



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.

DNS CHANGER: I imagine most of you are aware of the virus scare that occurred over the past several days. I won't get into the details but "DNSChanger" was threatening to take down the Internet on July 9th. The severity of the attack was much less than expected but many PCs have been effected. Follow the directions below to ensure you're not one of them. If you have any difficulties, please contact us as soon as possible.

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

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 simple 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 so
5. Perform a Quick Scan and follow the prompts

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.



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

Please give us a call if you have any questions or concerns,

All the best,

Ken & The Team at remedy I.T.

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