



Remove Viruses using Safe Mode and Malwarebytes

1. If you have Fraudware popups infesting your PC follow these instructions:
 - a. Turn off / "Shut Down" your PC completely. Hold down the Power button if necessary.
 - b. Turn on your PC but begin immediately to tap the **F8** key.
 - c. Keep tapping it until you see a black screen with white text.
 - d. Use the **up(↑)** arrow key to select "Safe Mode" and hit **Enter**.
Soon lots of commands will scroll up the screen then it will pause, just be patient.
(Some PCs cannot enter Safe Mode due to manufacturer's settings).
 - e. Choose your usual **User** name from the list. You may need to scroll down using the arrow key.
 - f. Wait until Windows finishes loading in Safe Mode.
 - g. Click **OK** or **YES** on any windows that open.
 - h. Windows will look completely different and the screen will display in a Low resolution.
2. Open Malwarebytes and run the "Quick-scan" as usual.
3. "Remove Selected" as usual and close Malwarebytes.
4. Check "Internet Options" for corrupt settings.
 - a. Click the **Start** button.
 - b. Click the **Control Panel** Icon.
 - c. Click the **Internet Options** Icon.
 - d. Click the **Security** tab when the window opens.
 - i. Click the **Reset all zones to default level** button at the bottom.
 - e. Next click on the **Privacy** tab.
 - i. Drag the Settings slider button to **Medium-high**.
 - ii. Make sure the **Turn on Popup Blocker** button is selected.
 - f. Next click the **Connections** tab.
 - i. Click the **LAN settings** button at the bottom.
 1. Check **Automatically Detect Settings** and uncheck **ALL** other boxes. **ONLY** the **Automatically Detect Settings** should be checked.
 2. Click the **OK** button.
 - g. Next click on the **Advanced** tab.
 - i. Drag down the long list until you see the **Security** group.
 - ii. Make sure the boxes are checked exactly as follows:
 1. Allow active content from CDs CHECKED
 2. Allow active content to run in files NOT
 3. Allow software to run or install NOT
 4. The next three Check, Check Check, CHECKED
 5. Do not save encrypted pages to disk NOT
 6. The next three, Empty, Enable, Enable, CHECKED
 7. Phishing Filter "Turn on automatic website checking" CHECKED
 8. All others should be fine.
 - iii. Click the **OK** button at the bottom of the wizard. If you cannot see it, click the **Enter** key on the keyboard.
5. Reboot your PC normally.
6. ASAP, update Malwarebytes and run Quick Scan again.
7. ASAP, update and run the AntiVir scan and the Spybot Search & Destroy scan.