

I have a virus, what should I do now?

First STOP! You've got a virus and the more things you do that the virus tells you to do, the more you're infecting your computer and damaging it! It's NOT trying to help you, it's trying to (and hopefully not successfully yet) destroy your computer. Once you have one virus, they many times "call out" for their friends to infect you too.

2 things people always ask: Why doesn't my antivirus software find the virus I have? One of the first things viruses do is stop your antivirus software from finding and killing them. People also ask, but I have antivirus software, why did I get a virus? Assuming your antivirus software subscription is current and up to day (SO IMPORTANT) antivirus software is still only about 90% effective. Sometimes viruses just get in. Virus writers are smart and the antivirus companies are always reacting to new viruses, about 500 new viruses a month.

You can try a system restore from safe mode and hope it works. Print these instructions:

- Windows XP Restore:
http://www.GetEasyComputerHelp.com/tips/windows/XP/system_restore.asp
- Windows Vista Restore:
<http://www.GetEasyComputerHelp.com/tips/windows/Vista/system-restore.asp>

Go back at least 2 weeks... and sometimes you may have to run the restore a few times, trying few different dates to fix the computer. If that doesn't work I'll have to pick up your computer and see what I can do.

If the restore works and your computer works right again, the FIRST thing you need to do is make sure your antivirus software is up to data.

You can also try some of the "free" virus scans on the Internet: (in no particular order)

[McAfee](#)

[Panda ActiveScan with TruPrevent](#)

Symantec Security Check

Trend Micro House Call

Let me know and good luck.

Jeff