

Windows 10 - Restart in Safe Mode + Malware Scan





Safe Mode is advised as any malware will be less active than in Windows Normal Mode

N.B. Windows 10 Safe Mode does not allow any Wireless connection – so if your connection is wireless, download the app in Normal Mode. If your PC cannot get on line, use another PC & transfer the app to the suspect PC on a memory stick. If your PC has a wired internet connection (Ethernet) you may be able to get on line in Safe Mode (step 2)

1. Open a browser to download the latest version of ADWCLEANER from this URL

<https://toolslib.net/downloads/viewdownload/1-adwcleaner/>

Take careful note of the drive letter and folder where the .exe file is saved.

2. From Win 10 desktop, click **Start** icon  or press **Windows Start** key then click **Power** icon  now hold down **Shift** key & click **Restart** icon  and wait a few seconds . . . 

3. After your PC gets to the **Choose an option** screen, select **Troubleshoot** then **Advanced options** then **Startup Settings** and click **Restart** button.

4. After your PC restarts, there is another list of options - Select **5** or **F5** for **Safe Mode with Networking**.

5. When the **Safe Mode** desktop shows, open the folder where the **.exe** file was saved & double-click it to run **Adwcleaner**.

6. Now click the "Scan" button  and wait...

7. When Scan has finished, check to see what Adwcleaner has found. Untick anything you know to be safe. (ticked items will be treated as undesirable & removed).

8. Now click the "Clean" button  and when it has finished, restart normally.

9. Adwcleaner will generate a report file, listing items found, and actions taken. A new report will be saved each time you run Adwcleaner, in the folder **C:\Adwcleaner**

10. If you used a memory stick, check it now "**Just In Case**" with your normal AV app such as AVG or Avast

Many useful tips can be found on line:- <http://www.grumpyoldgits.org/tips.htm>

Please advise any questions or problems to Richard Nourse (richard@nourse.org.uk)