

Malware How To Remove

JUNE 22, 2014

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STEP 1: Remove redirect from Internet Explorer, Firefox and Google Chrome with AdwCleaner

The AdwCleaner utility will scan your computer and web browser for the tags.bkrtx.com malicious files, browser extensions and registry keys, that may have been installed on your computer without your knowledge.

1. You can **download AdwCleaner** utility from the below link.

[ADWCLEANER DOWNLOAD LINK](#) (*This link will automatically download AdwCleaner to your computer*)

2. Before starting AdwCleaner, **close all open programs and internet browsers**, then **double-click on the AdwCleaner icon**.



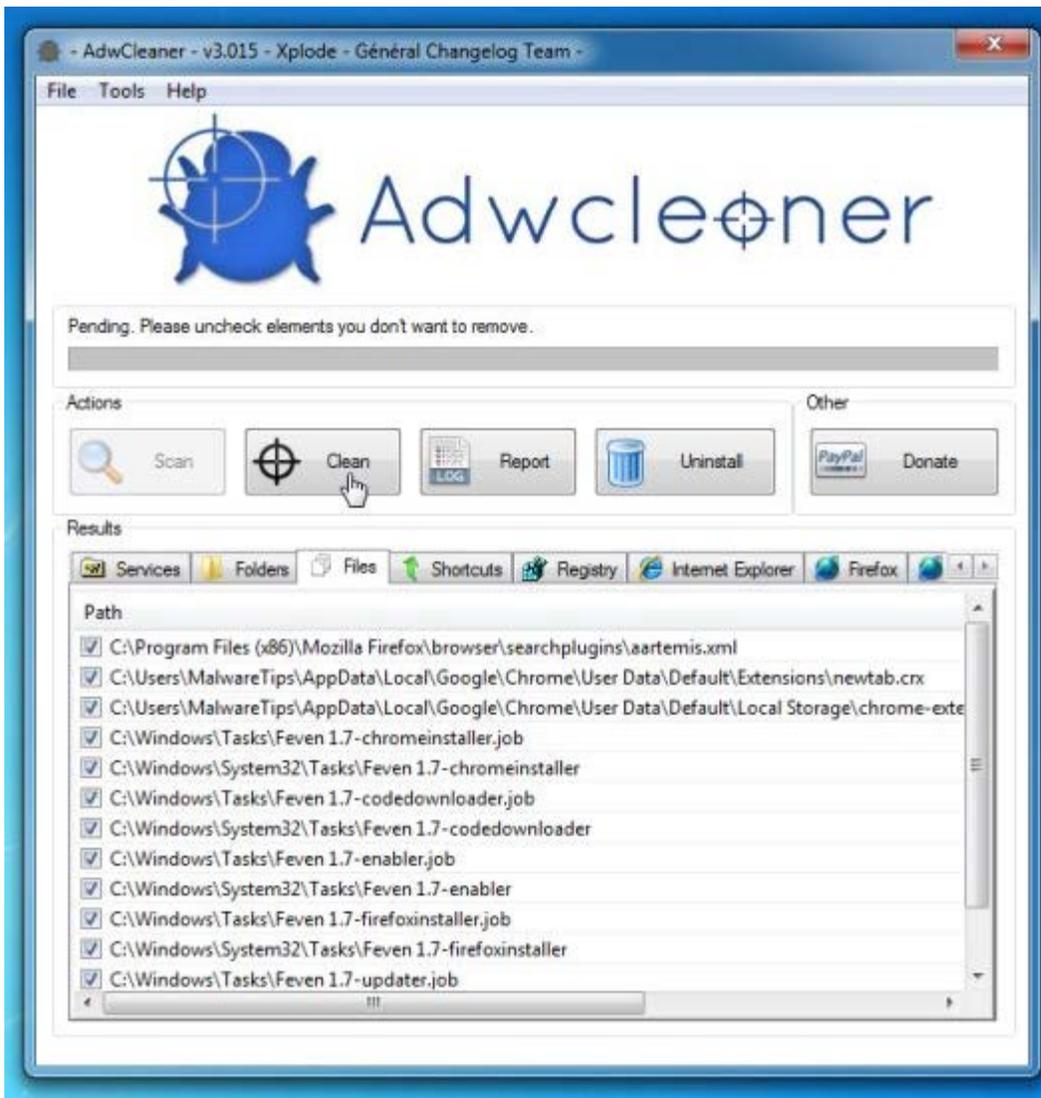
If Windows prompts you as to whether or not you wish to run AdwCleaner, please allow it to run.

3. When the AdwCleaner program will open, click on the **Scan** button as shown below.



AdwCleaner will now start to search for the tags.bkrtx.com malicious files that may be installed on your computer.

4. To remove the tags.bkrtx.com malicious files that were detected in the previous step, please click on the **Clean** button.



5. AdwCleaner will now prompt you to **save any open files or data** as the program will need to reboot the computer. Please do so and then click on the **OK** button. AdwCleaner will now delete all detected adware from your computer. When it is done it will display an alert that explains what PUPs (Potentially Unwanted Programs) and Adware are. Please read through this information and then press the **OK** button. You will now be presented with an alert that states **AdwCleaner needs to reboot your computer**.
Please click on the **OK** button to allow AdwCleaner reboot your computer.

STEP 2: Remove adware with Junkware Removal Tool

Junkware Removal Tool is a powerful utility, which will remove tags.bkrtx.com pop-up ads from Internet Explorer, Firefox or Google Chrome.

1. You can download the **Junkware Removal Tool utility** from the below link:

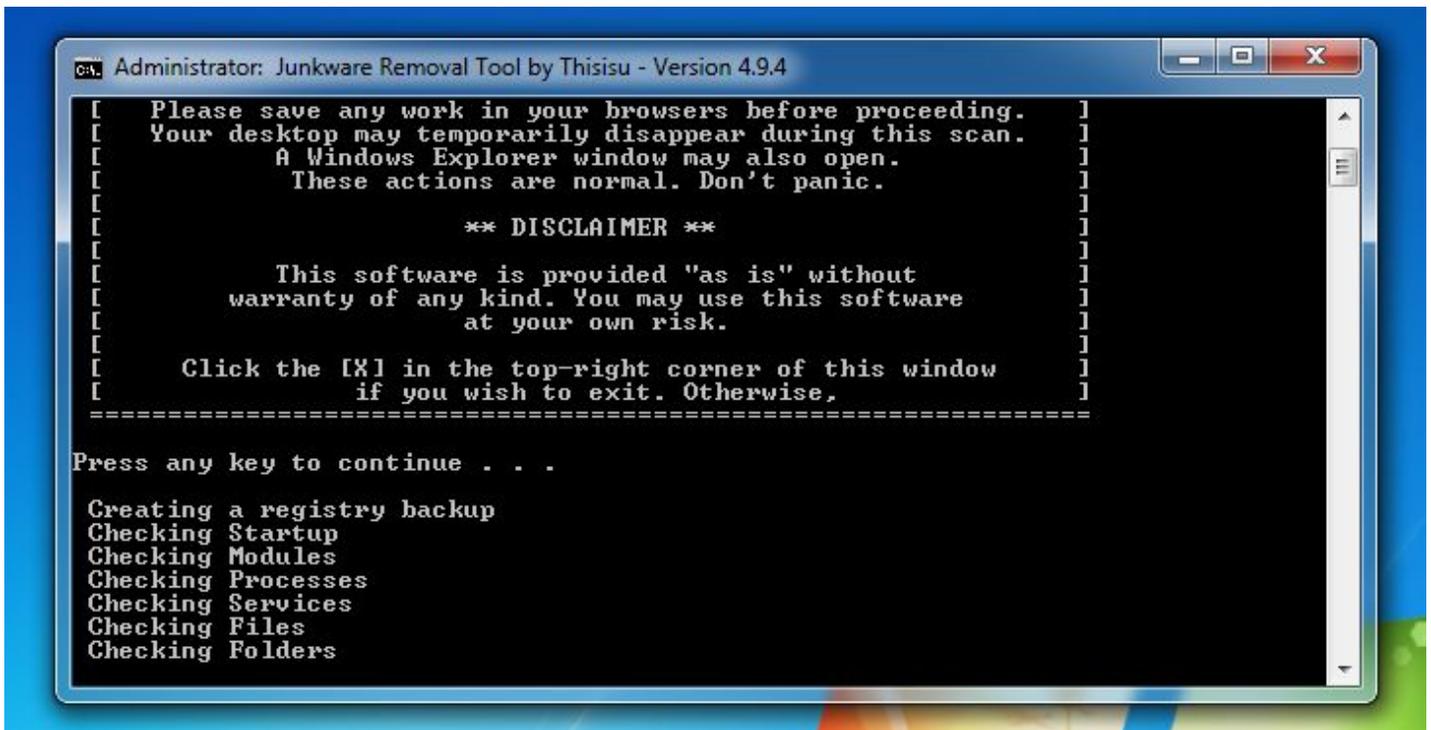
JUNKWARE REMOVAL TOOL DOWNLOAD LINK (This link will automatically download the Junkware Removal Tool utility on your computer)

2. Once Junkware Removal Tool has finished downloading, please **double-click on the JRT.exe** icon as seen below.



If Windows prompts you as to whether or not you wish to run Junkware Removal Tool, please allow it to run.

3. Junkware Removal Tool will now start, and at the Command Prompt, you'll need to *press any key* to perform a scan for the tags.bkrtx.com hijacker.

The image is a screenshot of a Windows Command Prompt window titled "Administrator: Junkware Removal Tool by Thisisu - Version 4.9.4". The window has a black background with white text. The text inside the window includes a warning to save work in browsers, a disclaimer stating the software is provided "as is" without warranty, and a list of system components being checked: "Creating a registry backup", "Checking Startup", "Checking Modules", "Checking Processes", "Checking Services", "Checking Files", and "Checking Folders". The prompt "Press any key to continue . . ." is visible at the bottom of the text shown.

```
Administrator: Junkware Removal Tool by Thisisu - Version 4.9.4
[ Please save any work in your browsers before proceeding. ]
[ Your desktop may temporarily disappear during this scan. ]
[ A Windows Explorer window may also open. ]
[ These actions are normal. Don't panic. ]
[
[ *** DISCLAIMER *** ]
[
[ This software is provided "as is" without ]
[ warranty of any kind. You may use this software ]
[ at your own risk. ]
[
[ Click the [X] in the top-right corner of this window ]
[ if you wish to exit. Otherwise, ]
[-----]
Press any key to continue . . .
Creating a registry backup
Checking Startup
Checking Modules
Checking Processes
Checking Services
Checking Files
Checking Folders
```

Please be patient as this can take a while to complete (up to 10 minutes) depending on your system's specifications.

4. When the scan Junkware Removal Tool will be completed, this utility will display a log with the malicious files and registry keys that were removed from your computer.

```
JRT - Notepad
File Edit Format View Help
-----
Junkware Removal Tool (JRT) by Thisisu
Version: 4.9.4 (05.06.2013:1)
OS: windows 7 ultimate x86
Ran by MalwareTips on Tue 06/04/2013 at 17:35:34.55
-----

--- Services

--- Registry values
Successfully repaired: [Registry Value] HKEY_CURRENT_USER\Software\Microsoft\Internet Explorer\Main\Start Page
Successfully repaired: [Registry Value] HKEY_USERS\.\DEFAULT\Software\Microsoft\Internet Explorer\Main\Start Page
Successfully repaired: [Registry Value] HKEY_USERS\S-1-5-18\Software\Microsoft\Internet Explorer\Main\Start Page
Successfully repaired: [Registry Value] HKEY_USERS\S-1-5-19\Software\Microsoft\Internet Explorer\Main\Start Page
Successfully repaired: [Registry Value] HKEY_USERS\S-1-5-20\Software\Microsoft\Internet Explorer\Main\Start Page
Successfully repaired: [Registry Value] HKEY_USERS\S-1-5-21-1327369714-3033071532-1096447129-1000\Software\Microsoft

--- Registry Keys
Successfully deleted: [Registry Key] HKEY_CURRENT_USER\Software\conduit
Successfully deleted: [Registry Key] HKEY_LOCAL_MACHINE\Software\conduit
Successfully deleted: [Registry Key] HKEY_CURRENT_USER\Software\startsearch
Successfully deleted: [Registry Key] HKEY_CURRENT_USER\Software\AppDataLow\Software\smartbar
Successfully deleted: [Registry Key] HKEY_CURRENT_USER\Software\AppDataLow\sprotector

--- Files
```

STEP 3: Remove tags.bkrtx.com pop-up virus with Malwarebytes Anti-Malware Free

Malwarebytes Anti-Malware Free uses industry-leading technology to detect and remove all traces of malware, including worms, Trojans, rootkits, rogues, dialers, spyware, and more.

It is important to note that Malwarebytes Anti-Malware works well and should run alongside antivirus software without conflicts.

1. You can **download Malwarebytes Anti-Malware Free** from the below link, then double click on it to install this program.
MALWAREBYTES ANTI-MALWARE DOWNLOAD LINK *(This link will open a download page in a new window from where you can download Malwarebytes Anti-Malware Free)*
2. When the installation begins, **keep following the prompts** in order to continue with the setup process.



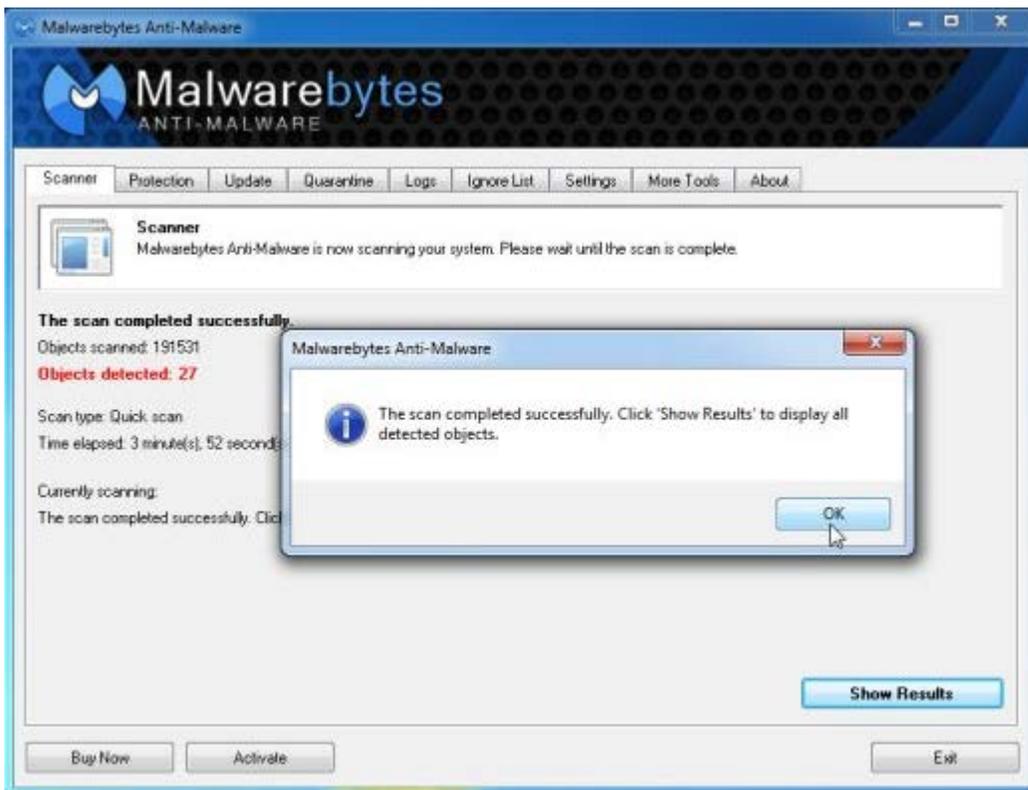
3. On the **Scanner** tab, select **Perform quick scan** and then click on the **Scan** button to start scanning your computer.



4. Malwarebytes' Anti-Malware will now start scanning your computer for tags.bkrtx.com malicious files as shown below.



5. When the Malwarebytes scan will be completed,click on **Show Result**.



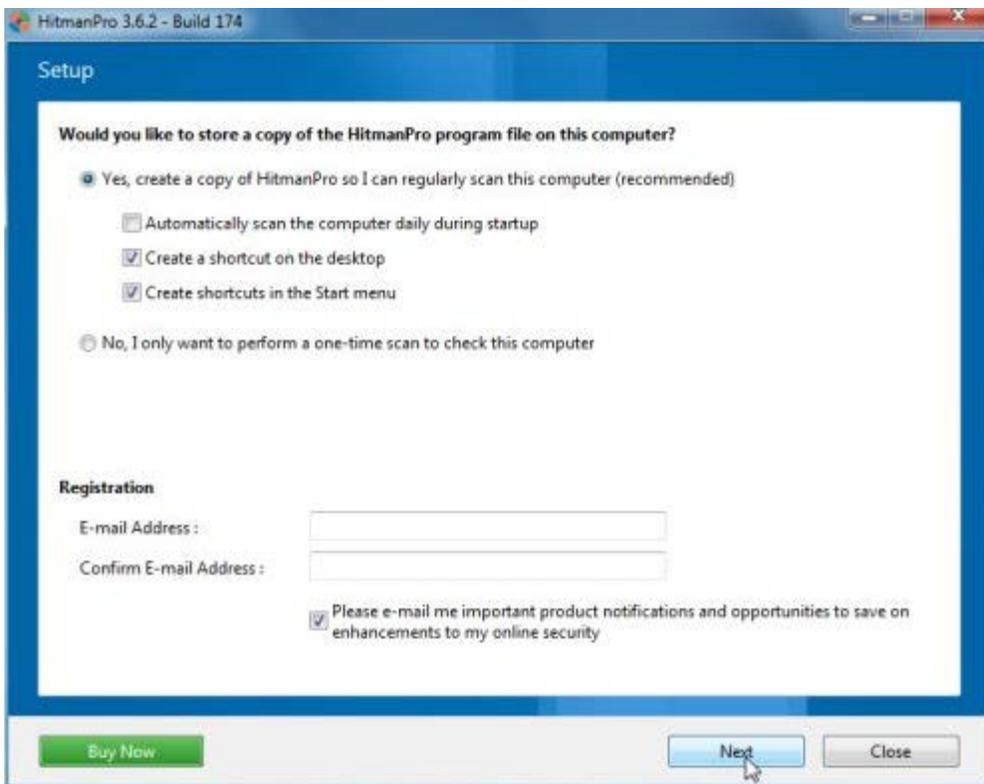
6. You will now be presented with a screen showing you the malware infections that Malwarebytes' Anti-Malware has detected.Please note that the infections found may be different than what is shown in the image.Make sure that everything is **Checked (ticked)** and click on the **Remove Selected** button.



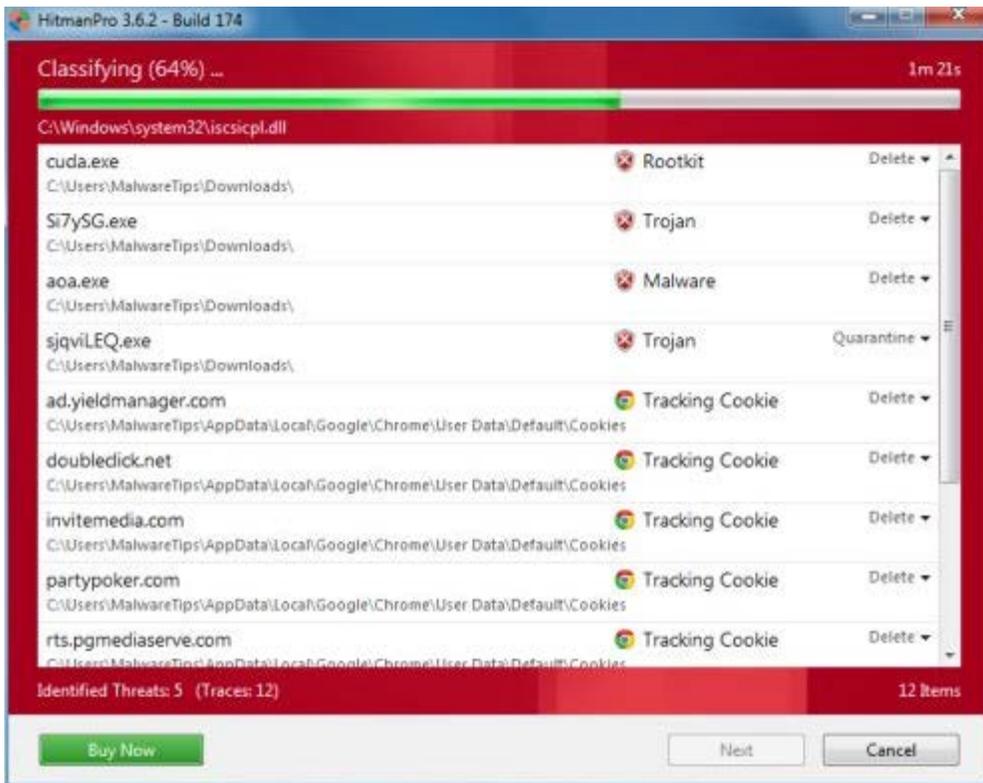
STEP 4: Double-check for the tags.bkrtx.com infection with HitmanPro

HitmanPro is a second opinion scanner, designed to rescue your computer from malware (viruses, trojans, rootkits, etc.) that have infected your computer despite all the security measures you have taken (such as anti virus software, firewalls, etc.). HitmanPro is designed to work alongside existing security programs without any conflicts. It scans the computer quickly (less than 5 minutes) and does not slow down the computer.

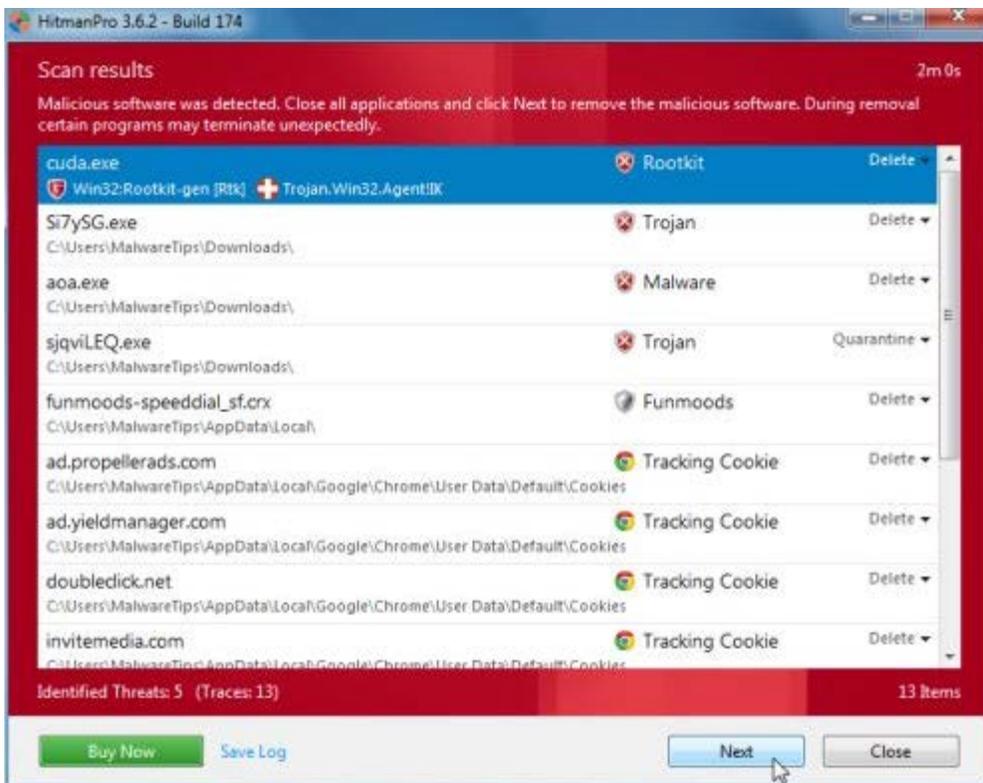
1. You can **download HitmanPro** from the below link, then double-click on it to start this program.
HITMANPRO DOWNLOAD LINK *(This link will open a new web page from where you can download HitmanPro)*
2. HitmanPro will start and you'll need to follow the prompts (by clicking on the **Next** button) to start a system scan with this program.



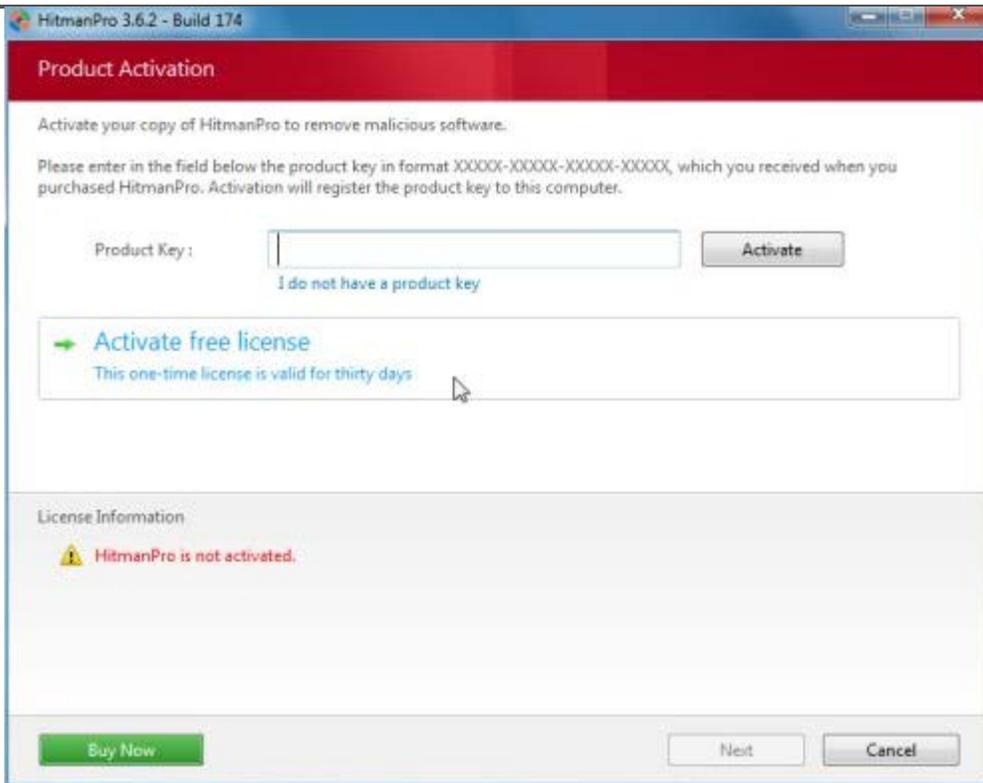
3. HitmanPro will start scanning your computer for tags.bkrtx.com malicious files as seen in the image below.



- Once the scan is complete, you'll see a screen which will display all the infected files that this utility has detected, and you'll need to click on **Next** to remove this malicious files.



- Click **Activate free license** to start the free 30 days trial and remove all the malicious files from your computer.



(OPTIONAL) STEP 5: Remove the browser redirect extensions from Internet Explorer, Firefox and Google Chrome

If you are still experiencing issues with the tags.bkrtx.com pop-up ads in Internet Explorer, Firefox or Chrome, we will need to reset your browser to its default settings. This step needs to be performed only if your issues have not been solved by the previous steps.

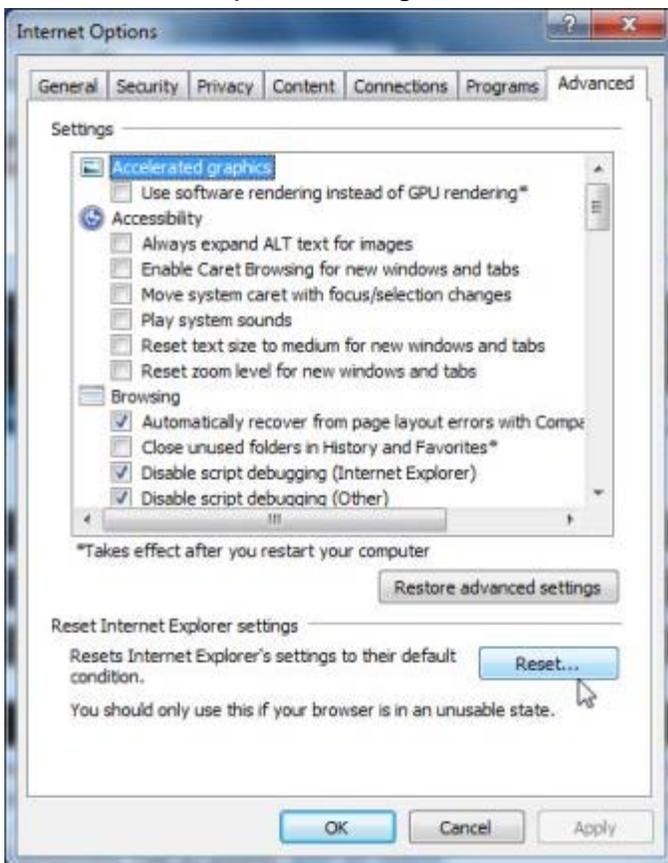
Remove redirect from Internet Explorer

1. Open Internet Explorer, click on the **gear icon**  (Tools for Windows XP users) at the top (far right), then click again on **Internet Options**.

Alternatively, you can quickly RESET IE (Internet Explorer) by watching this short helpvideo.
<http://happyharry.net/helpvideos/resetie>



2. In the *Internet Options* dialog box, click on the **Advanced** tab, then click on the **Reset** button.



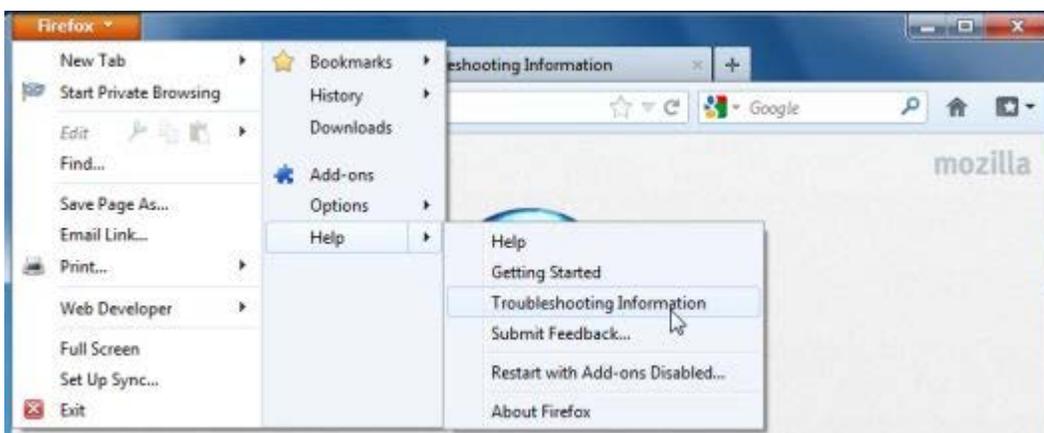
3. In the *Reset Internet Explorer settings* section, check the **Delete personal settings** box, then click on **Reset**.



4. When Internet Explorer finishes resetting, click **Close** in the confirmation dialogue box and then click **OK**.
5. **Close and open Internet Explorer.**

Remove redirect from Mozilla Firefox

1. At the top of the Firefox window, click the **Firefox** button, go over to the **Help** sub-menu (on *Windows XP*, click the Help menu at the top of the Firefox window), and select **Troubleshooting Information**.



2. Click the **Reset Firefox** button in the upper-right corner of the *Troubleshooting Information* page.

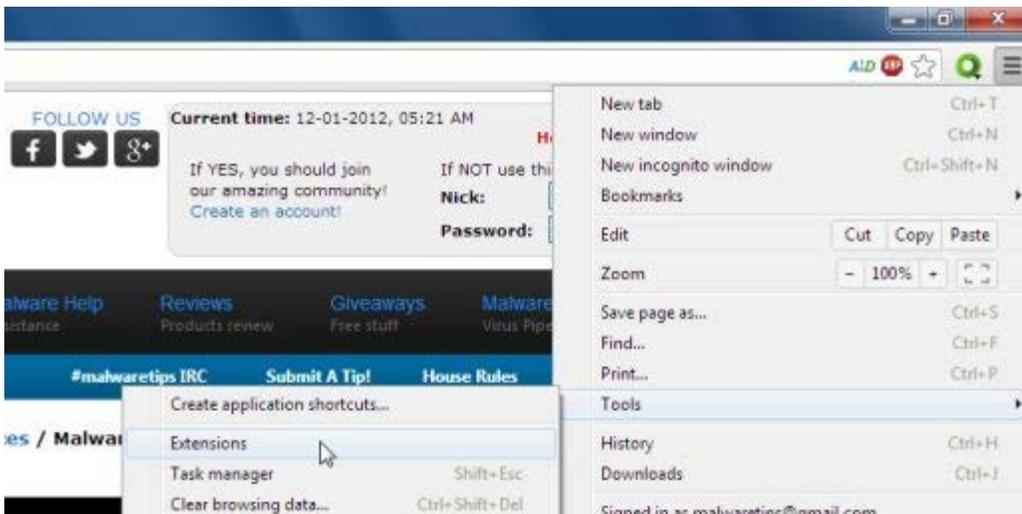


3. To continue, click **Reset Firefox** in the confirmation window that opens.
4. Firefox will close and be reset. When it's done, a window will list the information that was imported. Click **Finish**

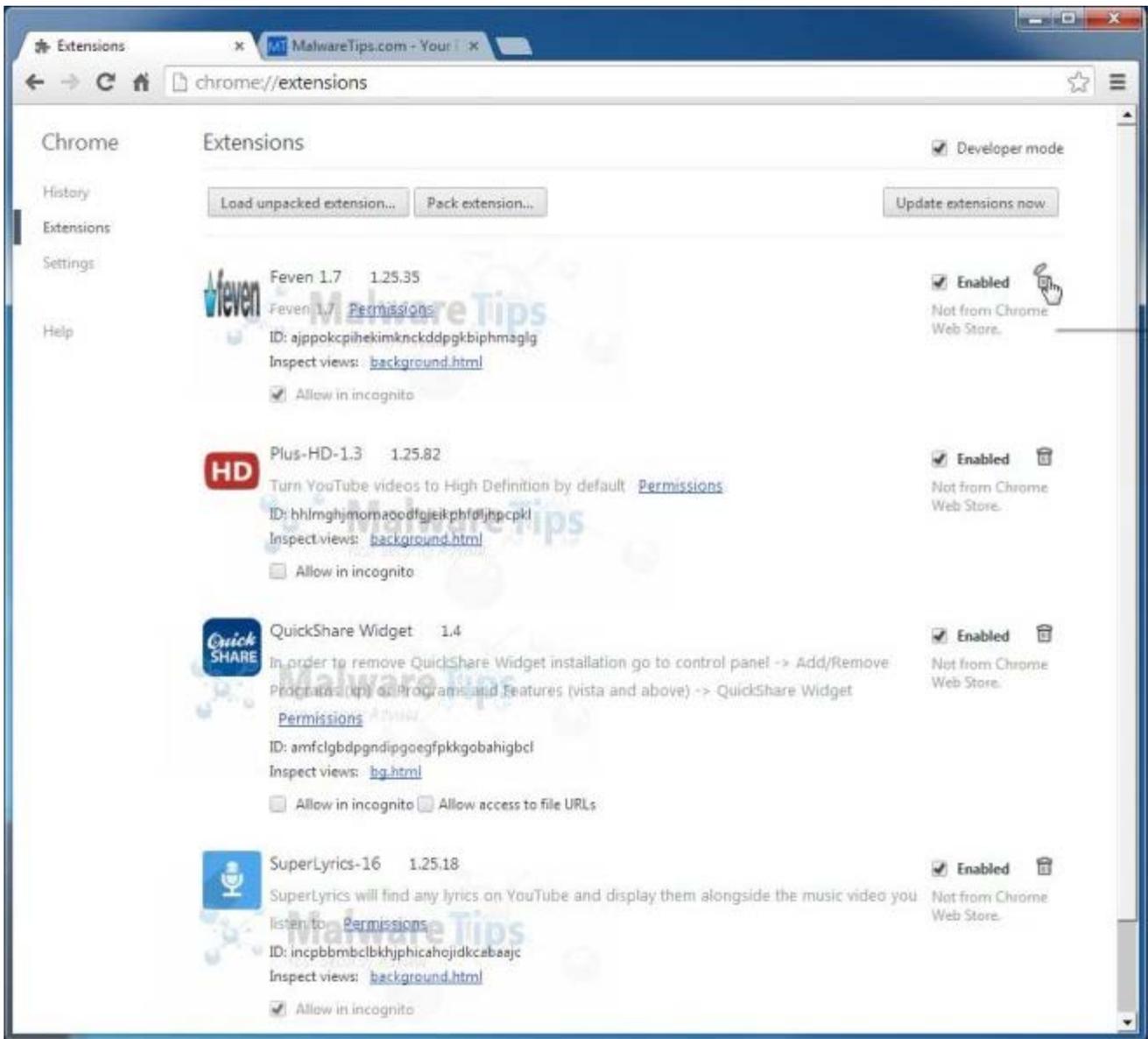
Remove tags.bkrtx.com redirect from Google Chrome

1. Remove tags.bkrtx.com extensions from Google Chrome.

Click the Chrome menu  button on the browser toolbar, select **Tools** and then click on **Extensions**.



2. In the **Extensions** tab, remove the **RightSaver**, **SafeSaver**, **DP1815**, **Video Player**, **Convert Files for Free**, **Plus-HD 1.3**, **BetterSurf**, **Media Player 1.1**, **PassShow**, **LyricsBuddy-1**, **YoutubeAdBlock 1.2**, **Media Player 1.1**, **Savings Bull**, **Feven Pro 1.1**, **Websteroids**, **Savings Bull**, **HD-Plus 3.5**, **QuickShare** any other unknown extensions by clicking the trash can  icon. Basically, if you have not installed an extensions then you should remove it from your web browser. If you cannot remove the extension, and under the trash can you can see the “*Installed by enterprise policy*” text, then you will need to follow our **“Remove Installed by enterprise policy extension from Chrome”** guide.



YOU'RE DONE

Your computer should now be free of adware infection. If you are still experiencing problems it is recommended that you:

- 1.) Back up your DATA files to USB thumb drive, SD card, external Hard Disk Drive OR cloud storage.
 - Office documents > .txt .crv .doc .docx .xls .xml .rtf .wps
 - Images > .jpg .jpeg .gif .bmp .png
 - Audio > .mp3 .wma .m4a .ogg .flac
 - Video > .wmv .m4v .mp4 .avi .gif

2.) Perform a Factory Recovery (HP/Compaq, Dell, Acer, Gateway, Toshiba, Sony, etc.) OR reinstall your operating system.

NOTE: Using your Windows Live or Hotmail account you can create a Microsoft OneDrive account and login to access 7 GigaBytes of FREE cloud storage, where you can safely store your files and not lose them when you must erase your PC. For further help visit:

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