

Before proceeding, if you have a screen saver active, deactivate it. **Go to Start > Settings > Control Panel > Display > select Screen Saver tab and select none, Apply > Ok.** If you are using **Norton Anti Virus with Ghost** please disable the Ghost program until you've completed the following steps below.

Make sure your Anti Virus protection is current with the latest updates. Have none? I highly recommend AVG Internet Security Suite 7.5. Copy and paste this link into your browser for AVG and download the 30 day trial of Internet Security Suite 7.5.

<http://esd.element5.com/affiliate.html?affiliateid=200016216&publisherid=50169&target=http://www.grisoft.com/doc/products>

Once your anti virus is updated or installed, Copy and Paste this link for Spybot Search and Destroy, <http://www.safer-networking.org/en/index.html> install Spybot and get it's updates. Now were ready to proceed to give your computer a cleansing. Click here to print these instructions.

To Remove A Virus Properly:

1) Delete Temp Files and Cookies

- (a) Go to control panel and click internet and network connection's.
 - (b) Click internet options.
 - (c) Delete temp file's along with offline content when prompted, delete cookies, and clear history.
 - (d) Click apply, click ok.
- now follow direction's below.

2) Turn off system restore.

- (a) Right click My Computer.
- (b) Click properties.
- (c) Click system restore tab.
- (d) Put a check mark in turn off system restore.
- (e) click apply, click ok.

*****Disconnect any connection to the internet*****

3) Safeboot your computer.

Note: You can press f8 repeatedly when booting up and choose safe mode. Or

- (a) Click Start.
- (b) Click Run.
- (c) Type msconfig, Click ok.
- (d) Click Boot Ini.
- (e) Check SafeBoot.
- (f) Click Apply, Click ok. Now reboot

4) Run your [removal tool](#) if there was one. If it ask's to reboot, then reboot, but be sure to stay in safeboot mode upon rebooting.

5) Run a full system scan with your antivirus program, removing (delete or quarantine) any entries the virus has created.

6) Run Spybot Search and Destroy upon completion of Virus Scan

6) Reboot back into regular mode.

(a) Click Start.

(b) Click Run.

(c) Type msconfig Click Ok.

(d) On general tab tick normal start up.

(e) Click Apply, click ok.

Optional: Click startup tab and uncheck safe mode if it is there. This may stop the message you receive when rebooting back into normal mode.

Note: Or you can reboot back into normal mode by rebooting and when it ask's select normal mode.

7) In regular startup mode run your antivirus again.

A) Remove the virus if one is still detected.

Note: Virus's can create reg key's. You will need to find your particular virus on the net and read what reg key's you can safely delete. This is optional and last choice if virus isn't removed entirely.

8) Turn system restore back on once you have cleaned your system of the virus.

(a) Right click My Computer.

(b) Click properties.

(c) Click system restore tab.

(d) Uncheck disable system restore.

(e) Click apply, click ok.

*****Reconnect your Internet connection***Enable Norton Ghost**

If you still have issues, download from [AVG the Ewido](#) install the program and do another scan, this time after you run Spybot run the Ewido program.