

COMPUTER SPYWARE, MALWARE AND VIRUS CLEANUP – PREVENTIVE MEASURES

Prepared for the Franklin Group – updated 11/10/2011

Purpose: Computer maintenance, speed and Virus preemption.

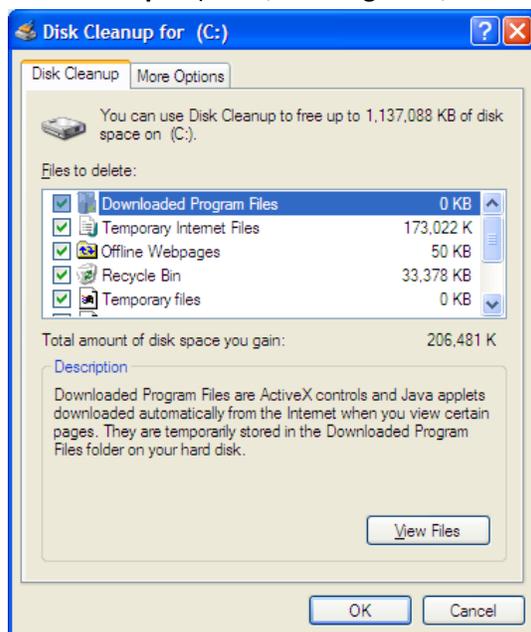
- Software Tools:**
1. **Disk Cleanup**
 2. **Malwarebytes' Anti-Malware** – version 1.46
 3. **Spybot - Search & Destroy** – version 1.6.2
 4. **Disk Defragmenter**
 5. **AVG Anti-Virus and Anti-Malware** – version 9 or 2011

Frequency: At least once per month...if you have a history of problems found then run once per week or more.

All programs should be located in the Security & Utility Folder on the Desktop...original location is noted with each program in parentheses.

Needless to say...if you run into any problems or have any questions..give me a call @ (734) 646-8182

1. **Disk Cleanup** – (Start / All Programs / Accessories / System Tools)



- Please check all boxes except “Compress old files” and “Catalog files for the Content Indexer” – keep in mind that this will empty the recycle bin !

2. Malwarebytes' Anti-Malware – (Start / All Programs / Malwarebytes' Anti-Malware)

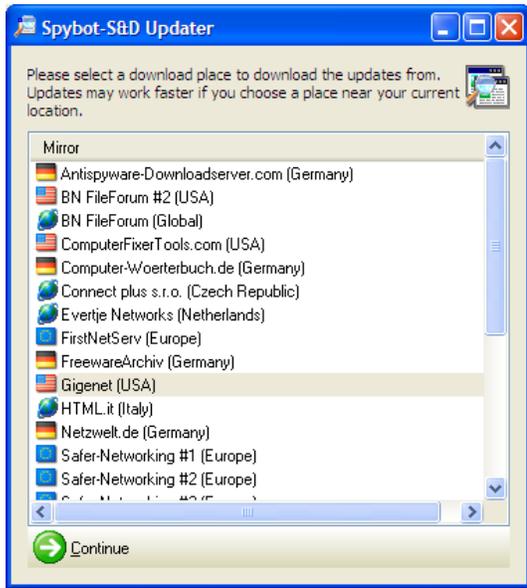


- **Update** – Click on the **Update** tab – Check for Updates (Older versions – identified by having only 2 scan types on the scanner page- will need to updated with a download and install of the full program)
- **Scan** – **Perform quick scan** – If the program finds any items, then,after removal of those items, it is recommended that you **Perform full scan**.
- **Removal** - If any items are found (indicated in RED), follow the on screen directions to remove.

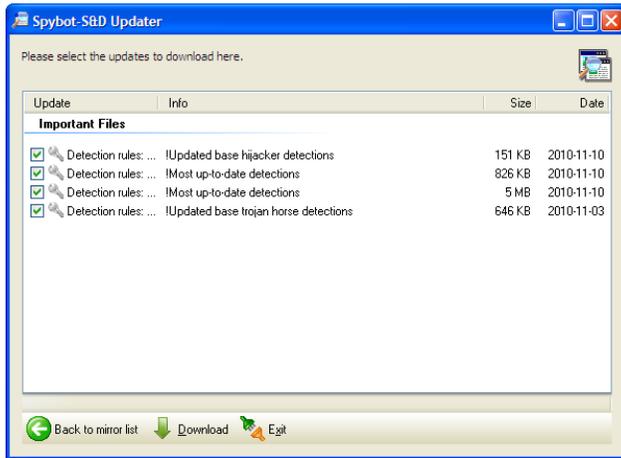
3. Spybot – Search & Destroy – (Start / All Programs / Spybot – Search & Destroy)



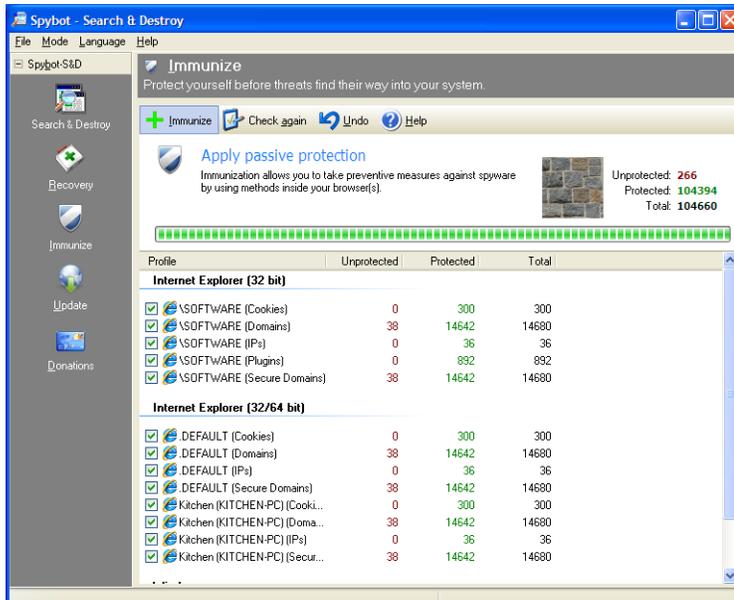
- **Search for Updates** – Select download location: Gigenet (USA) or Safer-Networking #2 - Europe



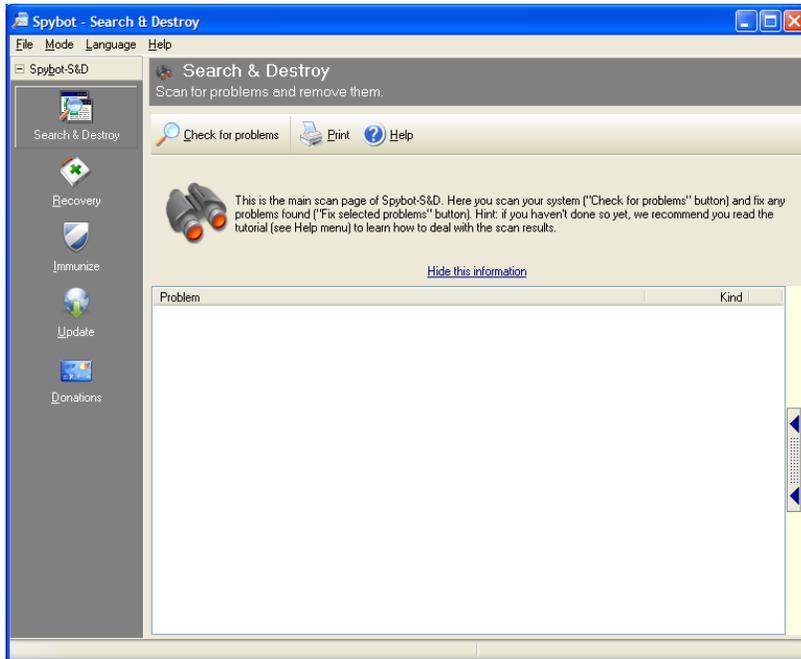
- **Select Updates** – please select all and download...just follow the online instructions.



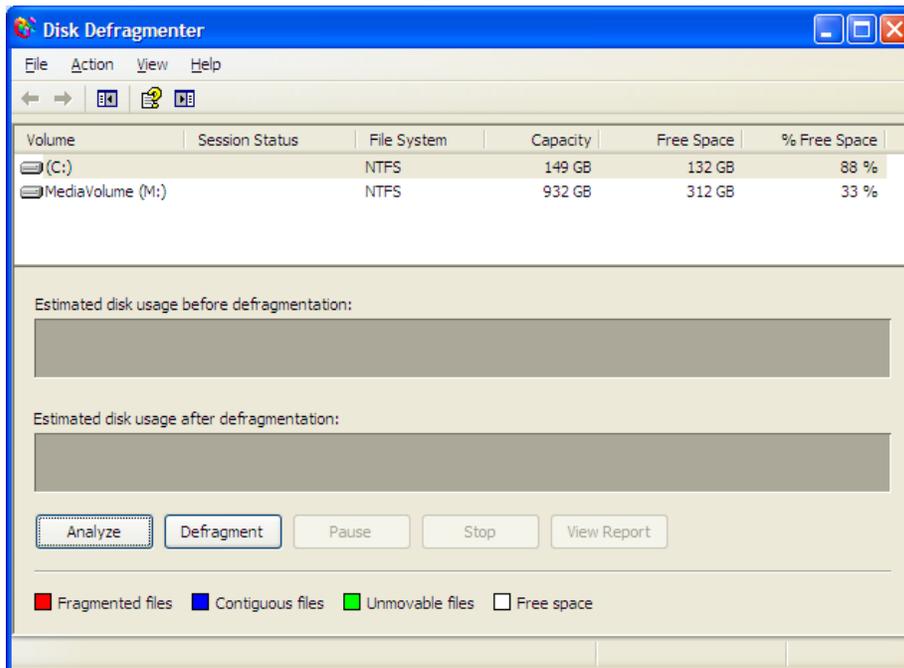
- **Immunize** – go to the Immunize screen and click the Immunize button on the top left, when finished there should be 0 items Unprotected.



- **Search & Destroy** – go to the Search & Destroy screen and click the Check for problems button. If any problems are found...make sure that all items are checked and click the Fix selected problems button.



4. **Disk Defragmenter** – (Start / All Programs / Accessories / System Tools)



- Click the Defragment button and let it run...the first time may take a while to complete but future defragmentation will be much quicker, assuming that it is done on a regular basis.
- Please note: while there may be a slight performance increase, the main purpose of this step is to extend the life of the Hard Drive.

5. **AVG Anti-Virus and Anti-Malware** – this program is set to run automatically – please do not ignore any messages that it gives.