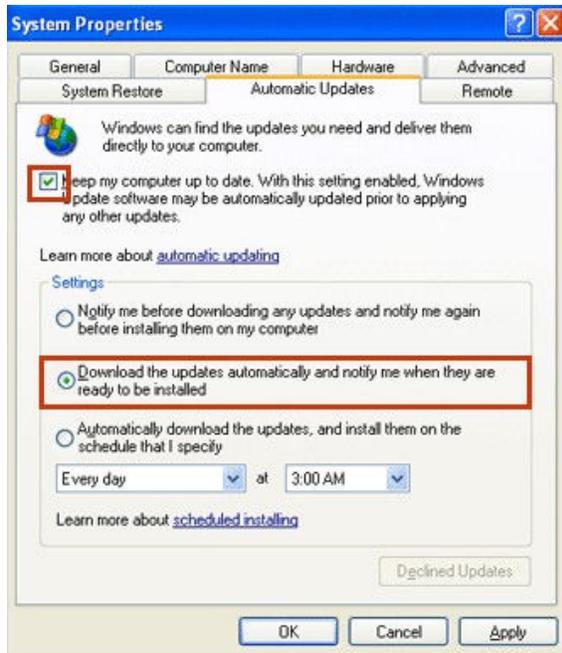
If you have Service Pack 2, it will look like this:

If you have Service Pack 1, select the "Keep my computer up to date" check box. If you have Service Pack 2, you do not need to select any check box.

You can also select how you would like updates to be downloaded. We recommend selecting the second option, "Download the updates automatically and notify me when they are ready to be installed".

You will see a notification balloon when updates are available. Click the notification balloon to review and install the updates.
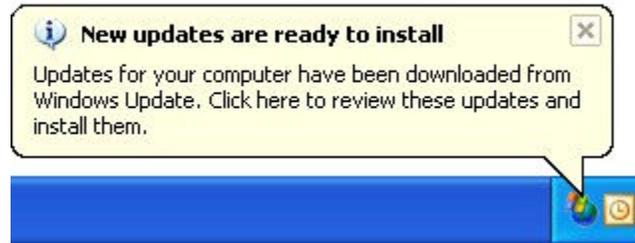
If you have not already installed Service Pack 2, when you turn on Automatic Updates, you also prepare your computer to automatically download it. Service Pack 2 provides better security, protection against Internet attacks, better recovery should bad things happen, and ultimately fewer computer crashes.

That's it! You're all done!