

Forum:[Hack Forums](#)

Thread: [Can't change settings, computer acting slow](#)

Nvidiaplex - February 18, 2020, 3:04 pm

I think I might have downloaded a virus, or a virus has been put on my computer.
I just need some help removing it please.

Goku - February 18, 2020, 3:11 pm

I'm not the support guy but I recommend downloading [Malwarebytes](#) and perform a full scan.

Also, additionally, use these programs too

<https://www.malwarebytes.com/adwcleaner/>

<https://www.malwarebytes.com/antirootkit/>

Nvidiaplex - February 18, 2020, 3:42 pm

(Feb 18, 2020 04:11 PM)Goku Wrote: [\[CITE\]](#) I'm not the support guy but I recommend downloading [Malwarebytes](#) and perform a full scan.

Also, additionally, use these programs too

<https://www.malwarebytes.com/adwcleaner/>

<https://www.malwarebytes.com/antirootkit/>

Didn't find anything, one thing I tried to do was a hard reset. I'm on an acer aspire.

I was pressing the keys to preform a hard reset but it did nothing but bring me back to the login for my laptop.

One thing I noticed was I couldn't type anything into the password box after doing this.

MalwareBytes Scan ([Click to View](#))

Quote:Malwarebytes

www.malwarebytes.com

-Log Details-

Scan Date: 2/18/20

Scan Time: 4:36 PM

Log File: 288cf40a-529f-11ea-b3bc-54ab3abf95d6.json

-Software Information-

Version: 4.0.4.49

Components Version: 1.0.823

Update Package Version: 1.0.19430

License: Free

-System Information-

OS: Windows 10 (Build 17763.1039)

CPU: x64

File System: NTFS

User: DESKTOP-14BSHKN\jon

-Scan Summary-

Scan Type: Threat Scan

Scan Initiated By: Manual

Result: Completed

Objects Scanned: 266451
Threats Detected: 0
Threats Quarantined: 0
Time Elapsed: 1 min, 7 sec

-Scan Options-

Memory: Enabled
Startup: Enabled
Filesystem: Enabled
Archives: Enabled
Rootkits: Disabled
Heuristics: Enabled
PUP: Detect
PUM: Detect

-Scan Details-

Process: 0
(No malicious items detected)

Module: 0
(No malicious items detected)

Registry Key: 0
(No malicious items detected)

Registry Value: 0
(No malicious items detected)

Registry Data: 0
(No malicious items detected)

Data Stream: 0
(No malicious items detected)

Folder: 0
(No malicious items detected)

File: 0
(No malicious items detected)

Physical Sector: 0
(No malicious items detected)

WMI: 0
(No malicious items detected)

(end)

ADW ([Click to View](#))

Quote:# -----

Malwarebytes AdwCleaner 8.0.2.0

Build: 01-27-2020

Database: 2020-02-17.1 (Cloud)
Support: <https://www.malwarebytes.com/support>

Mode: Scan

Start: 02-18-2020
Duration: 00:00:16
OS: Windows 10 Pro
Scanned: 34851
Detected: 0

*** [Services] ***

No malicious services found.

*** [Folders] ***

No malicious folders found.

*** [Files] ***

No malicious files found.

*** [DLL] ***

No malicious DLLs found.

*** [WMI] ***

No malicious WMI found.

*** [Shortcuts] ***

No malicious shortcuts found.

*** [Tasks] ***

No malicious tasks found.

*** [Registry] ***

No malicious registry entries found.

*** [Chromium (and derivatives)] ***

No malicious Chromium entries found.

*** [Chromium URLs] ***

No malicious Chromium URLs found.

*** [Firefox (and derivatives)] ***

No malicious Firefox entries found.

*** [Firefox URLs] ***

No malicious Firefox URLs found.

*** [Hosts File Entries] ***

No malicious hosts file entries found.

*** [Preinstalled Software] ***

No Preinstalled Software found.

AdwCleaner[S00].txt - [1405 octets] - [18/02/2020 17:28:19]

AdwCleaner[C00].txt - [1595 octets] - [18/02/2020 17:28:46]

AdwCleaner[S01].txt - [1527 octets] - [18/02/2020 17:30:49]

EOF - C:\AdwCleaner\Logs\AdwCleaner[S02].txt

Goku - February 18, 2020, 6:02 pm

(Feb 18, 2020 04:42 PM)Nvidiaplex Wrote: [\[CITE\]](#) Didn't find anything, one thing I tried to do was a hard reset. I'm on an acer aspire.

I was pressing the keys to preform a hard reset but it did nothing but bring me back to the login for my laptop.

One thing I noticed was I couldn't type anything into the password box after doing this.

You should also enable 'scan for rootkits' on Malwarebytes since those are nasty and survive reinstall of the os.

But yea I would maybe someone from the anti-malware support crew is gonna drop in this thread.

But yea the last resort is a clean install. Just don't forget to backup important files.

You should really get an SSD if you don't have one yet. It's faster than an HDD.

Bastille - February 19, 2020, 10:39 am

Hello buddy,

In order to help you please answer to all of these questions, the more information I have the better. If you think about anything else that could be interesting please feel free to share.

For the following, I'm considering you use Windows.

- Which version system do you have ? Press Windows Key + R and type "winver"
- Have you recently downloaded suspicious files ?
- Have you recently installed programs ?
- Did you recently installed updates ?
- How old is your computer ?
- What's the configuration of your computer ?
- Can you open the task manager, click on "more details", and go to the "Processus" tab. Do you see any high consuming processus ? (CPU, RAM, DISK)
- Is your system up to date ?
- Are your drivers up to date ?

After this, we will go further.

Nvidiaplex - February 19, 2020, 12:46 pm

(Feb 19, 2020 11:39 AM)Yseurk Wrote: [\[CITE\]](#) Hello buddy,

In order to help you please answer to all of these questions, the more information I have the better. If you think about anything else that could be interesting please feel free to share.

For the following, I'm considering you use Windows.

- Which version system do you have ? Press Windows Key + R and type "winver"
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After this, we will go further.

- I have Windows 10 Pro
- No
- Yes
- Yes
- My laptop is about a year old but it just started acting this way. I bought it second hand, could it possibly be a delayed virus?
- Not sure what you mean?
- I can't see any high consuming processus
- Yes
- Yes