

How to clean infected Temporary Files

There are cases in which Bitdefender may not be able to clean infected temporary files, even after you performed all the necessary updates. Most of the time, this is due to the specific files being in use at that moment. To delete these files, we recommend the following steps:

1. **Restart your device.**
2. **Immediately after restarting, perform a new scan using Bitdefender.**

The infected temporary files should now be deleted.

In case the method presented earlier does not work, you can choose one of the following alternative solutions:

3. **Remove the files with a temporary file cleaner such as Disk Cleanup**
 - Make sure you close all active applications.
 - Launch the **Disk Cleanup** tool in Windows by following [these instructions](#).
 - Select the checkbox next to **Temporary files** to delete this type of files.
 - After selecting the Temporary files checkbox click **OK** and then choose **Delete files** in the confirmation window to start the cleanup. Allow the tool to run uninterrupted.
4. **Remove the files manually in Safe Mode**
 - Note down the locations of the infected files that could not be cleaned.
 - Reboot the PC in Safe Mode. Check out [this tutorial](#) on how to restart Windows in Safe Mode.
 - Display hidden files and folders. Check out [this tutorial](#) on how to show hidden files. If you cannot find Folder Options change **View** by to **Small/Large icons** instead of Category. Another solution would be to open **Computer**, press **Alt** from your keyboard, then from the top menu bar click on **Tools**, and select **Folder Options**.
 - Browse to the respective location(s) and delete the file(s).
 - Reboot in **Normal Mode**.