

## How to fix a computer with a virus – The Basics

### **Part 1 - Boot the computer into “Safe Mode with Networking” - XP, Vista or Windows7.**

1. Turn off the computer - hold in the power button on the computer until the monitor goes black.
2. Before you turn on the computer again find the “F8” key on your keyboard.
3. Turn on the computer and tap the F8 key on the keyboard.
4. Continue to tap the F8 key until the Advanced Boot Options screen appears.
  - If you do not get the Advanced Boot menu within a minute start over at step 1.
5. Use your up and down arrow keys on your keyboard to select “Safe Mode with Networking”
6. Once this option is highlighted hit your Enter key on the keyboard.
7. This will start Windows in a troubleshooting mode that may give you the advantage to need to remove the bug.
8. Go into your user account and get to your desktop (icons on your main screen).

### **Part 2 - Check proxy settings on the computer.**

1. Some viruses enable “proxy server” on the computer – this shuts down your internet access.
2. Try to open your “Internet Explorer” program - if you have Internet service **skip to Part 3.**
3. If you were unable to get the Internet to load up then “proxy server” may be the cause.
4. Internet Explorer should have a Tools menu, find it. Select Internet Options on the list.
5. Once the Internet Options box opens click on the “Connections” tab.
6. Now click the “LAN settings” button. Make sure none of the boxes are checked.
7. Now exit by clicking “OK” or “Apply” to get back to Internet Explorer.
8. Close Internet Explorer and reopen to see if the Internet loads up.
9. If your Internet loads you can now move to Part 3.

\*\*\*If you are unable to complete Part 2 and do not have Internet access your options are limited when fixing/troubleshooting the problem. This may be a good time to get some assistance with the problem.

### **Part 3 – Install a cleaning/scanning tool and scan the computer for software problems.**

1. Many good scan tools are available for free download.
2. The tools Super Mike's recommends are Malwarebytes and Hitman Pro.
3. These free scan tools are available on our website for download.
4. Go to [www.supermikes.com](http://www.supermikes.com) and on the left side you will see these tools.
5. These links should direct you to the scan tools for download.
6. If you are redirected to random websites using Internet Explorer you have a redirect problem and it may be a good time to seek additional help with the problem.
7. If you are able to download and run scans with these tools you are in good shape.
8. This process resolves about 90% of the software infections we see if you are able to complete the steps listed above.

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**This information is intended to help computer users better understand the process of software cleaning and virus/bug removal. Super Mike's Computer Service encourages users to learn new processes and become better users. Please use the above information at your own risk and Super Mike's is not liable for user data loss or other problems that can arise during the cleaning process. We are available to assist with this process and have 10 years experience dealing with this type of computer problem. Please visit us online at [www.supermikes.com](http://www.supermikes.com) for more information about our computer and network services.**

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