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PhoenixFire69 - November 10, 2017, 10:41 am

Hello Hf,

I recently bought a computer from these people. They have TeamViewer preinstalled and they have a bootleg version of windows 10 installed. I brought the Computer back to get the key for windows 10 so I can have the actual version of it.

I just need someone to help me clean it out and make sure they don't have a RAT or anything on there, to where they can access my information.

Thanks guys

PF69

Whip - November 12, 2017, 3:25 am

In case you're suspicious Please follow the following instructions.

Please download Junkware Removal Tool to your desktop.

Run the tool by double-clicking it. If you are using Windows Vista, 7, or 8; instead of double-clicking, right-mouse click JRT.exe and select "Run as Administrator".

The tool will open and start scanning your system.

Please be patient as this can take a while to complete depending on your system's specifications.

On completion, a log (JRT.txt) is saved to your desktop and will automatically open.

Post the contents of JRT.txt into your next message.

If that didn't work, do this, but just skip it otherwise:

Please download Farbar Recovery Scan Tool and save it to your Desktop.

Note: You need to run the version compatible with your system. If you are not sure which version applies to your system download both of them and try to run them. Only one of them will run on your system, that will be the right version.

Right click to run as administrator. When the tool opens click Yes to disclaimer.

Press Scan button.

It will produce logs called FRST.txt and Addition.txt in the same directory the tool is run from.

Please copy and paste the logs back here.