Windows 7 - Restart in Safe Mode + Malware Scan

(thes instructions should also work for Windows XP)

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

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.

If your PC cannot get on line, use another PC & transfer the app to the suspect PC on a memory stick. Or you may be able to get on line in **Safe Mode** (step **2** below)

- 2. From Win 7 desktop, click **Start** icon or press the **Windows Start** key
- 3. A small window appears, marked Search programs and files
- 4. In that window type the word **msconfig** then press the **Enter** key
- **5.** A menu box appears titled **System Configuration**
- **6.** There are 5 tabs near the top of the menu box select **Boot**
- 7. Click to tick the box marked **Safe Boot**, and click to select **Network** option
- 8. Click OK the menu box disappears to be replaced by a smaller box click Restart
- **9.** When the **Safe Mode** desktop shows, open the folder where the .**exe** file was saved & double-click it to run **Adwcleaner**
- 10. Now click the "Scan" button

-> Clean

- **11.** 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)
- **12.** Now click the "Clean" button and when it has finished, 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**
- **13.** Adwcleaner will now tell you to **Reboot** do so & wait for the **Safe Mode** desktop to show
- **14.** To return to Windows normal mode, click **Start**, type in **msconfig** and press **Enter**
- 15. In System Configuration select the Boot tab and click Safe Boot to remove the tick
- 16. Click OK then click Restart Windows now reboots normally & displays the report file
- **17.** 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 (<u>richard@nourse.org.uk</u>)