

## **KBase: Are You Surprised, Happy Birthday Shankar Virus**



The "Are You Surprised, Happy Birthday Shankar" virus only affects the Normal (Global) Template in MSWord98, 2001, X, 2004. Continue reading to find out how to remove the virus and how to avoid a reoccurrence.


Issue: Affects the Normal(Global) Template in MSWord98,2001,X,2004

### **MacOSX Applescript Solution:**


[http://servicedesk/osx/Apple%20SW&Updates/Applescripts\\_PPC/LockNormalTemplatev21.dmg](http://servicedesk/osx/Apple%20SW&Updates/Applescripts_PPC/LockNormalTemplatev21.dmg)

### **MSOffice2004 Manual Solution:**



1. Delete the Normal template located in Hard Drive/Users//Documents/Microsoft User Data folder.
2. Download to your Desktop the Normal.dot template located on the ServiceDesk server/OS X/Microsoft Software & Patches/Locked Global Template folder.



3. Drag the Normal.dot from your Desktop into the Hard Drive/Users//Documents/Microsoft User Data folder.
4. Download the "Microsoft Word 2004 Custom Preference Settings" pdf document located at:

<http://servicedesk/downloads/docs/apple/Microsoft/MSWord2004CustomPreferenceSettings>

5. Launch MSWord2004.
6. Select "Word Document" in the Project Gallery window, then click on the OK button.  
Note: A new blank document will open.
7. Configure the MSWord2004 preference as described in the MSWordCustomPreferenceSettings document.

### **MSOffice98,2001,X Manual Solution:**

1. Delete the Normal template located in Hard Drive/Applications/Microsoft Office#/Templates folder.
2. Download to your Desktop the Normal.dot template located on the ServiceDesk server/OS X/Microsoft Software & Patches/Locked Global Template folder.
3. Drag the Normal.dot from your Desktop into the Hard Drive/Applications/Microsoft Office#/Templates folder.
4. Launch MSWord#.
5. Select "Word Document" in the Project Gallery window, then click on the OK button.  
Note: A new blank document will open.
6. Configure MSOffice98,2001,X preferences as follows:
  - 6.1 Click on the Word menu on the menubar and select Preferences...
  - 6.2 Click on General (in list on the left margin).
  - 6.3 Put a checkmark in the checkbox for "macro virus protection"
  - 6.4 Click on Save (in list on the left margin).
  - 6.5 Put a checkmark in the checkbox for "Prompt to save Normal template"
  - 6.6 Click on the OK button.
7. Close the new blank document.
8. Click on the Word Menu on the menubar and select Quit Word.
9. Click on the "Don't Save" button from this point on.

**\*\*It is strongly recommended that you scan & clean your Microsoft Word Documents with Virex or VirusScan before opening or emailing a Microsoft Word file attachment. Check back with the ServiceDesk server(10.252.2.16)-->OS X volume-->Virex-VirusScan folder for the latest version of VirusScan (Virex).**

### **Note:**

*If you have any problems removing the Shankar virus, please call the Service Desk at 321-0411.*