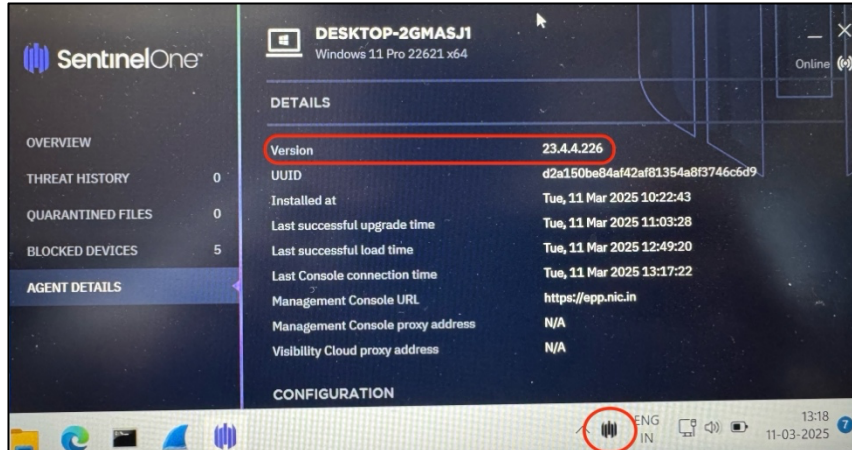


Steps to Resolve USB DISK.exe Worm Issue

1. The USB DISK.exe issue on removable USB storage media will be resolved after upgrade of the SentinelOne Agent to **version 23.4.4.226**. The same be verified by checking the agent version from local SentinelOne panel,



2. The upgrade command has been issued from the central console for all endpoints reporting to the console. However, the upgrade has failed on a few endpoints due to various issues like pending Windows patches, less than 2GB space available on C drive. So they have to be upgraded manually from the endpoint.
3. The first thing to check if **Windows patches are updated**. If not, please update Windows and restart the endpoint.
4. Next check if free space on **C drive is more than 2GB**. If it is less than 2GB then clean up disk space and ensure that more than 2GB is available.
5. Now download the agent package from <https://vpn.nic.in/eppusb.zip> and upgrade the agent with the following command at **Windows command line as as Administrator**. In case of failure of upgrade, please share the log file C:\upgradeS1.log with EPSSupport (epssupport@nic.in).
msiexec /i SentinelInstaller_*.msi /L*V "C:\upgradeS1.log"
6. Once install is successful, run **Scan for threats** on C drive as shown below,

