

Forum:[Hack Forums](#)

Thread: [Windows 10 Laptop Wont Reset, Possibly Infected.](#)

Fresh Khalifa - January 18, 2018, 9:12 am

So I went to go reset my laptop on windows 10 due to me wanting to restart since I already found malware on it. And now it gives me some error saying "There was a problem resetting your pc". No changes were made".

I've tried looking up different methods and trying them but none of them are working. Plz help ?

Edit: I contacted Microsoft and they told me that I just need to update. Apparently I didn't install a very big update which fixes these issues.

Xeradius - January 18, 2018, 9:34 am

I don't think you should factory reset your entire system due to malware being present, most malware can be easily detected and removed by anti-malware products.

Personally, I would vouch for <https://www.hitmanpro.com/en-us/downloads.aspx> as it's probably the most powerful I've ever personally used.

Download the free trial (30 days) and perform a full scan of your system, it most probably will find the malware and its remnants and delete them entirely (this AV even deletes tracking cookies from every website you've been on)

Fresh Khalifa - January 18, 2018, 9:49 am

(Jan 18, 2018 10:34 AM)AzulX Wrote: [\[CITE\]](#) I don't think you should factory reset your entire system due to malware being present, most malware can be easily detected and removed by anti-malware products.

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I understand but I prefer to start over due to all the programs/files installed. I just want a fresh install you know?

itzAdamYT - January 18, 2018, 2:34 pm

(Jan 18, 2018 10:34 AM)AzulX Wrote: [\[CITE\]](#) I don't think you should factory reset your entire system due to malware being present, most malware can be easily detected and removed by anti-malware products.

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didn't you exit scam on V3rm?

