

3 Tips If You Think Your Computer Is Infected



Tip 1: Microsoft Windows Malicious Software Removal Tool

What to do if you think your computer is infected – even if you are running an up to date antivirus, if your computer is performing unexpected tasks it doesn't hurt to get a second opinion.

Microsoft releases a free tool that is installed and updated on all Windows 7 and above computers called the Windows Malicious Software Removal Tool (MSRT). This tool is not a replacement for an anti-virus as Microsoft only updates the definitions once a month and only targets specific and prevalent malicious software.

For how to download or run this tool please see: <https://support.microsoft.com/en-us/help/890830/remove-specific-prevalent-malware-with-windows-malicious-software-remo>

- Windows Key + R to launch the run dialog window
- Type in MRT.exe
- We would recommend that you perform a full scan when using the software.



Tip 2: Review your Anti-Virus

If you have been using the same Antivirus product for several years, it may be worth looking at online test lab results to see if they are still performing against the competition. If they are not, then it may be worth looking at switching.

Gartner in 2019 rated Microsoft, Symantec, Trend Micro and Sophos as leaders in Endpoint Protection platforms.



Tip 3: Rebuild or Restore to a Known Good

If the issue is still occurring, the last resort may be to start over. If you have a known good backup before the issue presented to restore your computer from, this could be an easy way to resolve the problem. Alternatively, you could completely reinstall your operating system or if you are not running the latest version of your computers operating system use the opportunity to upgrade.

If you end up needing to resort of either of these options, we recommend that any files that need to be backed up prior to restoration or rebuild are uploaded to a cloud storage provider that used Anti-virus scanning at upload or download to prevent the issue from being migrated back to your freshly restored device.

If using local storage to backup your files, after finishing rebuilding or restoring your computer, ensure that all operating system patches have been applied and the anti-virus is installed, running and up to date. You should perform a full scan of the storage device prior to restoring files to the local computer.