

Clean Access Troubleshooting FAQ

Q: I downloaded clean access and it looked like it installed but nothing happens

A: You must lower or turn off your UAC (User Access Control) located in Control Panel>User Accounts and Family Safety> User Accounts>Turn User Account Control on or off

Q: I have an anti-virus and have done all my virus updates, but clean access tells me to update virus definitions

A: It is possible that your anti-virus program is not compatible with clean access. The school does provide McAfee anti-virus for download at <https://downloads.pvamu.edu>. Steps: Login>Virus Tools>Home Use>Students> VSE850LML.Zip & Anti-Spyware Module

Q: I have McAfee anti-virus **and** the anti-spyware module and clean access still tells me I need virus definitions

A: At this point you must update the virus definitions. Right click the McAfee icon in the bottom right hand corner and select "update now". If you have done all your updates and this problem continues you may need to remove other forms of anti-virus protection.

Q: Clean access asks me to do windows security updates, how do I do that?

A: Start>'Right click' My Computer>Properties>Windows Update or for Windows XP Start>'Right click' My Computer>Properties>Automatic Updates> Windows Update Website

Q: I keep doing updates, am I doing anything or am I going in circles?

A: Depending on how often you do your windows updates you should expect your updates to take anywhere from 1 hour to 4 hours depending on the speed of you computer.

Q: My windows updates are failing

A: Try restarting your computer. If the problem persists scan your computer for viruses. If the problem still occurs you may have a corrupted operating system.

Q: I am connected to a network, but as soon as I open my browser I get an error message

A: This may be from either a static IP or from your browser settings. To check your browser settings Tools>Internet Options>Connections 'tab'>LAN Settings> make sure that the proxy settings are deselected/Unselected.