

---

**From:** Weber, Lon on behalf of CNRHelpDesk  
**Sent:** Monday, March 01, 2010 9:39 AM  
**To:** CNRHelpDesk  
**Subject:** Security Alert: Highly Critical Adobe Download Manager Vulnerability

**Importance:** High

Hello CNR,

This message is for Microsoft Windows users only. Adobe has just announced and patched a “Highly Critical” vulnerability in their Download Manager (DLM) software which some of you have installed. Even though they have fixed the vulnerability in the latest version their isn’t an easy way to patch it without reinstalling something like the Adobe Reader or Flash Player from their website. Therefore the recommended action is to uninstall the vulnerable version, the next time the DLM is needed the latest version will be reinstalled by Adobe’s website. Please follow the appropriate steps below depending on your OS version to remove it on **ALL** of your Windows based computers that have it installed. Thanks and as always please do not hesitate to contact Chad at the [CNRHelpDesk@exchange.vt.edu](mailto:CNRHelpDesk@exchange.vt.edu) (1-9599) for help or questions. Lon.

#### Windows XP:

1. Launch the “Control Panel”.
2. Double click on the “Add or Remove Programs” control panel applet.
3. Look for “Adobe Download Manager” in the “Currently installed programs:” list.
4. If you don’t see it then jump to step 7.
5. If it’s listed then single click on it.
6. Click on the “Remove” button that’s off to the right side. Note that you may be asked to quit Internet Explorer before continuing.
7. Close the “Add or Remove Programs” applet.
8. Close the “Control Panel”
9. Done.

#### Windows 7:

1. Launch the “Control Panel”.
2. Single click on the “Programs and Features” control panel applet.
3. Look for “Adobe Download Manager” in the “Name” column.
4. If you don’t see it then jump to step 7.
5. If it’s listed then single click on it.
6. Click on the “Uninstall” button above the “Name” column. Note that you may be asked to quit Internet Explorer before continuing.
7. Close the “Programs and Features” applet.
8. Done.

=====  
Lon A. Weber, Director of IT  
College of Natural Resources, Virginia Tech  
216C Cheatham Hall  
Blacksburg, VA 24061  
Phone: 540-231-3277 Fax: 540-231-7664

