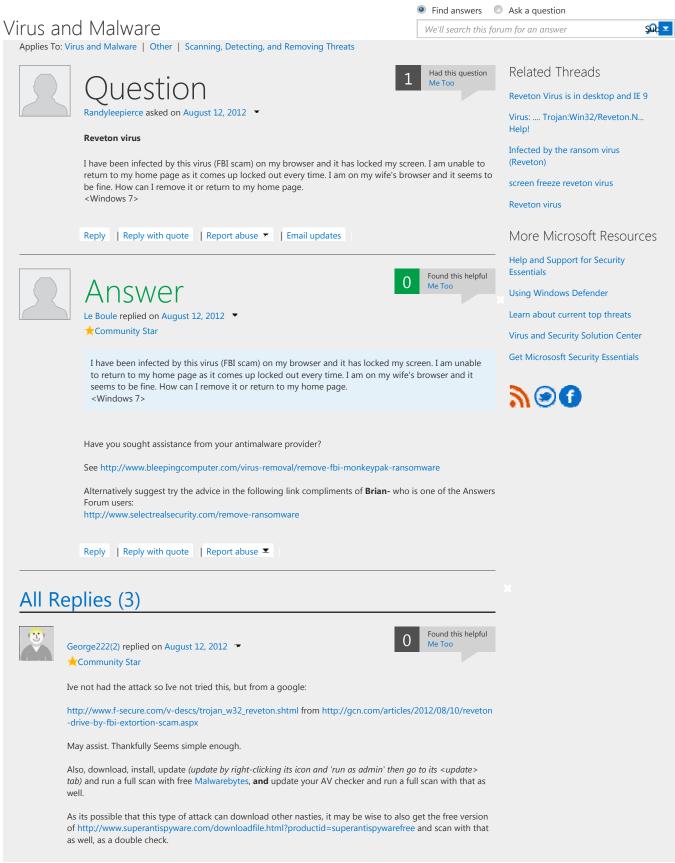
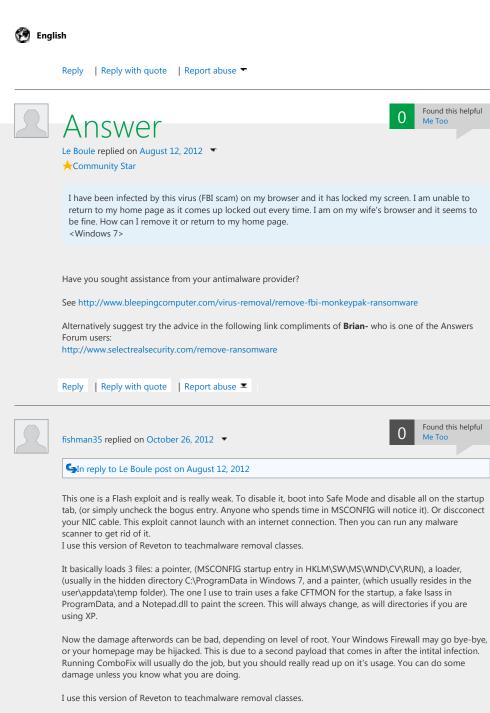


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Hope this helps

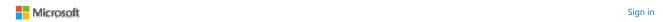


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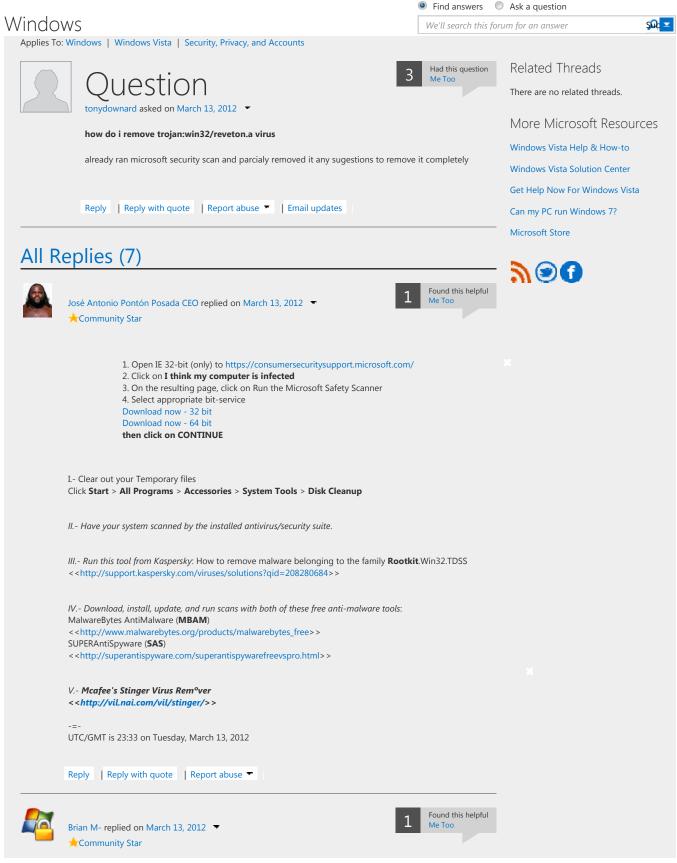
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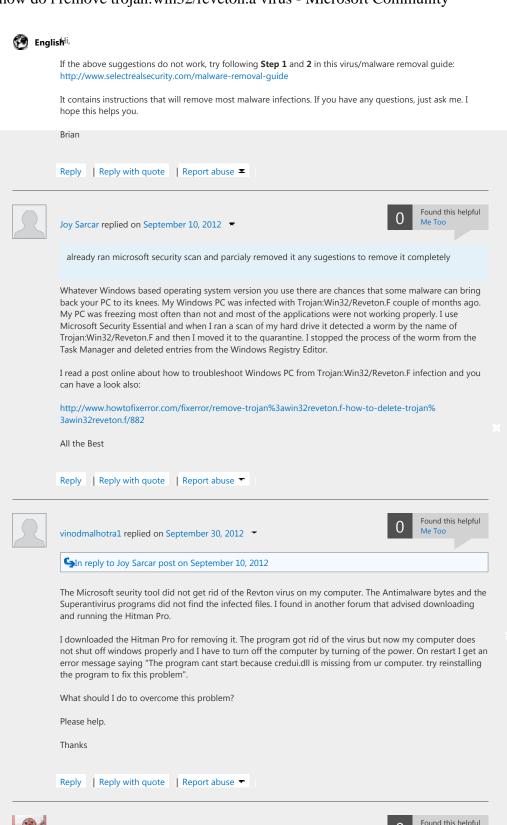
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Madeni K N replied on October 3, 2012 **T**Forum Moderator

O Found this helpful Me Too

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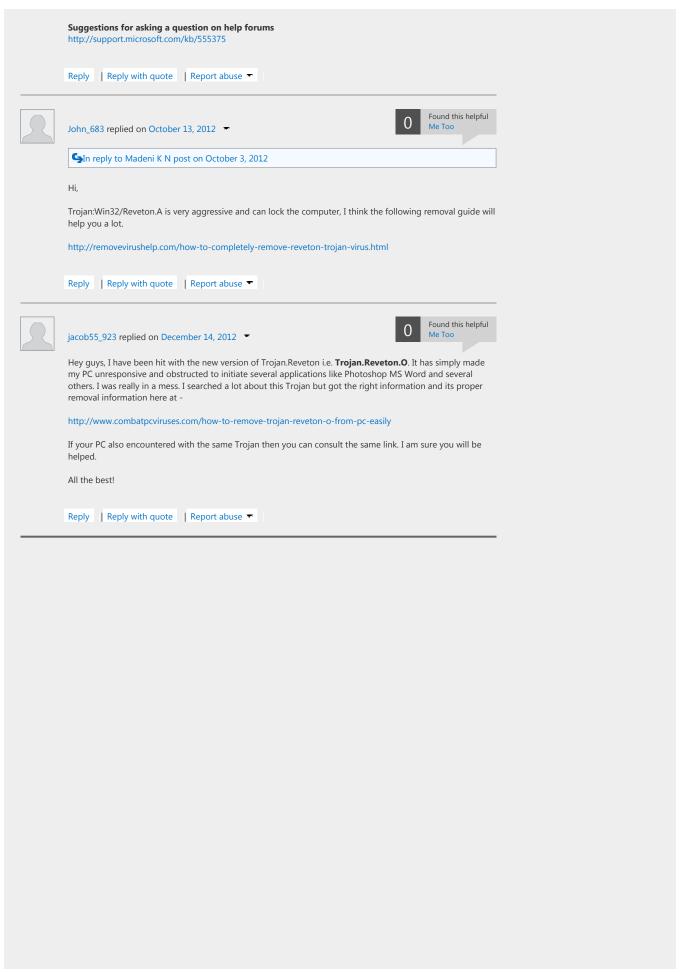
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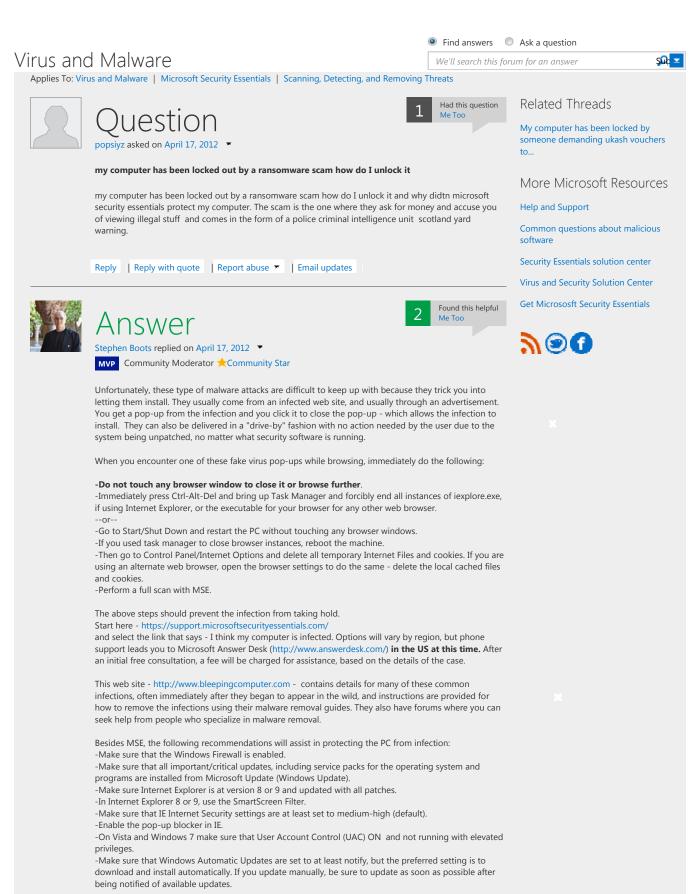
In reply to vinodmalhotra1 post on September 30, 2012

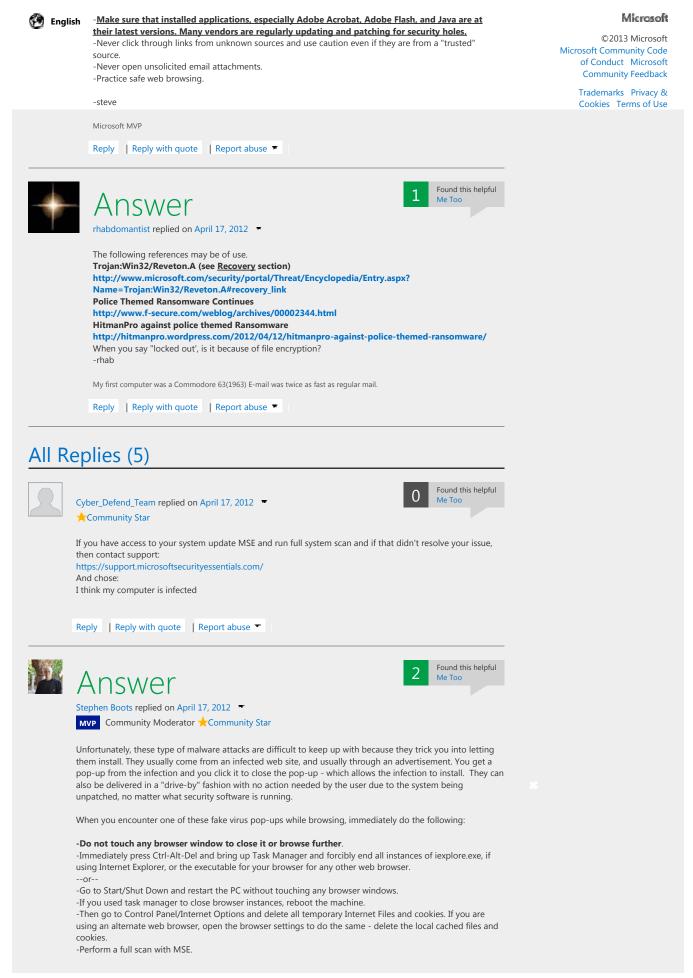
Hi vinodmalhotra1,

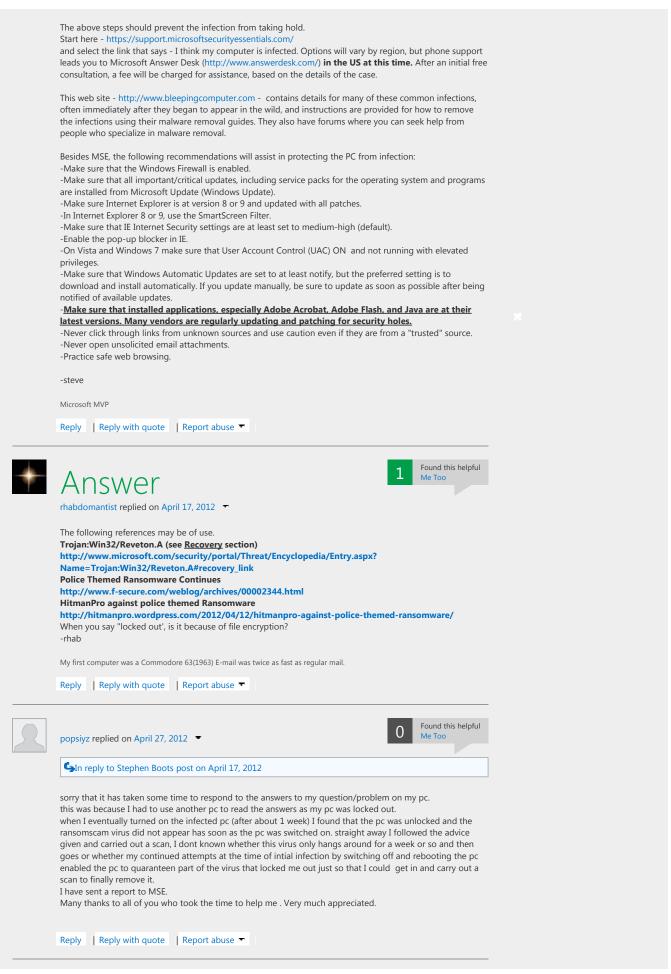
I would suggest you to create a new thread for your issue in the Microsoft Community instead of replying to this old thread. That will help your issue get a better visibility and will draw more helpful replies from the community. The community will need some information from your computer in order to guide you on the issue and you can read the following article in order to know what information needs to be posted in your query:



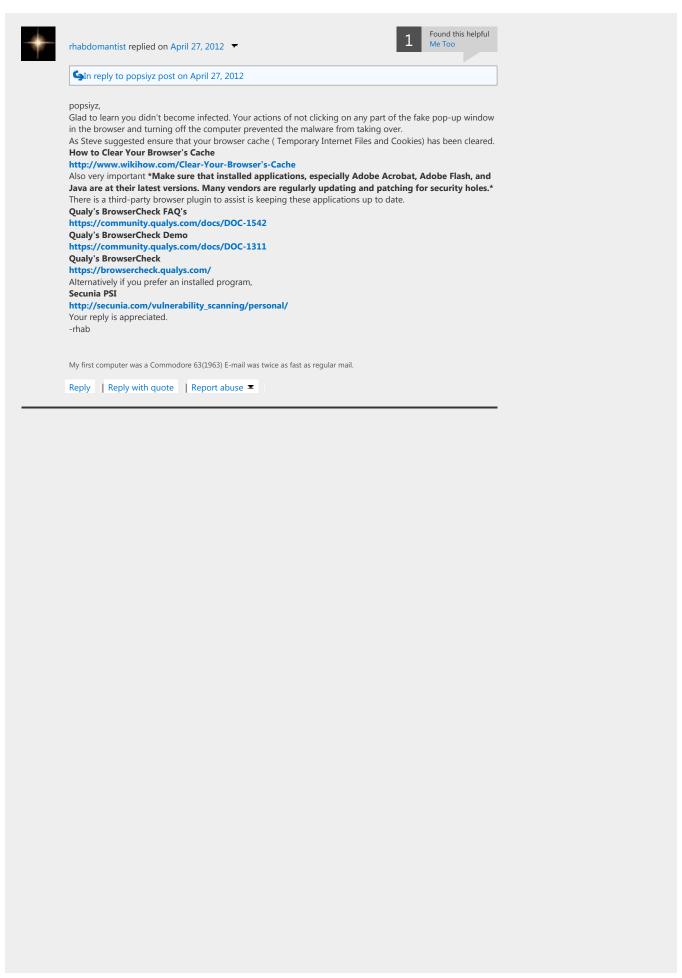








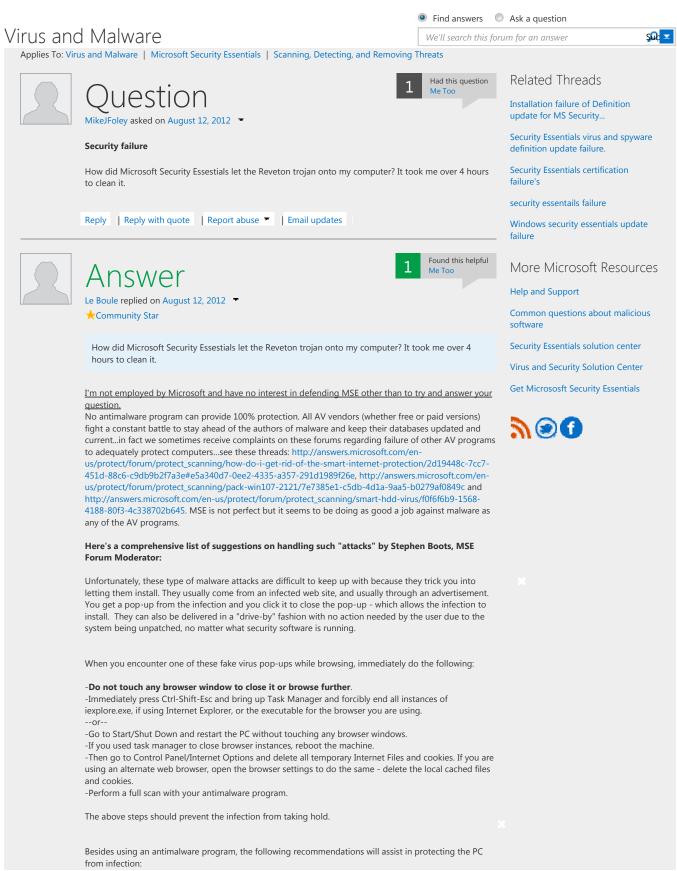
my computer has been locked out by a ransomware scam how do I unlock - Microsoft Community





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- -Make sure that the Windows Firewall is enabled.
- -Make sure that all important/critical updates, including service packs for the operating system and programs are installed from Microsoft Update (Windows Update).
- -Make sure Internet Explorer is at version 8 or higher and updated with all patches.
- -In Internet Explorer 8 or 9, use the SmartScreen Filter.
- -Make sure that IE Internet Security settings are at least set to medium-high (default).
- -Enable the pop-up blocker in IE.
- -On Vista and Windows 7 make sure that User Account Control (UAC) ON and not running with elevated privileges.
- -Make sure that Windows Automatic Updates are set to at least notify, but the preferred setting is to download and install automatically. If you update manually, be sure to update as soon as possible after being notified of available updates.
- -Make sure that installed applications, especially Adobe Acrobat, Adobe Flash, and Java are at their latest versions. Many vendors are regularly updating and patching for security holes.
- -Never click through links from unknown sources and use caution even if they are from a "trusted" source.
- -Never open unsolicited email attachments.

http://voices.washingtonpost.com/securityfix/2009/09/what_to_do_when_rogue_anti-vir.html#more

http://ask-leo.com/why_dont_antimalware_tools_work_better.html

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All Replies (3)



TenMilesHigh replied on August 13, 2012 ■

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In reply to Le Boule post on August 12, 2012

Like the above, I have an XP machine with sp3 and a fully updated MSE's. In came Reveton and Citadel. Not comfortable or knowledgable about removing them, I took my machine to a local pc fix-it shop, and for \$65 they removed it. They also removed MSEs and put in a 30 day copy of 'Bitdefender'. "Much better than MSEs. Besides MSEs doesn't have a malware defender component, nor able to deal with this sort of ransomware. For only \$68 a year (to us) it'll keep you clear of these things". Am I getting smoke wafted up my tighty-whitey's? Or can I forgo their generous offer and reload MSEs? Or, in terms of safety, does it make a difference?

Any opinions out there will be greatly appreciated..

thanks, Al.

Reply | Reply with quote | Report abuse **



Le Boule replied on August 13, 2012

Found this helpful

★Community Star

In reply to TenMilesHigh post on August 13, 2012

 $Like the above, I have an XP machine with sp3 and a fully updated MSE's. \ In came Reveton and Citadel. \\$ Not comfortable or knowledgable about removing them, I took my machine to a local pc fix-it shop, and for \$65 they removed it. They also removed MSEs and put in a 30 day copy of 'Bitdefender'. "Much better than MSEs. Besides MSEs doesn't have a malware defender component, nor able to deal with this sort of ransomware. For only \$68 a year (to us) it'll keep you clear of these things". Am I getting smoke wafted up my tighty-whitey's? Or can I forgo their generous offer and reload MSEs? Or, in terms of safety, does it make a difference?

Any opinions out there will be greatly appreciated.. thanks, Al.

http://www.techsupportalert.com/best-free-anti-virus-software.htm

http://www.av-comparatives.org/

http://www.dslreports.com/forum/r25776413-2011-Anti-Virus-Poll

http://ask-leo.com/i run antivirus software why do i still sometimes get infected.html

http://www.westcoastlabs.com/realTimeTesting/article/?articleID=1

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