

# Manual “Repairing an infected computer”

## Contents

Introductie.....	1
Preparing your computer.....	1
Repair the infected computer.....	2
EZPCFix.....	3
McAfee Stinger.....	3
SuperAntiSpyware.....	3
Clear Ram Drive.....	4
Kaspersky Virus Removal Tool.....	4

## Introductie

Important note:

You are responsible for your own computer and software!

The Servicedesk IT cannot help you with removing viruses or spyware.

This manual CD is only an extra service, that may help you.

You may have to contact a (paid) specialist to clean your computer.

Please follow the steps underneath in order to start your pc using the CD.

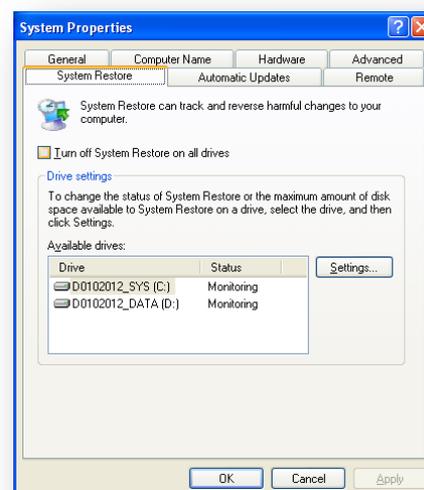
## Preparing your computer

### Step 1. Make sure you have updated your windows

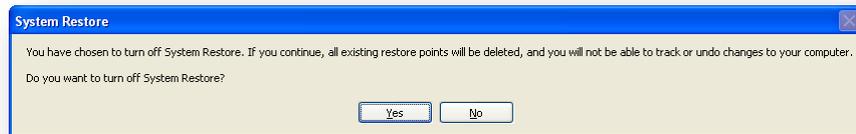
If you are using Microsoft Windows, please visit <http://update.microsoft.com> in order to install the latest updates.

### Step 2. Disable System Restore.

- Click Start, right-click My Computer, and then click Properties.
- In the System Properties dialog box, click the System Restore tab.
- Click to select the Turn off System Restore check box. Or, click to select the Turn off System Restore on all drives check box.
- Click OK.



When you receive the following message, click Yes to confirm that you want to turn off System Restore:



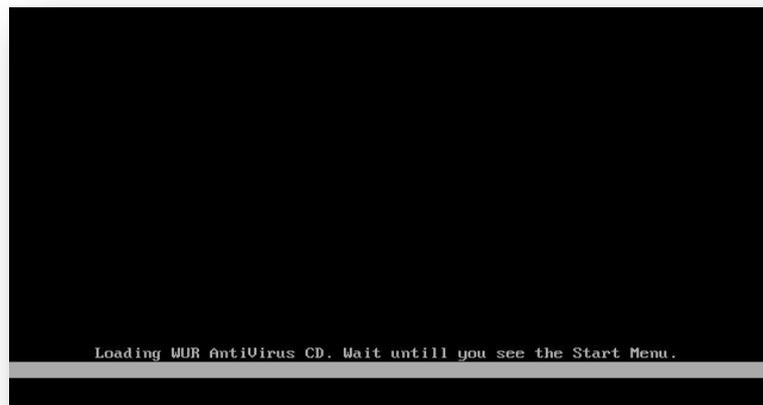
You have chosen to turn off System Restore. If you continue, all existing restore points will be deleted, and you will not be able to track or undo changes to your computer.

After a few moments, the System Properties dialog box closes and you are ready to use the cd.

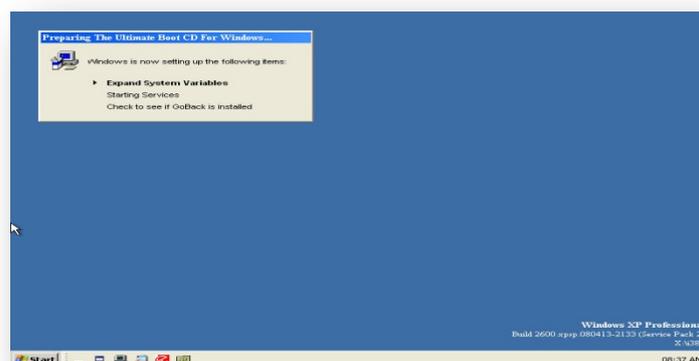
## Repair the infected computer

Turn on the computer with the CD inserted.  
Please note that booting up using the CD can take several minutes.

Do not press any key or button, while the screen is showing you any load progression

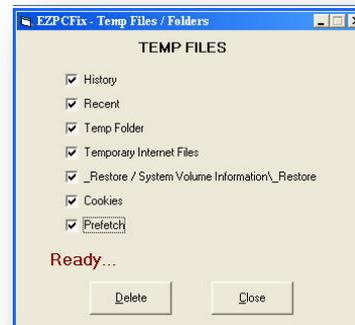


If you do not see these images, make sure the CD is inserted and read <http://www.hiren.info/pages/bios-boot-cdrom> on how to change your BIOS in order to start up using CD's. Since your computer is not administered by us, we do not know the specific settings.



## EZPCFix

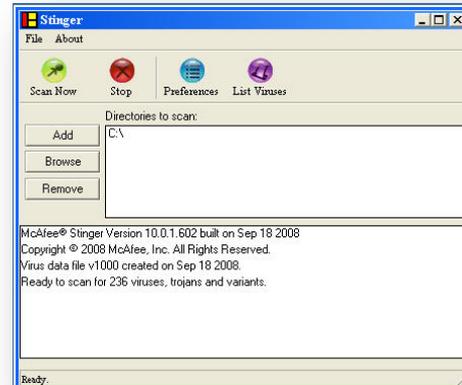
- Click Start > Programs > Anti-Spyware > Tools > EZPCFix.
- Press Load Hives, and double click Delete Temp Files.
- Make sure you tick all the boxes and press Delete.



- Press Close.
- Press Unload Hives.
- Press Close.

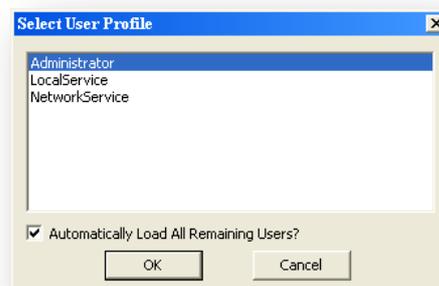
## McAfee Stinger

- Click Start > Programs > Anti-Virus Tools > McAfee Stinger.
- Press Add when your computer uses more hard disks.
- Press Scan Now.
- Remove all found viruses and close McAfee Stinger



## SuperAntiSpyware

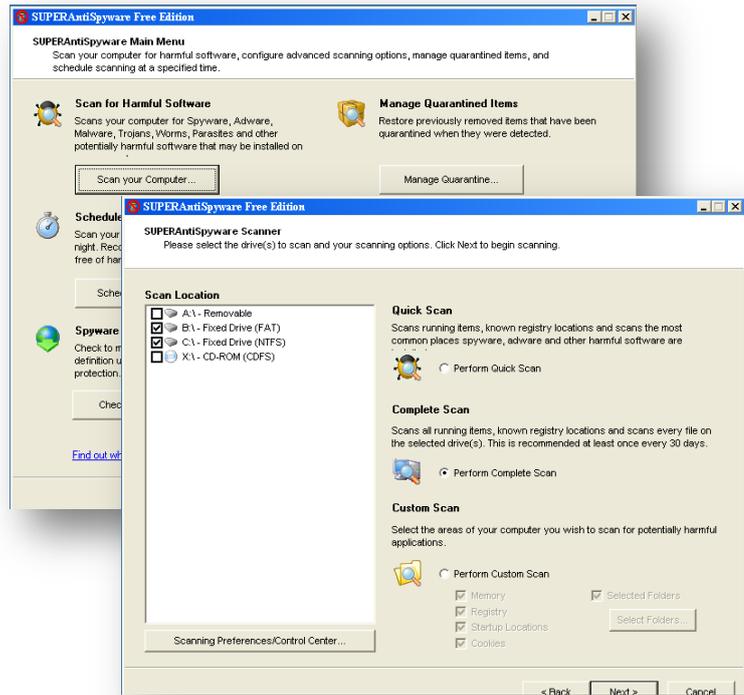
- Click Start > Programs > Anti-Spyware Tools > SuperAntiSpyware.
- Choose Yes.
- Tick the box "Automatically load all remaining users" in the next screen
- and click OK.



- Click Scan Your Computer.
- Choose Perform Complete Scan and click Next.
- Remove all detected SpyWare.

## Clear Ram Drive

Click Start > Clear Ram Drive.



## Kaspersky Virus Removal Tool

- Click Start > Programs > Anti-Virus Tools > Kaspersky Virus Removal Tool
- click Next (twice).  
You will receive an Error Message because you are booting via CD.
- Click OK (twice). The installation will continue.  
You may receive the advice to update.  
Press **Last version of program** in order to install the new version.
- Tick all boxes as shown below and click Scan
- Remove all found viruses.
- Remove the CD and reboot your pc.

