

Reinstalling Symantec

If you are logging into CISCO Clean Access and you are getting a message that you need to have Symantec Anti-Virus installed, you may need to reinstall it. Use the following steps to uninstall and reinstall Symantec:

- 1 First, go to <http://www.ferris.edu/tac/VirusesSecurity/virusremoval.cfm>.
- 2 Use the link "Removal Too for Symantec" to access and download the uninstall file "CleanWipe_v4.zip."
- 3 After the file has finished downloading, open the .zip file and extract (or copy) all of the files in the .zip file to your desktop.
- 4 Double-click the icon named "CleanWipe_11.04020.2.exe." This will launch a window that will ask you if you want to reboot your computer.
- 5 Click "Yes" to continue. The program will remove Symantec Anti-Virus from your computer; this may take 15-20 minutes to complete.
- 6 After Symantec has been uninstalled, you will need to restart your computer before you can continue.
- 7 Once Symantec Anti-Virus has been removed from your computer, log into CISCO Clean Access again.
- 8 When you get the prompt to install Symantec, follow the onscreen directions to install the program. (Be sure to use Internet Explorer to follow the link and to hold "Ctrl" when clicking the download link to allow pop-ups.)
- 9 After Symantec has been installed, you will need to run Live Update twice to update your Symantec Tool.