

Forum:[Hack Forums](#)

Thread: [Win32 malware/gen](#)

Divided_Device - October 26, 2018, 10:31 am

Hello,

I have a win32/gen malware trojan on my computer.

What I did is running malwarebytes, after that Windows Defender and Kaspersky. But none of them die remove it. Now when I startup my computer I only have a black screen, and nothing happens.

Anyone out there who can help me?

Greetings,

DD

sh4moon - October 26, 2018, 10:36 am

(Oct 26, 2018 10:31 AM)Divided_Device Wrote: [\[CITE\]](#) Hello,

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how do you know you still have it? if it's win32 generic it's probably either existing malware that got changed enough or it's new. probably heuristics based detection. if you're really having this much of a problem just reinstall the operating system.

Divided_Device - October 26, 2018, 10:43 am

When I startup my computer, of only displays a black screen. How am I able to re-install Windows os? By disk or USB?

Jacque Fresco - October 26, 2018, 1:01 pm

Please go into this subforum for advanced help

[Malware, Rat, and Virus Removal](#)

and read this articel on how to receive assistance

<https://hackforums.net/showthread.php?tid=4557247>

Divided_Device - October 26, 2018, 10:40 pm

Thanks for the info! I'll keep you guys updated

EternityDev - October 28, 2018, 7:13 pm

If you still need help PM me and I can help you remove it. Was it always a black screen or did it recently turn into one cause one of the AVs may have fucked up your OS trying to remove it. This is

very common if it was some sort of rootkit as the same has happened to me.

Divided_Device - October 29, 2018, 11:32 am

(Oct 28, 2018 07:13 PM)EternityDev Wrote: [\[CITE\]](#) If you still need help PM me and I can help you remove it. Was it always a black screen or did it recently turn into one cause one of the AVs may have fucked up your OS trying to remove it. This is very common if it was some sort of rootkit as the same has happened to me. Hello! It was some kind of adware which I could not remove with AVG. So I removed AVG and ran a scan on Security Essentials, which detected it. After that I wanted to delete it, which it did. But after rebooting the system I ended up with power indicators on and a black screen. I didn't see the windows startup screen with the logo displaying.

Will it be an option to re-install Windows 7 with usb/disk? It may also be hardware related. But I doubt it because right after the adware removal, the display failed.

Greetings,

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EternityDev - October 29, 2018, 5:10 pm

(Oct 29, 2018 11:32 AM)Divided_Device Wrote: [\[CITE\]](#) Hello! It was some kind of adware which I could not remove with AVG. So I removed AVG and ran a scan on Security Essentials, which detected it. After that I wanted to delete it, which it did. But after rebooting the system I ended up with power indicators on and a black screen. I didn't see the windows startup screen with the logo displaying.

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Yes, formatting your pc is still an option however this sounds like it may be able to be fixed with recovery mode which you can boot into separately with windows.

dummies.com/computers/operating-systems/windows-xp-vista/how-to-get-to-the-recovery-console-in-windows/

Go into the recovery console and type "sfc /scannow" let it run and once its done try to boot normally into windows. If it works I would run some secondary scanners to make sure all crap is removed such as HitmanPro and TDSSKiller by Kaspersky. Both are free tools and should remove anything else or any extras the file has left behind. Also, this may sound crazy but I wouldn't use an AV at all as they slow down the system. I just scan everything I download on virustotal and every so often I run hitman pro and make sure I'm good.

If these steps don't work try some other options in recovery mode and if nothing works I would just end up restoring :/

Divided_Device - October 30, 2018, 5:55 am

Booting into recovery mode does not work.. (by pressing F8). So I think I'll have to restore it. I'm planning to use Security Essentials.

I'll keep you updated.

Jacque Fresco - October 30, 2018, 7:23 am

Rootkits are pretty rare on the free web. Because of its harder nature to code them, it would be devastating to spread them. Therefore Rootkits are mostly coded to infect a targeted person.

Divided_Device, keep your computer crashing 3 times. "How?" When the windows logo shows up then detach the power cable or press and hold the power button to power down the computer. Do this 3 times and you will start to see a screen that will gives u a selection of options. Based on what system you have you should find a way to start windows in Safemode. Do this, if it work and you see your desktop then Overthink if you want to fix your computer with the help of a professional Or if you want to reinstall windows (mostly better for windows amateur's. Since they are messing all around with their system).

What ever you are choosing, plugin a USB or External HDD/SSD and backup ALL your personal data (No Executables!!).

if you choose to repair your system: - Go into the White hat Section of Hackforums or into another Malware removal Forum!

if you choose to reinstall your system: - Check for Videos about how to on YouTube. (When you are in the Partition menu, while installing windows, choose to format all Partitions. Just to make sure nothing is left)

Divided_Device - *October 30, 2018, 7:43 am*

Thanks for the advice!

But I followed all the steps:

- Using recovery mode.
- removing battery/power supply release static (holding powerbutton 60s).
- removing RAM/CPU/cleanup.

How am I supposed to crash it?

None of the above worked for me.

Is it possible for malware to entirely destroy hardware?

My keyboard doesn't work also. I think my motherboard is dead...