

Hello Valued Nucleus Client,

We have had a number of our clients get infected with Virus/Spyware programs known as “Scare Ware”

These infections report themselves as Anti-Virus software or Anti spyware software and want you to pay to remove the viruses. Usually this software also cripples the system displaying its scanning window over top of your desktop making it near impossible to do anything. You may also not be able to visit websites and start your antivirus programs.

The Virus’s these “Scare Ware” programs are notifying you of are in most cases fake notifications. They do this in order to scare you into purchasing their software. **DO NOT PROVIDE PAYMENT INFORMATION.**

There is a free and SAFER way of removing the offending pieces of “Scare Ware”

For options on how to remove many types of “Scare Ware” please read below.

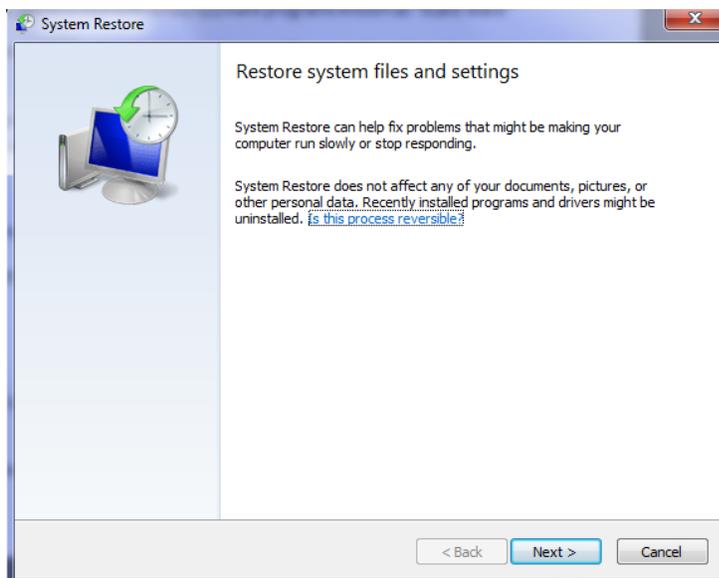
Option 1 Using the Windows Restore Tool.

(If system restore is turned off please skip to Option 2 Manually fix the Computer)

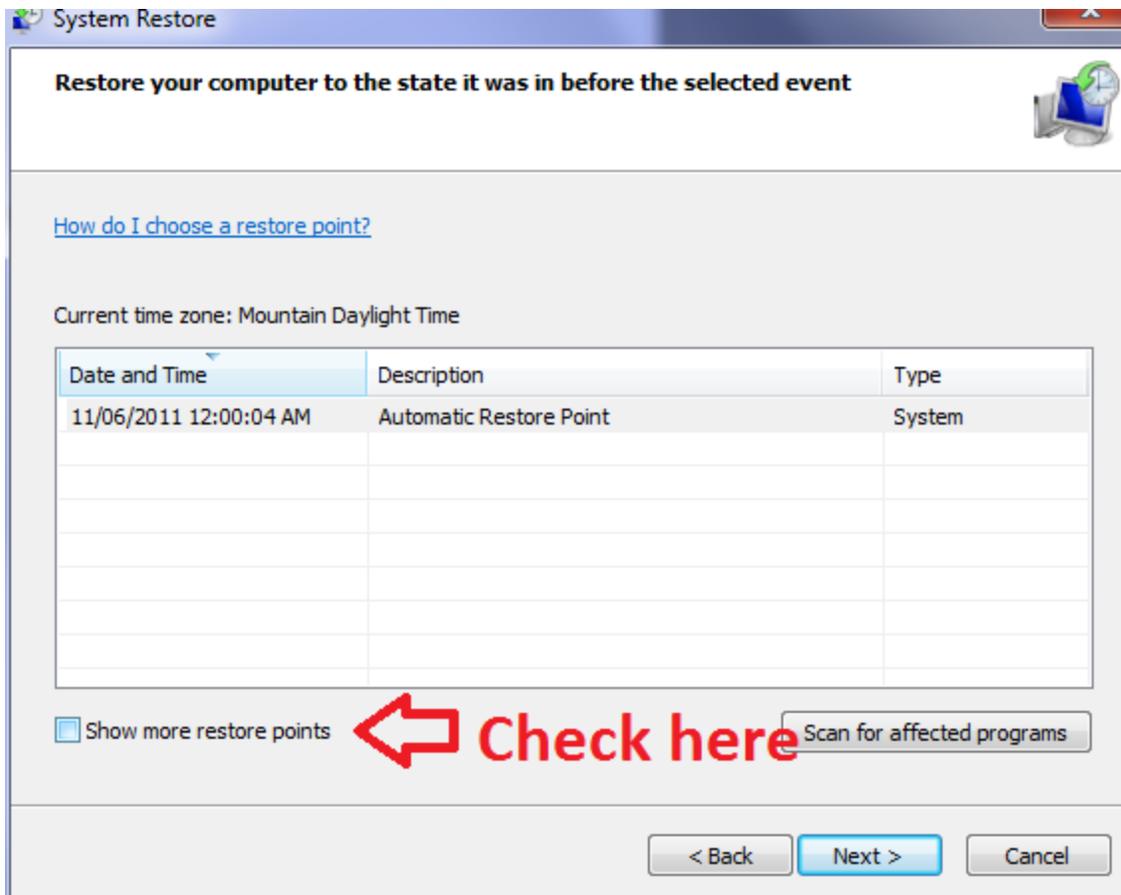
Windows 7/Windows Vista

Click the start button. Then go to all programs, then accessories, then System Tools, and finally System restore.

Once you have system restore window open.



Click on Next, And on the next page click on “Show more restore points” as pictured below.



And then select a restore point before the infection happened (2-5 days is usually good depending on when the problem started)

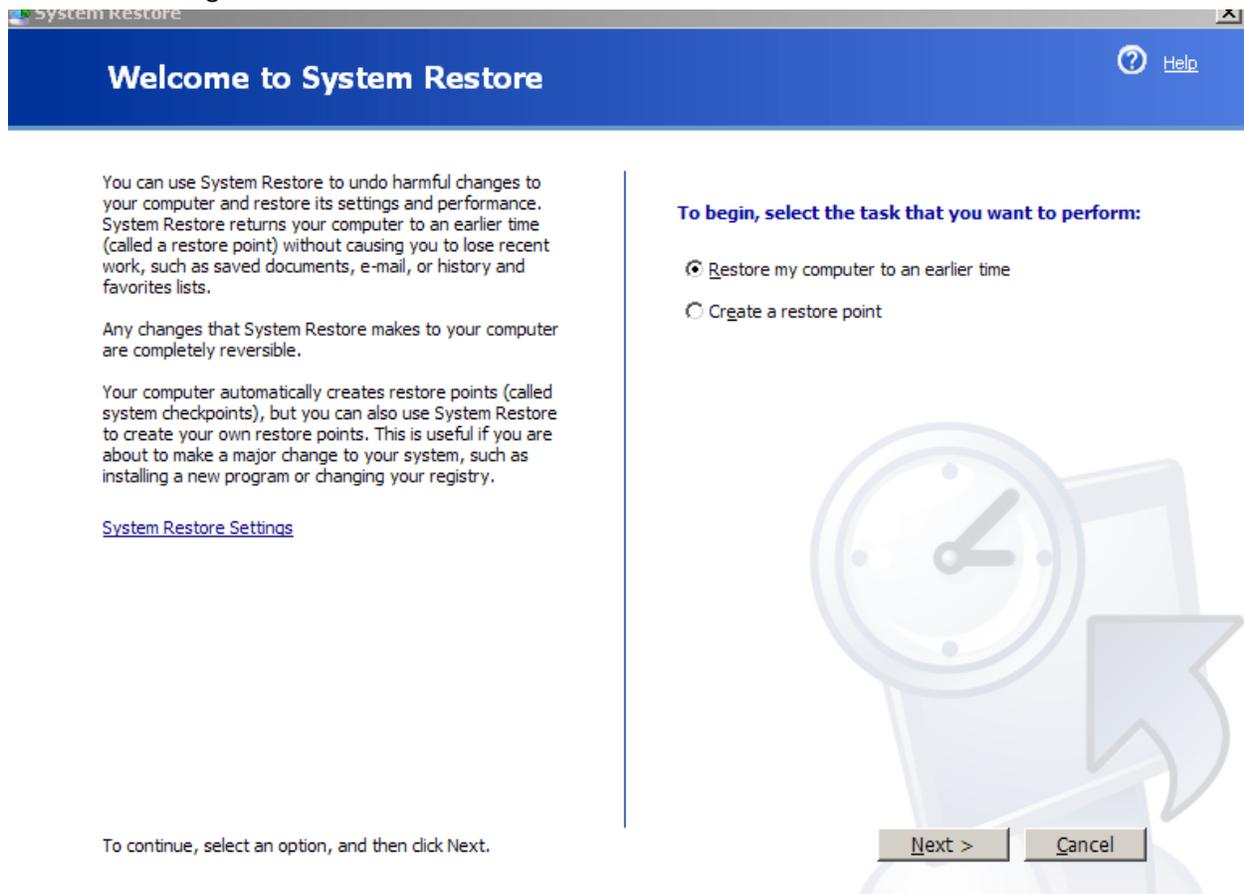
After selecting a restore point. Hit next. And then finish, to confirm you would like to restore to the point before the infection.

(**WARNING:** REMEMBER THAT YOU MAY LOSE SOME PROGRAMS AND PERSONALIZATION SETTING IF YOU HAVE INSTALLED ANYTHING SINCE THE RESTORE POINT YOU HAVE SELECTED, SO BACK UP ANY IMPORTANT SETTINGS JUST IN CASE. For the technically minded this restore will get rid of anything installed or any registry settings that have been changed since the restore point. Your documents (Word docs. Spreadsheets Email, etc.) Should be fine... But as common practice should be backed up anyway.)

After the System Restore Tool is finished Skip down to Step 2.

Windows XP

In Windows XP to restore you system go to, Start> All programs> Accessories> System Tools, System Restore You will get a screen that looks like below.



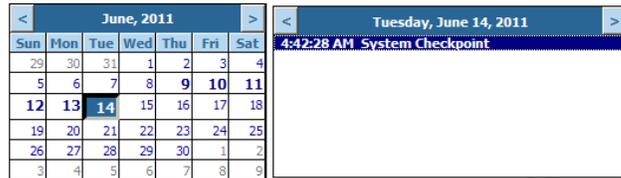
Leave "Restore my computer to an earlier time" checked off and then hit next



The following calendar displays in bold all of the dates that have restore points available. The list displays the restore points that are available for the selected date.

Possible types of restore points are: system checkpoints (scheduled restore points created by your computer), manual restore points (restore points created by you), and installation restore points (automatic restore points created when certain programs are installed).

1. On this calendar, click a bold date.
2. On this list, click a restore point.



Select a date that is before the infection. Then click next, And then next one more time. This will start the restore process and your system will reboot.

After the restore is finished move down to Step 2.

(**WARNING:** REMEMBER THAT YOU MAY LOSE SOME PROGRAMS AND PERSONALIZATION SETTINGS IF YOU HAVE INSTALLED ANYTHING SINCE THE RESTORE POINT YOU HAVE CHOSEN, SO BACK UP ANY IMPORTANT SETTINGS JUST IN CASE. For the technically minded this restore will get rid of anything installed or any registry settings that have been changed since the restore point. Your documents (Word docs. Spreadsheets Email, etc.) Should be fine... but as common practice should be backed up anyways.)

Option 2 manually fix the Computer (If windows restore is turned off)

Note: Nucleus believes the System Registry fixes described on the websites below are accurate; however, you take all responsibility for implementing them. Proceed at your own risk! Or please call us at 1-888-466-6336 or 403-509-4960 For Further Assistance

Warning!

Editing the System Registry can seriously affect your system. Make no changes to the System Registry without having a complete backup of important files and only after setting a System Restore Point. (Read above for more info on restore points)

This way is a little more involved.

You need to reboot the system into safe mode (Restart the computer and hit F8 a whole bunch of times before windows boots. It will display safe mode options. Select safe mode with networking) and then log into the administrator profile.

When the computer is at the desktop in the administrator profile you need to open up "My Computer" and navigate to

"C:\Program Files\Internet Explorer\"

And then find the file named "iexplorer.exe" Right click and rename it to "iexplorer.com" and double click the new filename. This will allow Internet explorer to run. Allowing you to download Malware Bytes and scan your system. Follow steps below.

(Warning For option 2 there is an extra step after malware bytes has finished its scan and removed the software See bottom of the guide for more info)

Step 2 for All versions of windows> Scan the computer with Malware Bytes.

Once the system is restored, and your system reboots. (Or you are in safe mode, for option 2 users.)

Use internet explorer to Download Malware Bytes

<http://www.malwarebytes.org/mbam-download.php> (The free Version is good enough. This scan will take an hour or more.)

Run the full scan option.. When the scan is finished, click View Results, then click Fix the Selected problems.

Malware bytes should find the offending "Scare Ware" and remove it from the system.

After Malware Bytes finds everything it will more than likely ask you to restart again. Once the system is restarted, you should be up and protected again.

It is also recommended to update all security software to the latest updates (Anti spyware, Antivirus, and firewall software.)

Everything should be good and you should now have control of your computer again.

(Unless you used Option 2 Then read below as there is one more step to perform.)

STEP 3 FOR OPTION 2 USERS ONLY

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Once the download Malware Bytes scan completes. You will need to fix file type associations. This is only to be done by technical users. As this step could very well render your computer completely unusable if something goes wrong. If you are uncomfortable performing the steps on the Microsoft website please call our support team for assistance.

File association fix for Windows Vista/7

<http://support.microsoft.com/kb/950505#LetMeFixItMyselfAlways>

File Association Fix for Windows XP

http://www.dougknox.com/xp/file_assoc.htm (Select EXE File Association Fix) Then Unzip and run the registry file (XXX_exe_fix.reg) and reboot.

If none of this makes any sense or you would like help to go through the steps Please Contact us at the numbers or email listed below

Toll Free: 1-888-NUCLEUS (682-5387)

Technical Support: (403) 509-4960

Email: support@nucleus.com

Technical Support Hours: Mon-Fri: 8 am - 9 pm Weekends: Sat-Sun: 9 am - 5 pm