

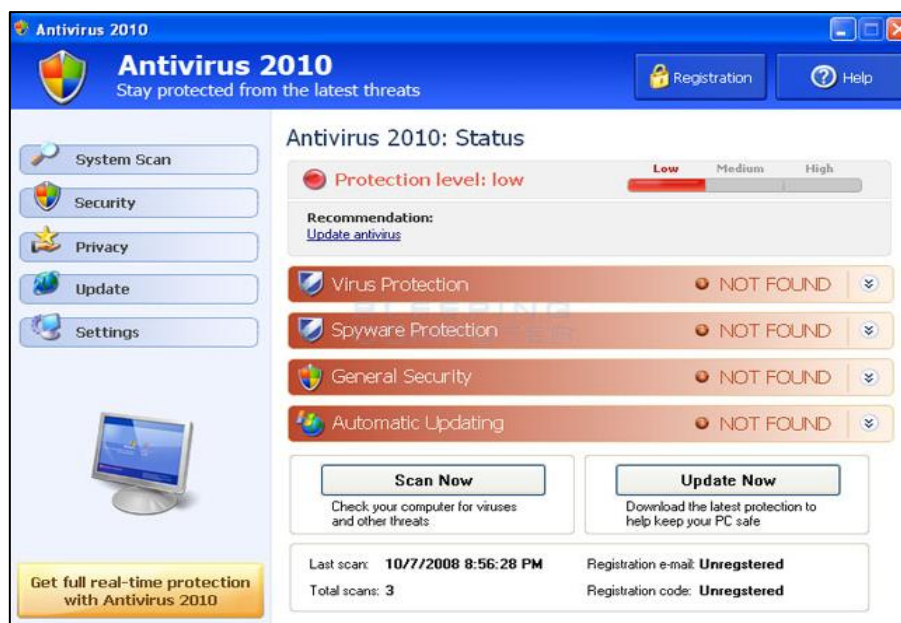
How to Manually Remove a Fake Antivirus Infection

This article is a step-by-step guide to help you manually eliminate fake antivirus infections quickly. We'll also help you understand how fake antivirus works and how to identify it.

How to Recognize a Fake Antivirus Program

Rogue security software designers create legitimate looking pop-up windows that advertise security update software. Such windows might appear on your screen while you surf the web. They may appear as a “warning message” displayed on a web page, notifying the user that their system is “infected”.

Here are some examples of fake antiviruses:



The “updates” or “alerts” in the pop-up windows call for you to take some sort of action, such as clicking to install the software, accept recommended updates, or remove unwanted viruses or spyware. When you click, the rogue security program downloads to your computer.

Most have a Trojan horse component, which users are misled into installing. The Trojan, which is a type of malware harming your computer from within, may be disguised as:

- A [browser plug-in or extension](#) (typically a toolbar)
- An image, screensaver or archive file attached to an e-mail message
- A multimedia codec required to play a certain video clip
- Software shared on peer-to-peer networks
- A free online malware scanning service

All of these files will appear with an .exe extension, meaning that they are executable files. Once executed, the infection is automatically deployed.

How to Remove a Fake Antivirus

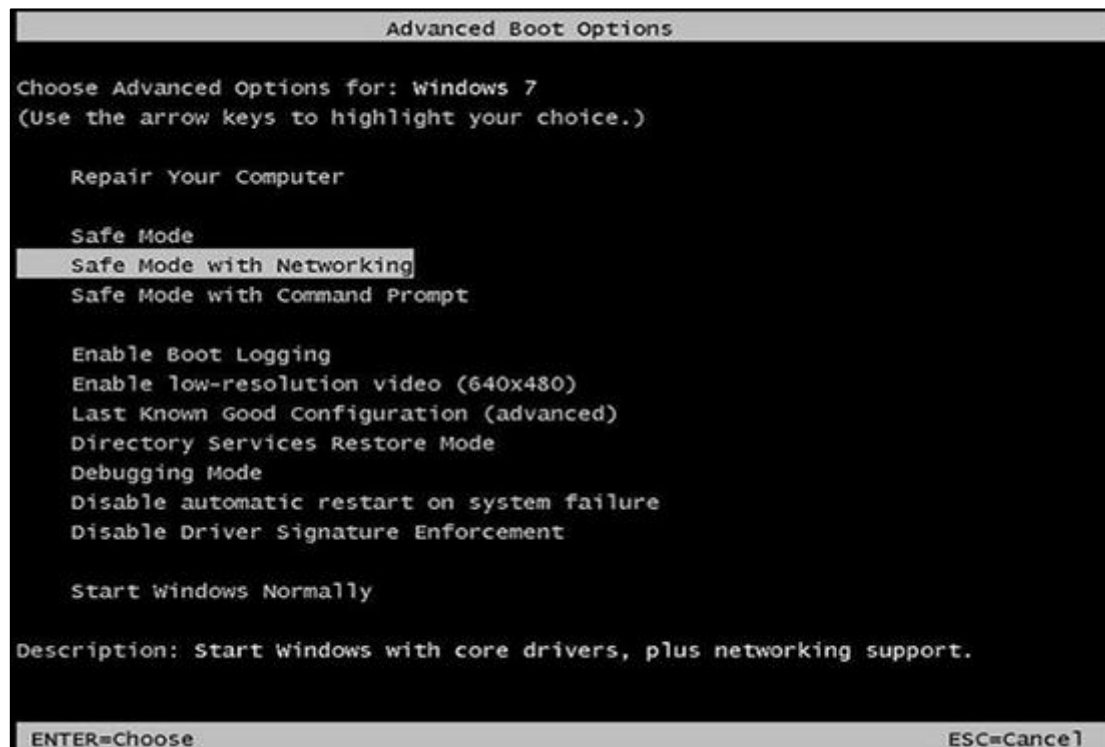
We have created a clear set of instructions to help you remove malware if your computer has been infected with a fake antivirus.

1. Restart the computer in Safe Mode with Networking

In this mode, Windows will only load the basic services and in most cases the malware won't be active. Keep in mind that this is a diagnostic mode of the operating system, so most programs won't operate, including your security solution.

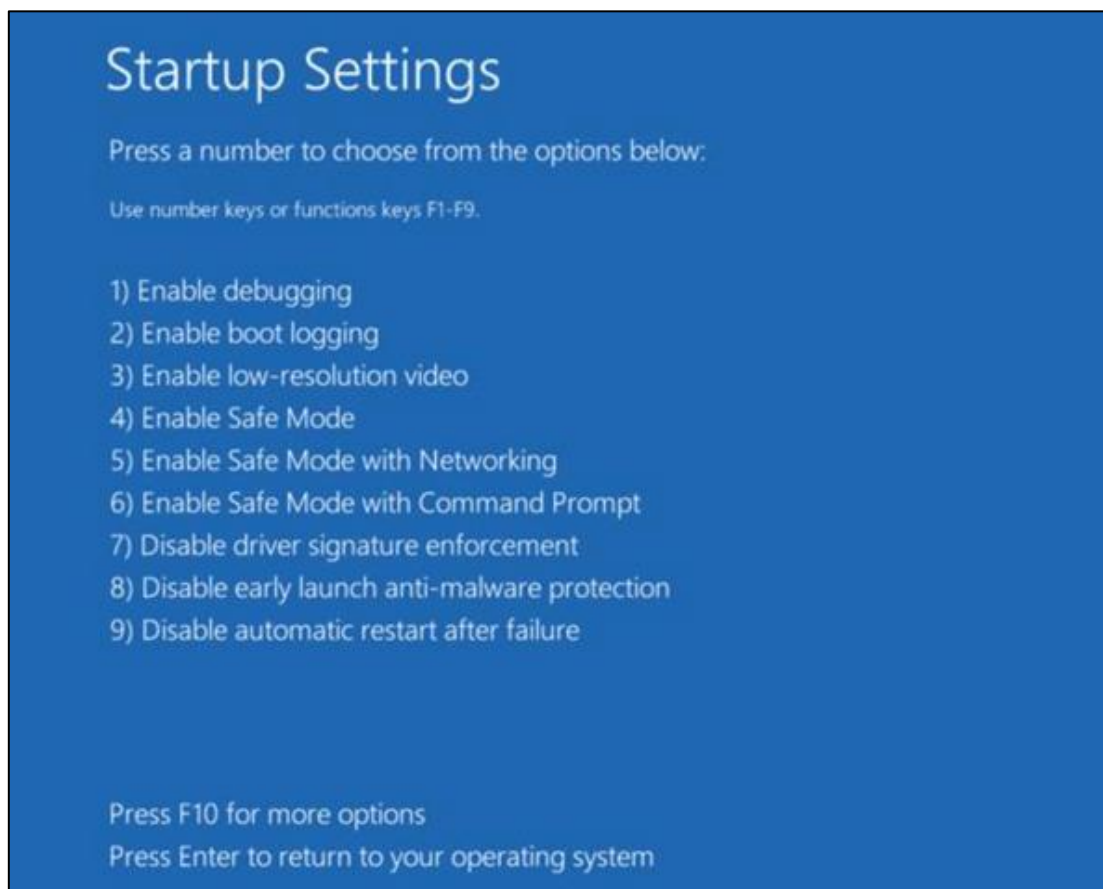
How to restart the system in Safe Mode with Networking using Windows 7

1. Restart the computer.
2. Press the F8 key several times before Microsoft Windows begins to load; tap F8 in one-second intervals until a text menu will be displayed (the Advanced boot options).
3. Select "Safe Mode with Networking" as shown in the image below.



How to restart the system in Safe Mode with Networking using Windows 8, 10, 11

1. Press the Windows key from your keyboard  + the C key.
2. A new menu will be displayed in the right part of the screen; click Settings.
3. Click Power, hold down Shift on your keyboard and click Restart.
4. Click Troubleshoot.
5. Click Advanced Options.
6. Click Startup Settings.
7. Click Restart.
8. Press 5 on your keyboard to Enable Safe Mode with Networking. Windows will now start in Safe Mode with Networking.



For more details on how to restart your computer in Safe Mode with Networking for Windows 10 and 11, please follow the link below:
<https://support.microsoft.com/en-us/windows/start-your-pc-in-safe-mode-in-windows-92c27cff-db89-8644-1ce4-b3e5e56fe234>

When presented with the login screen, choose the Administrator account. An info box will pop up, giving you the option to continue using Safe Mode or use system restore. Click YES to continue in Safe Mode with Networking.