

1. From a virus-free Windows computer, [follow this link to download the latest free version of Malwarebytes](#)
2. Download Malwarebytes to a portable flash drive
3. From a virus-free Windows computer, [follow this link to download the latest free version of McAfee VirusScan Enterprise](#)
4. Download McAfee VirusScan to a portable flash drive
5. Disconnect your infected computer from the network
 - If you are connected to a wired network, unplug the cable from your computer
 - Do not reconnect it until you have finished this process
 - If you are connected to a wireless network, follow these steps:
 1. Press the **Windows** key and type **Wireless**
 2. From the search results, select **Turn wireless communication on or off**
 3. Click the toggle to turn off Wi-Fi
6. Disable *System Restore*
 1. Press the **Windows+X** keys and select *System* from the options returned
 2. In the left column of the *System* window, click *System protection*
 3. Under *Protection Settings*, select any drive where *Protection* is set to *On*, and then click *Configure*
 4. Under *Restore Settings*, select *Turn off system protection*
 5. Click *OK*, and then click *Yes* to confirm that you want to turn off system protection
 6. Click *OK*
7. Restart your computer and install Malwarebytes
 0. Press the **Windows+I** keys and select *Power*
 1. While holding the **Shift** key, press **Restart**
 2. On the *Choose an option* screen, select *Troubleshoot*
 3. Select *Advanced options* and go to *Startup settings*
 4. Click *Restart* to reboot the machine
 5. Press the **F4** key to start your computer in *Safe Mode*
 6. Open the Malwarebytes .exe installer and follow the prompts to install the software on the infected computer
 - Update malware definitions before you scan your computer
8. Run a scan using Malwarebytes
 0. Open *Malwarebytes' Anti-Malware* and click the *Scanner* tab
 1. Select *Perform quick scan*, and then click *Scan*
 2. When the scan is complete, click the *Quarantine* tab to review detected threats
 3. Select the name of a malware program and click *Delete* to remove it from your computer
9. Restart your computer and install McAfee VirusScan
 0. If prompted to select a *boot option*, select the *Start Windows Normally*, and then press the **Enter** key
 1. Open the McAfee VirusScan .exe installer and follow the prompts to install the software on the infected computer
10. Restart your computer in Safe Mode
 0. While the computer is starting, press the **F8** key repeatedly until you see the *Advanced Boot Options* menu
 1. On the *Advanced Boot Options* menu, select *Safe Mode*, and then press the **Enter** key
11. Run a scan using McAfee VirusScan
 0. Open *Programs*, and select *McAfee*
 1. Select *On-Demand Scan* to open the *VirusScan On-Demand Properties - Full Scan* window
 2. Select *All local drives* and click *Start*
 3. Save the scan logs as proof of removal

- You must present scan logs as proof of removal so that your access to the network can be restored

12. Enable *System Restore*

0. Press the **Windows+X** keys and select *System* from the options returned
1. In the left column of the *System* window, click *System protection*
2. Under *Protection Settings*, select the backup drive you want to enable, and then click *Configure*
3. Under *Restore Settings* in the *System Protection for (Disk Name)*, select *Restore system setting and previous versions of files*
4. Click *OK*, and then click *OK*

13. Restore your computer connection to the network

- If you connect to a wired network, plug the cable into your computer
- If you connect to a wireless network, follow these steps:
 0. Press the **Windows** key and type **Wireless**
 1. From the search results, select **Turn wireless communication on or off**
 2. Click the toggle to turn on Wi-Fi

14. Change *Windows Update* setting

0. Press the **Windows** key and type **Setting**
1. From *Settings*, select *Change PC Settings*, and then select *Update and Recovery*
2. Click *Choose how updates get installed*
3. Under *Important Updates*, choose *Install updates automatically*
4. Under *Install New Updates*, select a schedule for installation
5. Click *OK*