Virus Removal

Q. Help, I've got a virus and can't do anything on my computer. Would you give me the name and telephone number of someone who loves to fix those problems?

Answer: Try this before laying out any $$$

1.Press the power up button and immediately begin tapping the F8 key to bring up the boot options. Be patient, it takes a few minutes to bring up the list.
2. If it brings up the list, select Safe Mode with Networking.
3. Now the computer should open in Safe Mode and be able to connect it the internet.
4. Bring up your anti-virus program and click UpDATE (not upgrade).
5. When the update is finished loading, click Computer Scan and do a FULL SCAN on ALL FILES. It will take quite a while but if it runs it should find and remove the virus or quarantine it or ask place in the VAULT.
6. Next bring up your anti-spyware program (I hope you have Malwarebytes as it's great). Update it and run it.

If this does get rid of your problem, then you'll want to turn off your system restore to erase old restore points that may contain the virus or malware.

1. CLick Start...all programs...accessories...system tools...system restore.
2. Click Create a new restore point and name it "AFTER virus removed")
3. Now turn off System Restore and restart your computer....all restore points except the last one will be removed.
4. Go back to system restore, turn it on and again create a NEW Restore point.

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