

# Readme

## Instructions for Fixing Windows Computers Affected by McAfee DAT File Version 5958

### Overview

Computers running the Windows operating system at Ithaca College use McAfee VirusScan for virus protection, which delivers updates to computers automatically over the network on a regular basis. On April 21, 2010, McAfee's update service inadvertently distributed "DAT" file version 5958 to computers all over the world running the Windows operating system. "DAT" file version 5958 damages svchost.exe, an important system file. Affected computers enter a reboot loop and lose access to the network.

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This guide provides step-by-step instructions for replacing the system file damaged by McAfee's "DAT" file version 5958, which fixes the damage caused by "DAT" file version 5958.

### Start Your Computer in Safe Mode

1. Press the **Power** button on your computer. **Press the F8 key repeatedly** until a list of options appears. (This allows you to use a troubleshooting option known as "safe mode" on your computer. It can take a few minutes for safe mode to launch.)
2. Using the Up and Down arrow keys, highlight **Safe Mode** and press **Enter**.
3. Press **Enter** again to choose the default operating system.
4. At the next prompt, enter your **username** and **password**, then click **OK**.
5. At the "Windows is running in safe mode" prompt, click **Yes**.

### Run McAfee Fix

1. Put the CD into the CD-ROM drive and double-click the **My Computer** icon.
2. Double-click the **McAfee\_Fix** icon.
3. Double-click the file called **runme** or **runme.bat**. A black window appears, indicating the file replacement process has begun. This may take a few minutes to run. When the process is complete, the following message will appear: "The file has been replaced successfully."
4. At the "Press Any key to continue..." prompt, go ahead and **press any key** to close the window.
5. **Remove the CD** and **reboot** your computer.

### For More Information

For further assistance, contact the ITS Helpdesk in 104 Job Hall by calling 607-274-1000 or sending e-mail to [helpdesk@ithaca.edu](mailto:helpdesk@ithaca.edu).

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## Quick Guide

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