Malware Removal Guide

Student Instructions for Malware Removal

Department of Information Systems, Lower Esbenshade, Ext. 4357

The following is a step-by-step guide on how to remove malware on your computer. Your computer may be infected if you are experiencing slowness, popups, and intermittent internet connection issues. By following these steps, you are accepting that Lancaster Bible College is not in any way responsible for any data lost, hardware damage, or software damage. If you are unsure about performing the following steps, please contact the Help Desk or your local computer service and repair center.

- ## Download and run ADW Cleaner
  1. Download Here
  2. Follow Instructions Here

- ## Download and run Malwarebytes
  1. Download Here
  2. Once downloaded, double-click the file to begin installation.
  3. Follow the instructions on the installation screen. Note: Make sure "Enable free trial of Malwarebytes Anti-Malware PRO" is unchecked.
  4. After you finish installing Malwarebytes and you are viewing the main screen, click the Scan Now button. Note: If prompted to update Malwarebytes's definitions, click "Update Now".
  5. Once the scan is complete, click the "Quarantine All" button.
  6. If prompted to restart your computer, do so.
  7. Open Malwarebytes after restart, click on "History" tab and click "Delete All".

- ## Reset Internet Settings and Browser Settings
  o To reset Internet Settings Download Here.
    ▪ Double-click and run the above download.
  o To reset Google Chrome Click Here.
  o To reset Firefox Click Here.
  o Restart computer.

If the problem still persists, follow the steps on the next page for disabling startup items, then repeat the above steps.

- Disable startup items and non-Microsoft services
    1. Quit all applications.
    2. Press and hold the Windows key + R and type msconfig in the Open box. Click OK.
    3. Write down all deselected items under the Startup and Services tabs.
    4. Click the General tab, and choose Selective startup.
    5. Click the Startup tab and select Disable All.
    6. Select any startup items that are essential for testing the problem. If you are unsure whether an item is essential, leave it deselected (disabled).
    7. Click the Services Tab, and select Hide All Microsoft Services
    8. Click Disable All.
    9. Click OK, and restart Windows.

If you continue to experience slowness, popups, and intermittent internet connections, please contact the Help Desk: (717)560-8200 ext. 4357 or help@lbc.edu.