



Cure Your Technology Headaches
Call 1300 877 896

ALERT !

Welcome to remedy IT's latest newsletter - providing information that will allow you to get the most of your technology while remaining safe on the Internet.

[Click here to forward the newsletter to anyone who might benefit from it.](#)

Introduction: Computer viruses tend to come in waves. Over the past few weeks there has been a tsunami of malicious software – prompting this article. In addition to adequate antivirus software, we use and recommend Kaspersky Internet Security, there are simple precautions that will help avoid becoming infected as well as free and simple procedures that can clean an infected PC.

email Trojans to be aware of: Many of the current Viruses/Trojans infect your PC after the user follows a link in what seems to be a legitimate email message. There seem to be three very common themes to these messages:

1. A message from UPS, FedEx, AusPost, or other reputable delivery services claiming to have information on a delivery
2. A message from American Airlines, Flight Centre, or another reputable travel related company regarding the itinerary of an upcoming trip
3. An update for Adobe Acrobat or AVG Antivirus products

Opening these messages will not infect your machine - clicking the link in the message or opening any enclosures will. If you do inadvertently open a dangerous message and click the link, follow the virus removal instructions immediately.

Virus Removal: Regardless of what virus protection you're using, it's very likely that some form of malicious software will, at some point, find its way onto your PCs. There's some great, free software available that can remove the offending software.

The scanner we're recommending does not block any incoming threats. It simply locates and removes any threats that managed to evade your virus protection.

Here are the steps to install and run Malwarebytes

1. Go to www.malwarebytes.org and click the Download Now button
2. Run the program
3. Click OK for English, accept the user agreement and all the default settings
4. After clicking Finish the virus definitions will update and a box will pop up telling you
5. Perform a Quick Scan and follow the prompts



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Malwarebytes will remove any threats that it finds. The most it will ask you to do is restart the PC when it's finished.

If the virus is preventing you from running Malwarebytes, or you get a "runtime error 0" when you try to run it, you should follow these steps:

1. Reboot the PC
2. As soon as it starts booting-up, start tapping the F8 key at the top of the keyboard
3. Select "Safe Mode with Networking" from the list and press enter
4. In safe mode, the virus will likely be dormant so you will be able to proceed with the first set of instructions.

You should run Malwarebytes at least once every week as a preventative measure.

As always, please contact us if you have any questions or concerns.

All the best,

Ken & The Team at remedy I.T.

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