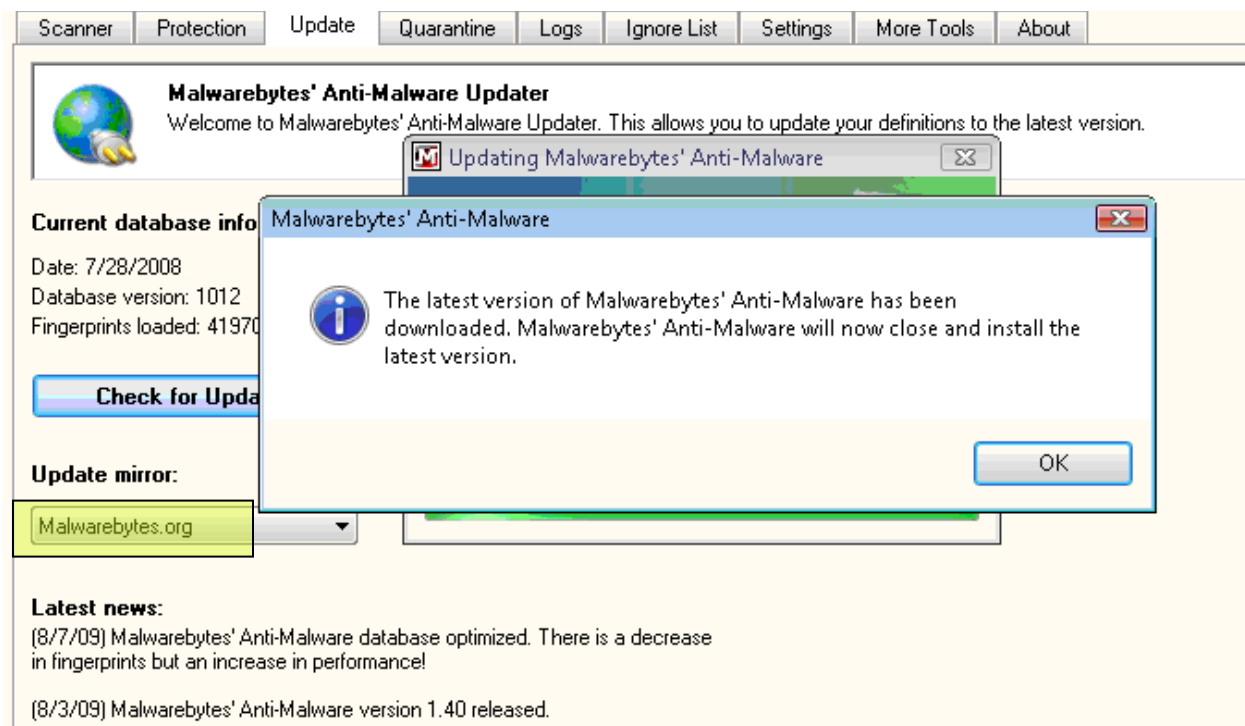


How to scan a computer for Viruses/Malware/Spyware

Downloading and installing Antispyware/Malware Software

Malwarebytes' Anti-Malware

1. Download Malware Bytes from their website to ensure that you have the more recent malware database within the software. <http://www.malwarebytes.org/mbam.php>
2. Install Malware Bytes on the computer and make sure the first thing you do after you open the application is check for updates. If updates fail, go to the **SuperAntiSpyware** section below.



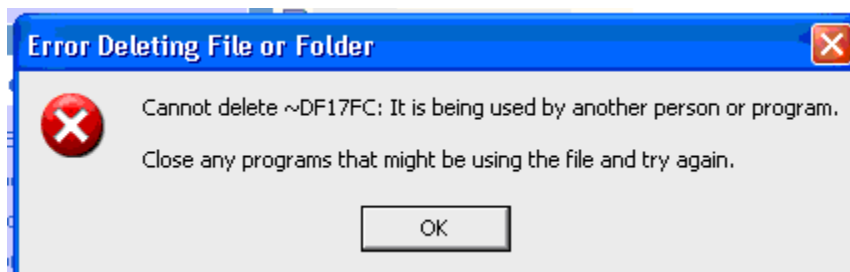
SuperAntiSpyware

1. Download SuperAntiSpyware from their website to ensure that you have the latest updates for the software. <http://www.superantispyware.com/download.html>
2. Install SuperAntiSpyware on the computer and make sure that you check for updates again after it's installed (even though it asks you to update during install.)

PC Clean-Up

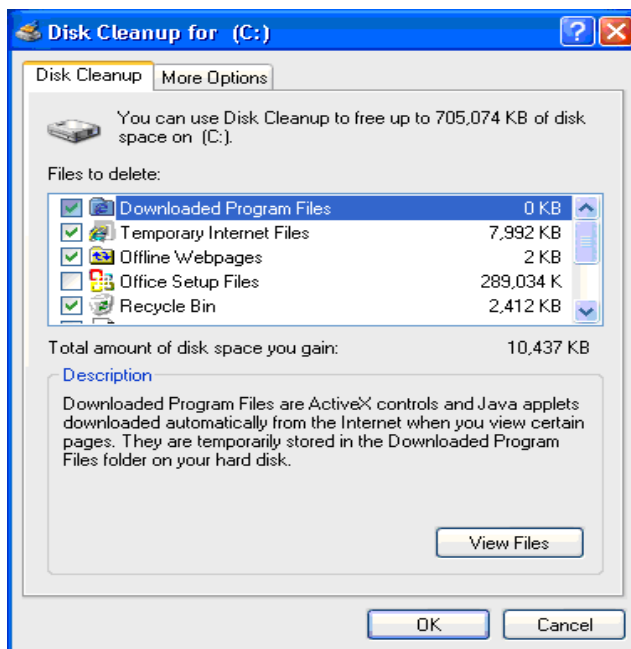
Clean the temp folder

1. Go to Start – Run and Paste: %USERPROFILE%\Local Settings\Temp into the Run box and click okay. This will open the current users temp folder so we can start the cleanup process.
2. In the Temp folder go to View and select Details
3. Now sort the files by date modified and try to delete everything. Ensure that you select all files and folders. You will want to exclude the Citrix and Citrix Logs folder as those are currently in use by GoToAssist.
4. Undoubtedly you'll get errors deleting files, just click okay and select everything but that specified file. Just continue this process until the temp folder is as clean as possible.



Run Disk Cleanup

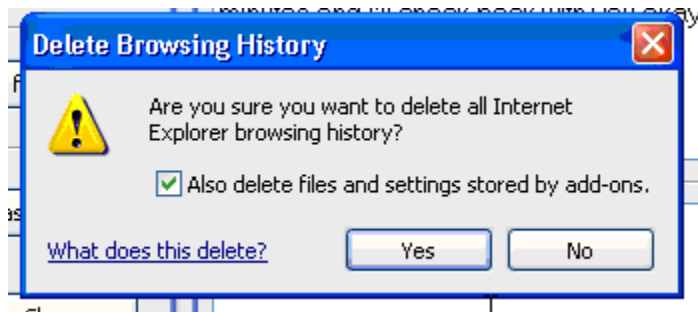
1. Go to start – run – type Cleanmgr.exe
2. Pick the local hard drive and select everything except compress old files and Office Setup Files. Please note that sometimes Office Setup Files are not on the computer so this may not appear in the list.



3. Click Okay and Yes

Internet Explorer Browsing History

1. Click on start – run and paste the following into the run box. rundll32 Shell32.dll,Control_RunDLL INETCPL.CPL
2. Under Browsing History click on Delete
3. At the bottom of the Delete Browsing History window select Delete all...
4. A new dialog box will pop-up, click the check box and select Yes



Running the Scans

Scanning with Malwarebytes' Anti-Malware

1. Open the software, select perform a full system scan and click the scan button.
2. Select the local hard drives and click on scan.

Scanning with SuperAntiSpyware

1. Open the SuperAntiSpyware software and select Scan Your Computer.
2. Under Scan Location select all of the Fixed Drives.
3. Select Perform Complete Scan on the right and click next.

NOTE: After your first run through of scans if Malwarebytes' was unable to update previously after the reboot you should now be able to update that software. I would update it and run another scan at this time.