

Fixing Memory Sticks Affected by the Removal of a Virus

The method used by Symantec to remove virus infections from memory sticks is the cause of you **not being able to double click to open your memory stick** in "My Computer"/ "Windows Explorer".

A large number of you have been affected by this problem ... a problem directly linked to program files on memory sticks! You have two options: -

- You can continue to use your memory stick by opening files from within programs such as Word. Your memory stick is not infected.
- You can copy all the files from your USB, reformat it and then use an inoculation program (USBVaccine.exe) to prevent future infections. You can then copy all of your files back to the memory stick.

This process is much easier to do at home as you can't use the right click options at school. If this is beyond your technical skills, you can place your memory stick in a clearly labelled envelope and hand it in to the A28 staffroom for the repair and inoculation to be done. **Note that the inoculation will mean that your memory stick will no longer auto run** as this is the most common way for memory stick virus infections to spread.

Instructions (to be done at home)

1. Select all the files and folders on your memory stick and copy them to your computer's hard drive. Don't worry about copying the AUTORUN.INF file. Make sure that all files have copied correctly as all files on the memory stick will be deleted in the next step and cannot easily be recovered.
2. In My Computer or Windows Explorer, right click on the memory stick's drive letter and choose "Format". **Double check that it is your memory stick's drive letter – NOT YOUR COMPUTER'S HARD DRIVE!**
3. In the next dialog box (see the top screen illustration on the right) you can type your name and form class in the Volume Label box. Leave the Quick Format box unticked. Then click the Start button. Larger USB drives can take several "computer minutes" to complete this process.
4. Optional but highly recommended step – Either
 - a. Click on the "Vaccinate USB" menu item from the School Applications\ General – Tools menu item at school or
 - b. At home, download and double click the "USBVaccine.exe" file from the link on <http://research.pandasecurity.com/archive/Panda-USB-and-AutoRun-Vaccine.aspx>
 - c. Do not use the top Computer vaccination option (see screen on the right) as we have not tested it. We will use the "Vaccinate USB" button. Check that the correct drive letter for your USB is listed and then click the "Vaccinate USB" button. When it is complete, you will see an AUTORUN.INF file on your memory stick. Do NOT delete it as it is part of the protection of your memory stick.
5. You can then copy all of your files back to the memory stick and you should be able to double click your memory stick to open it in My Computer at school.

