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Disclaimer

UpgradeNRepair (UNR), the owner, and any representatives of UpgradeNRepair (UNR) is not liable for any data loss or hardware failure because of the following procedure. The Information provided is a guide to assist the customer with an issue with their system or software. The procedures offered here may or may not harm your files. Even procedures that are not designed to harm files, can harm files, depending on the issue with the system. Because there are too many unknowns, UpgradeNRepair is unable to guarantee the safety of the files. Customer is responsible for their data and their actions. Before following the directions on this page and the pages these links are linked to, any data the customer does not want to lose will have to be saved. Saving the data is the sole responsibility of the customer. Some or all of the following procedures or information may not apply to your situation.

Microsoft Essentials

Anti-virus software

If you need an anti-virus software, Microsoft Essentials is a free anti-virus product that you can install. The software is located on Microsoft's website

<http://www.microsoft.com>

NOTE: You can install more than one Anti-spyware program on your computer but you can only install one Anti-virus program. Microsoft Essentials is an Anti-virus program. If you install more than one Anti-virus program, your system can crash or be slow. If you have another anti-virus program such as Norton, Trend Micro or another Anti-virus program on the system, you will need to either not install Microsoft Essentials or uninstall the other Anti-virus program first.

Programs such as Malwarebytes, spysweeper, Spybot (there are others besides ones mentioned here) is Anti-spyware and you have as many on these as you want.

Malwarebytes

Anti-Spyware program

To use Malwarebytes, here is the order you should follow

1. [Install Malwarebytes](#) (if it is already installed go to step 2)
2. [Update Malwarebytes](#)
3. [Run a scan](#)
4. [Deal with the results of the scan](#)

Installing Malwarebytes

If Malwarebytes is not installed on your computer, you will need to install it first. If it is already on your computer skip the installing instructions and go to [update instructions](#)

Below is instructions on installing Malwarebytes. You can also watch a video on this called [downloadmbytes](#) (if this link does not work, go to [\Malwarebytes\instructions\Install directory on the CD](#))

Follow these steps

1. You can get the software in one of two ways
 - A. You can access the install on the CD (**The version on the CD may not be newest version but if you cannot access the internet, it will work**)
 - a. On the CD go to Malwarebytes\Software
 - b. Double-click **mbam-setup-1.45**
 - c. Skip to step 11
 - B. You can go to the internet and get the software
2. Open **Internet Explorer**
3. Type <http://www.malwarebytes.org> in the address bar and press **Enter**



3. Decide if you want the free version or the Purchased version (**There is a free version at the time of this page creation. For instructions we are using the free version**). Click "**Download free version**"



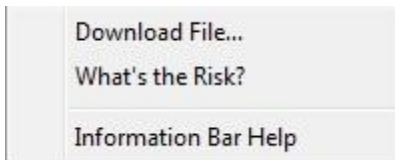
4. Click **Download Now** (**The size of the download may change**)



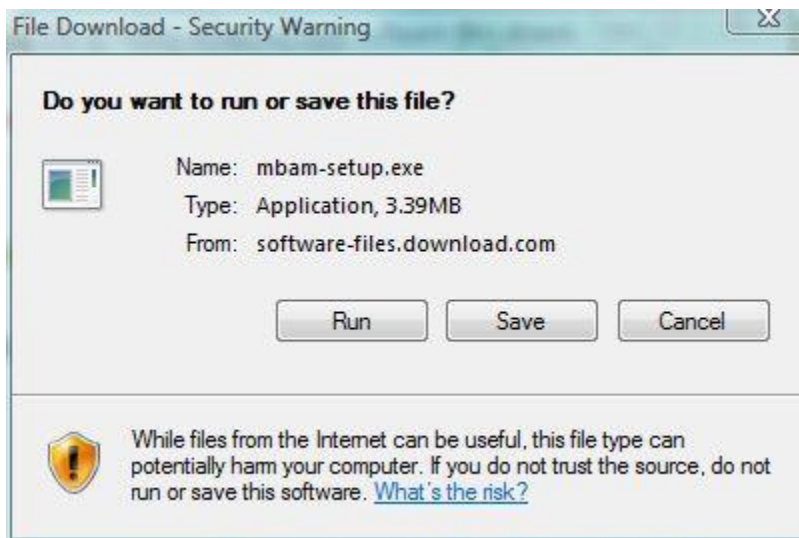
- Click the bar that says **To help protect your security, Internet Explorer blocked this site from downloading files to your computer. Click here for options...**



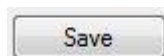
- Click **Download file...**



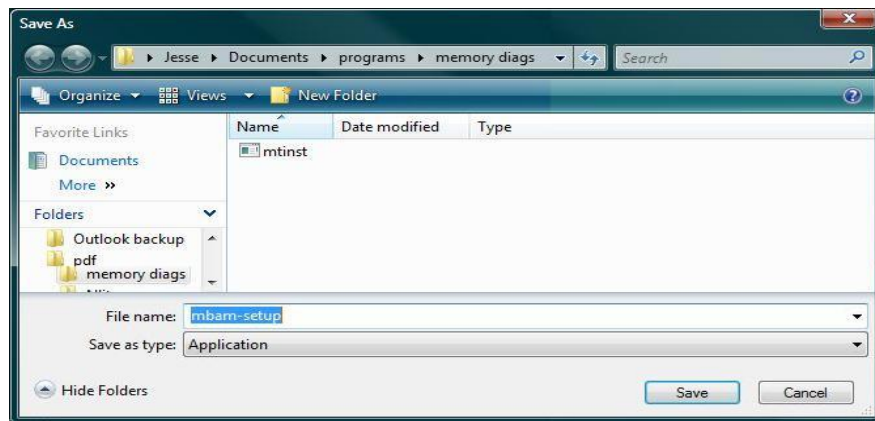
- Window pops up and asks if you want to Run or Save with information about the file



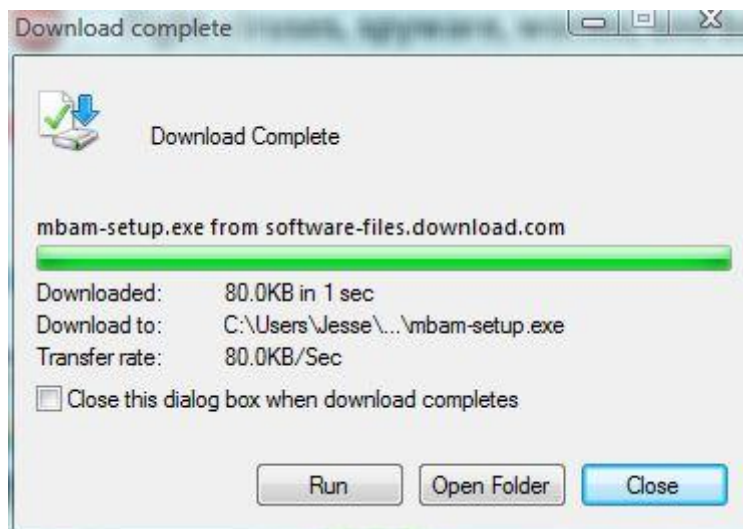
- Click **Save**



- Choose where you want to save the file and click **Save**



10. Click **Run**



11. Click **Run** on the Security Warning



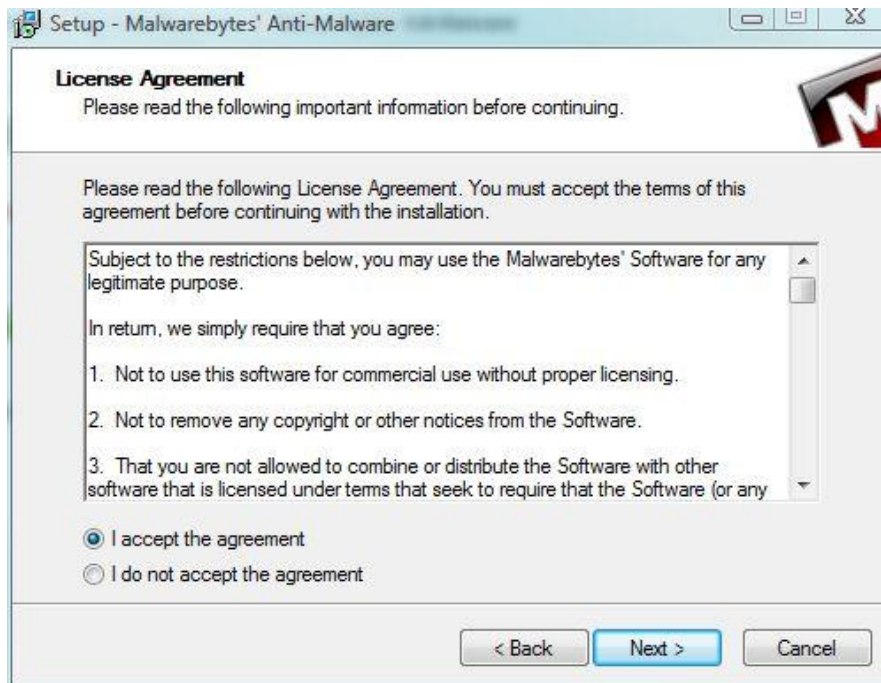
12. Click **OK**



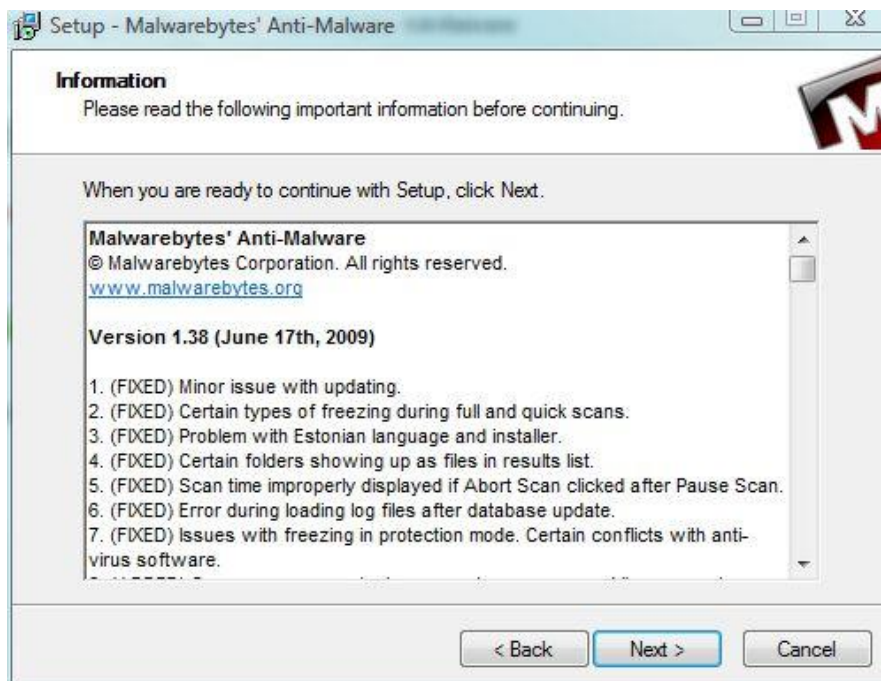
13. Click **Next**



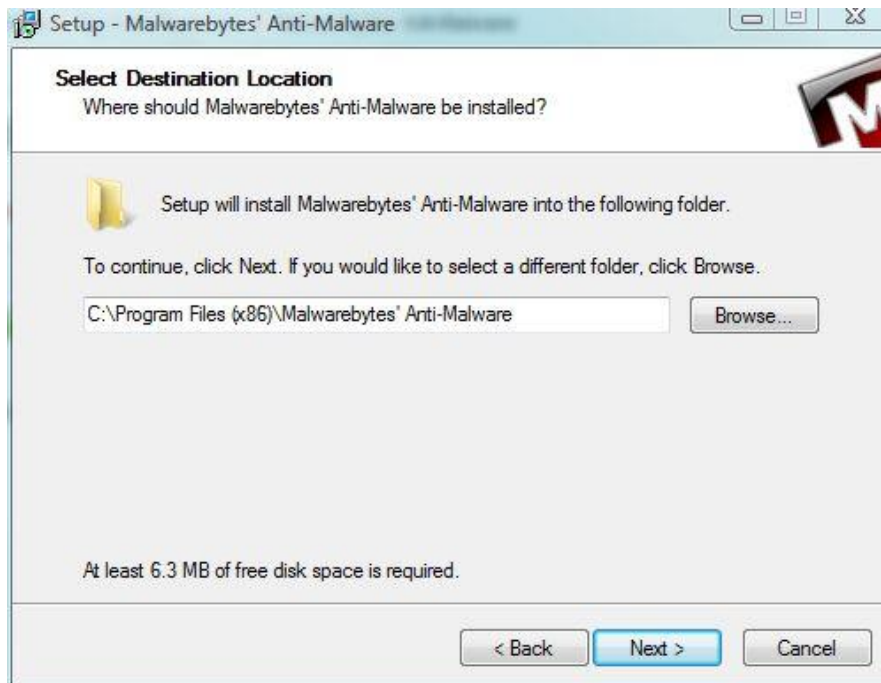
14. Put the Dot on **I accept the agreement** and click **Next**



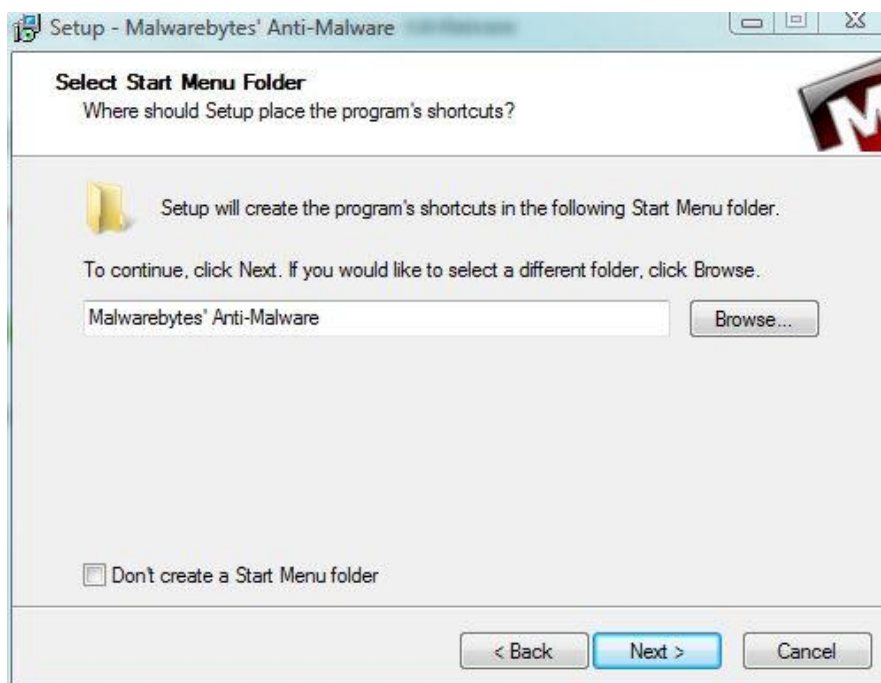
15. Click **Next**



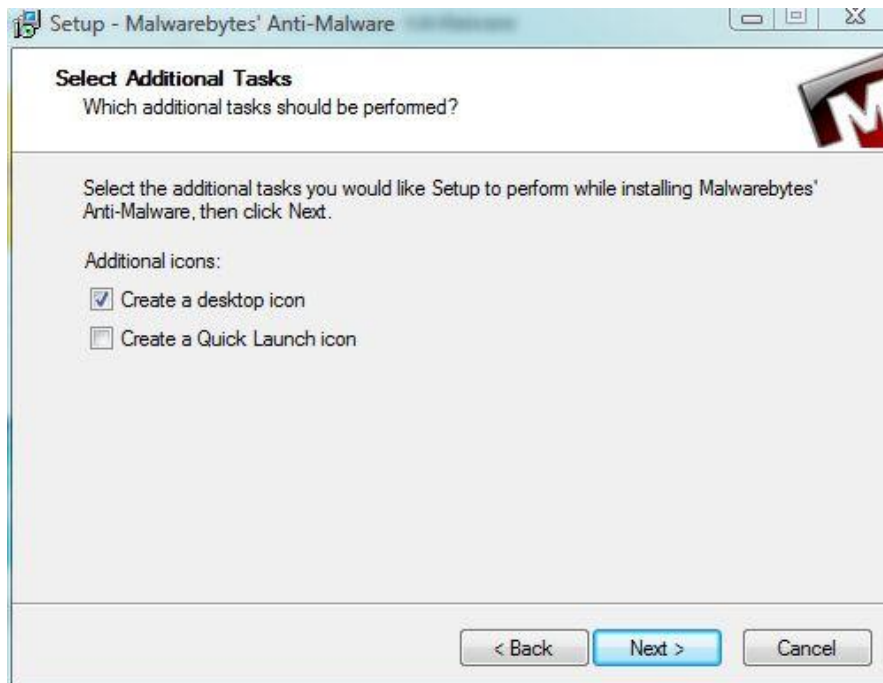
16. Click **Next** (accept the default setting)



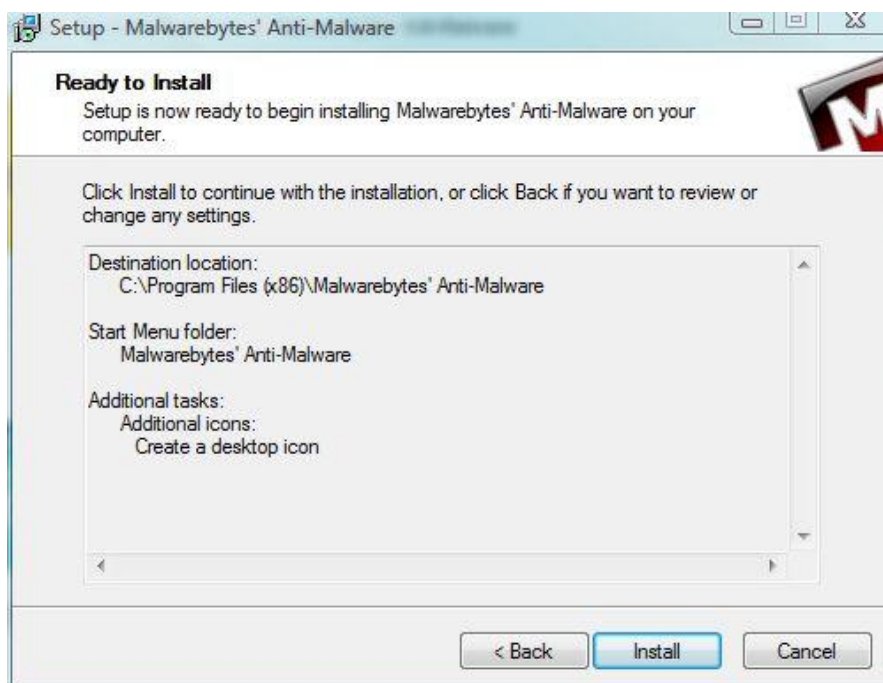
17. Click **Next** (accept the default setting)



18. Click **Next** (accept the default setting)



19. Click **Install**



20. Click **Finish**



After you install Malwarebytes, you will need to [update the software](#).

Updating Malwarebytes

Whenever you open Malwarebytes, you should always check for updates. Even if you opened Malwarebytes yesterday, still check. There may have been more updates since then.

If you try to update and you get the message that the program cannot update, it might be due to the virus or spyware that is on the system. Try disabling proxy and then try booting to Safe Mode with Networking and see if you can update Malwarebytes.

If you still cannot update Malwarebytes, run a scan on the system and let it clean what it finds. Then update Malwarebytes. If you are able to update Malwarebytes, run another scan on the system.

Below is instructions on updating Malwarebytes. You can also watch a video on this called [updatembyte](#) (if this link does not work, go to [\Malwarebytes\instructions\Update directory on the CD](#))

Follow these steps to update Malwarebytes

1. Make sure you are connected to the Internet
2. If you just installed Malwarebytes, it will ask you if you want to update Malwarebytes. Just leave it checked and click Finish.
3. If Malwarebytes is already installed, open Malwarebytes
4. Click the **update** tab



5. Click **Check for updates**



6. If the updates are successful, you will see the following screen



7. Repeat steps 5 and 6 till you see the message "**You have the latest database version**"



There are times that an infection will prevent Malwarebytes from updating. If that is the case, try running a scan first and then try updating (**be sure to scan again after updating**)

Run a scan with Malwarebytes

Below is instructions on running a scan with Malwarebytes. You can also watch a video on this called [startscan](#) (if this link does not work, go to [\Malwarebytes\instructions\scan directory on the CD](#))

Follow these steps

For instructions on running a scan, Follow the steps below (Click on the hyperlink for assistance with that step)

1. Be sure to [update Malwarebytes](#)
2. [Boot to Safe Mode](#) (if the link does not work, the utility to boot to safe mode is at [\Boot to Safe Mode\BootSafe](#))
3. Open **Malwarebytes**
4. On the **scanner** tab, either choose **Perform quick scan** or **perform full scan** (I recommend doing the full scan) then click **Scan**



5. You will see a scan progress

```
Scanning memory for active infections.
Objects scanned: 4644
Objects infected: 0
Time elapsed: 21 second(s)

Currently scanning:
[3612] C:\Windows\syswow64\WININET.dll
```

After you run a scan with Malwarebytes, you will need to [deal with the results](#).

Dealing with scan results

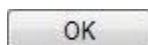
Once the scan is complete, the program will show you the results of the scan. If it didn't find anything, you can close the program. However, if it finds items, you will want to remove them.

Follow these steps

1. A window will appear stating "**The scan completed successfully. Click 'Show Results' to display all objects found.**"



2. Click **OK**



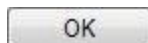
3. Click **Show Results**



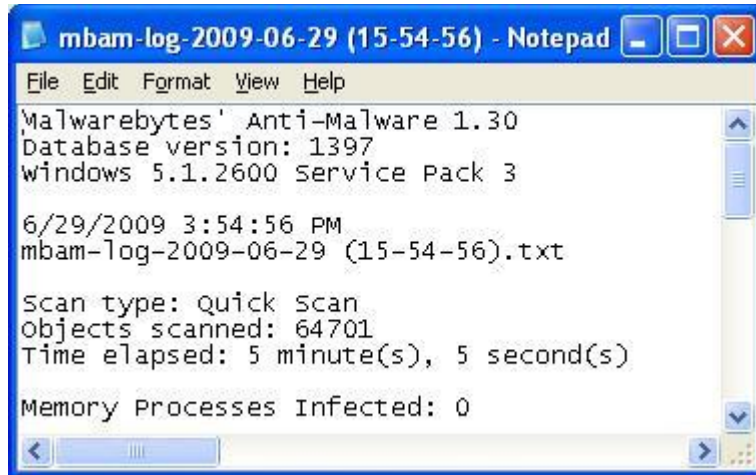
4. Click **Remove Selected**



5. Click **OK**



6. Notepad will open with information about the scan. You can close it.



The program may require you to reboot the computer to remove the infections. If it requires the reboot, allow it to reboot the computer

IMPORTANT!!!

Sometimes it takes more than one scan to remove all the infections. When you are done removing the selections (and reboot if a reboot was required), Update Malwarebytes and run another scan. Repeat these steps till the scan shows



Programs will not run due to a virus

A virus can prevent programs and executables from running. There is a few things you can try

- Anti-virus program - If it is already installed. Try running it in safe mode.
- Anti-spyware program - if it is already installed. Try running it in safe mode.

If you can't install Malwarebytes because of the infection, try booting to Safe Mode and install the Malwarebytes. If you need help with booting to Safe Mode, there is a utility in the Boot to Safe Mode directory that will help you boot to safe mode. If it will install, you will not be able to update it but let it run a scan and remove anything that it finds. Then reboot the computer into normal mode. Update the software and then boot back into safe mode. Run the software again

Booting to Safe Mode

Your screen may appear slightly different from this one but it will be similar enough to follow.

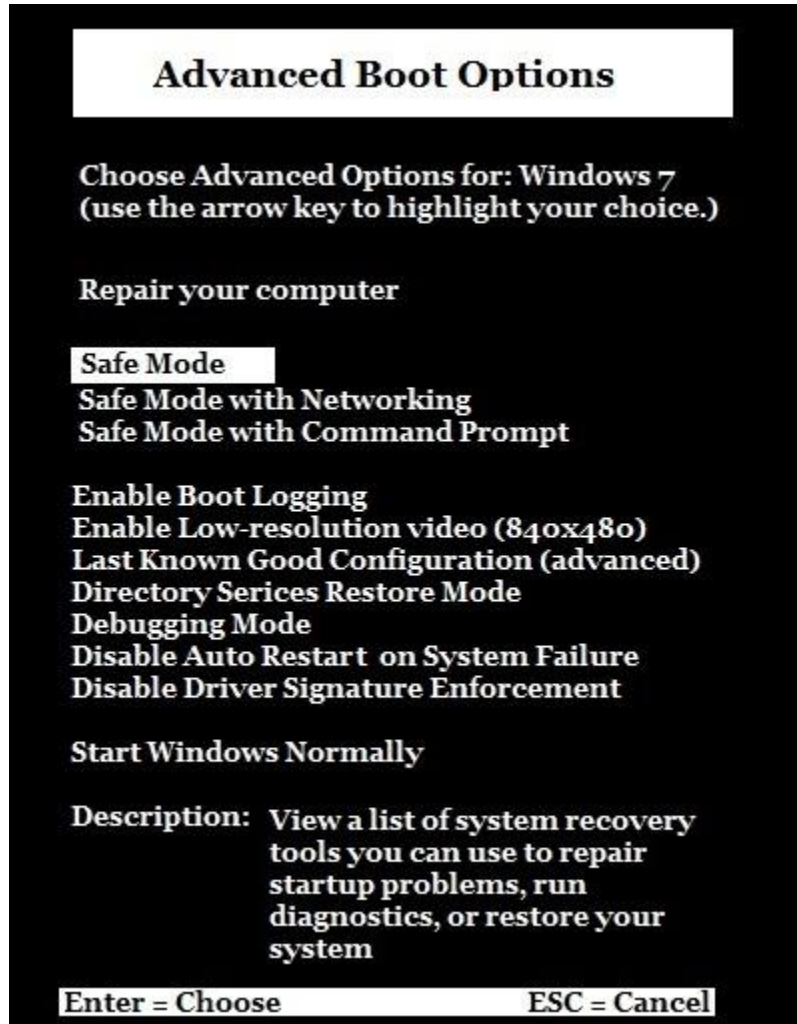
To access do the following

Manually boot to Safe Mode

1. Turn the computer on
2. After bios screen start hitting F8 key(**If you see the Windows splash screen, you have missed the startup menu. If that happens, turn the computer off and try again**)



3. Push the down arrow key to highlight **Safe Mode**



4. Press **Enter**



Use Utility to boot to Safe mode

1. Access utility at c:\myutil
2. Double-click **Bootsafe.exe**
3. Choose **Safe mode - Minimal**
4. Click **Reboot**

List of anti-spyware and anti-virus software available

If you do a search on the internet, you will find numerous programs out there claiming to be anti-spyware. Some are actually anti-spyware but some of the programs that claim to be anti-spyware is actually spyware/viruses.

There are four types of anti-spyware programs

- Anti-spyware that is free to scan but charges a fee to fix the issues found
- Anti-spyware that is free to scan and free to fix the issues found
- Anti-spyware that has a free version and a paid version
- Anti-spyware that is actually spyware

I am not an expert on anti-spyware and going to claim to be. Below is my opinion on some of the programs that is available. Best to research the programs that is available. One note of caution, If you Google the anti-spyware programs, you will get tons of sites giving you an opinion of the available anti-spyware programs and offer a program. Be careful of the information that you get. Some sites are not safe and will give you false information. Therefore check the validity of the source that you are getting the information from.

Here is the programs that I have used and they are free (**The links are to external sites. They worked at time I made this page but the owner of the site may change the location at any time. If you find one that doesn't work, email me and let me know. Thanks!)** (Also, as I mentioned, these programs are free at the time I posted this page. The company may have changed that since then. Because of this I cannot guarantee that they are still free)

- [AVG](#) - Has an online scan and one you can download. Never used the download version. I have only used the online scan so can't give opinion on the downloaded version. The online scan is free to scan and free to fix issues. This was Ewido
- Ad-aware Personal from [Lavasoftware](#) - Free to scan. Free to fix issues.
- [Malwarebytes](#) - This to me is the best antispyware software
- [Spybot](#) from [Safer Networking/a>](#) - Free to scan. Free to fix issues.
- [Trend Micro CCillian](#) - Has an online scan and one you can download. Never used the download version. I have only used the online scan so can't give opinion on the downloaded version. The online scan is free to scan and free to fix issues. It also scans for viruses.
- [SpywareGuide.com](#) - online scan. Free to use, free to fix issues. I think they have a paid version to but never used it.
- [HijackThis](#) - Not really a scan but allows you to fix registry entries that have been entered by spyware and viruses. Use with caution. Very good tool but can cause issues if used incorrectly.
- [XCleaner](#) - Same utility SpywareGuide.com uses but heard it is a different version. I have used it and it is good. Free to scan, and free to fix issues.

Here is programs I have heard is good but I have not used. Therefore, I cannot give an opinion on them.

- [Spysweeper](#)
- [Microsoft's anti-spyware](#) (they keep changing the name on it. At the moment it is called defender))
- [Norton/a> - I don't know if they have a free version but the anti-virus software scans for anti-spyware as well. I have used Norton for anti-virus and it is good. I just don't know how well it works with anti-spyware.](#)
- [Mcafee](#) - - I don't know if they have a free version but the anti-virus software scans for anti-spyware as well. I have used Mcafee for anti-virus and it is good. I just don't know how well it works with anti-spyware.
- [Microsoft Essentials](#) - This is an anti-virus program. I have just installed it on my computer but haven't used it yet. I heard it is a good program. At the time of this post, this program is free.

[Click here for the Spyware Troubleshooter](#) to assist you with troubleshooting a spyware issue.

Additional help and assistance

For additional assistance, you can go to [UpgradeNRepair's](http://www.upgradenrepair.com) website at <http://www.upgradenrepair.com> for additional assistance.

