



Malwarebytes AdwCleaner User Guide

AdwCleaner \geq 7.1

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What's New in Malwarebytes AdwCleaner

This version of Malwarebytes contains many improvements and bug fixes. Following is a list of changes.

New Features

User Interface Brand new user interface, with high-DPI support, accessibility improvement

Help section Add a dedicated Help section with various resources to get assistance and contribute.

Browsers detection and remediation Support for synchronized addons in Chrome, and include massive improvements in browsers scan and clean efficiency.

Reboot persistence Display a scan summary at reboot.

Exclusions Support for elements and families to be excluded from the detections.

Changes

Engine Major improvements in scan and remediation speed.

Binary Reduce binary size.

Definitions update Improve the reliability of the update process

Translations Improve translations coverage.

Settings Settings format is more effective and less error prone.

Log files Improved report design for better usability

Database Update definitions.

Bugfixes

Quarantine Quarantine process and restoration work again.

Generics Fix numerous generic detection issues and design flaws.

Remediation Fix various crashes and miscellaneous issues.

System Requirements

Following are minimum requirements for a computer system on which Malwarebytes AdwCleaner (*AdwCleaner*) may be used. Please note that these requirements do not include any other functionality that the computer is responsible for.

- **Operating System:** Windows 10, Windows 8.1, Windows 8, Windows 7.
- **CPU:** 800MHz or faster, with SSE2 technology. This includes most modern Intel x86 processors as well as AMD's Athlon 64, Sempron 64, Turion 64 and Phenom CPU families. Please refer to the following page for further information: <https://en.wikipedia.org/wiki/SSE2>
- **RAM:** 512MB,
- **Free Disk Space:** 10 MB
- **Recommended Screen Resolution:** 1024x768 or higher
- **Security & Privacy:** Windows 7 or later.

End-User License Agreement (EULA)

Use of this product is governed by our End-User License Agreement (EULA). This agreement may be viewed in its entirety at the following URL:

<https://www.malwarebytes.com/adwcleaner/eula/?x-source=adw>

External Access Requirements

If you utilize a firewall or other access-limiting device, you should grant access for Malwarebytes AdwCleaner to reach Malwarebytes services.

These are:

<https://adwcleaner.malwarebytes.com>

<https://telemetry-01.adwc.fr33tux.org>

<https://telemetry.malwarebytes.com>

Usage

1.1 First usage.

The first usage of Malwarebytes AdwCleaner is straight forward. Double-click the Malwarebytes AdwCleaner file which you downloaded to start the setup process. Individual screens will be displayed for:

- License: The dreaded software license agreement

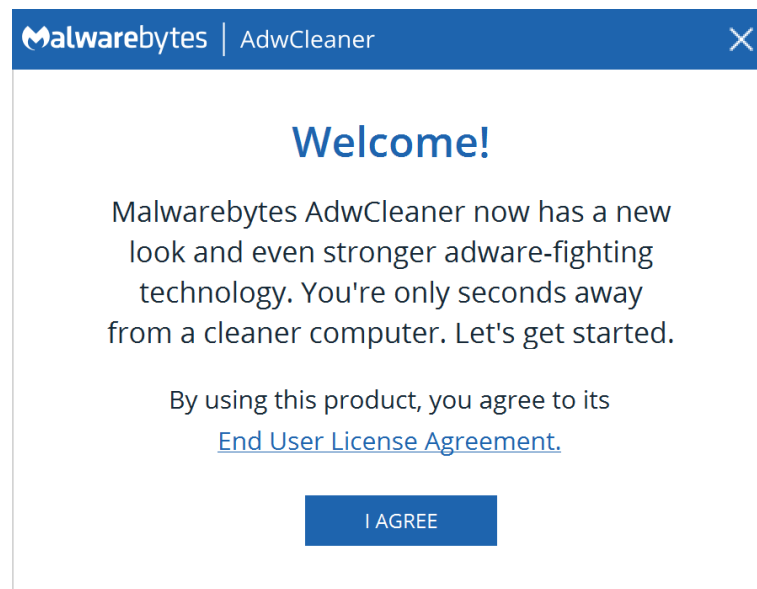


Fig. 1.1: End User License Agreement displayed at first launch.

1.2 Launch Complete!

At this point, program setup is complete. When you open Malwarebytes AdwCleaner, the Dashboard is displayed. It is designed to provide program status, and to act as a launch pad for all program operations. A screenshot of the user interface - featuring the Dashboard - is shown below for reference.

1.3 Screen Layout

The Malwarebytes program interface is designed around a screen layout which is simplified and uncluttered. We want to make it easy for you to configure the program to serve your needs, and we hope this layout helps to do that. The screenshot below shows the Dashboard - the screen you see when Malwarebytes is launched for the first time.

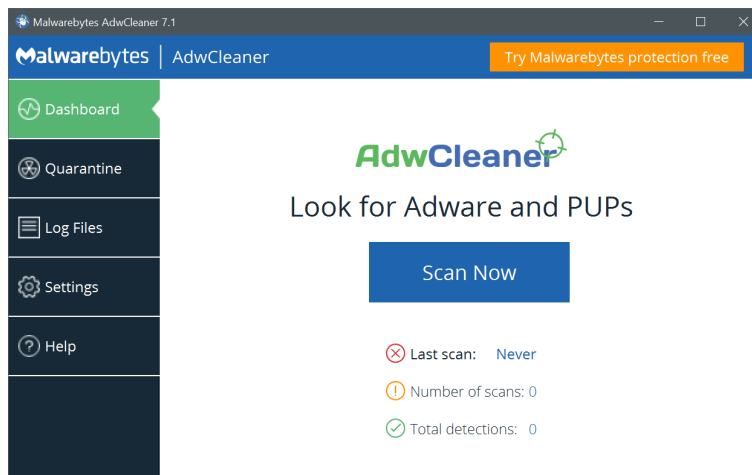


Fig. 1.2: Malwarebytes AdwCleaner Dashboard.

1.3.1 Menu pane

The Menu Pane contains the main program options, which will be discussed in detail in this guide. They consist of:

- **Dashboard:** What you see here. While the exact details change over time, the look is consistent.
- **Quarantine:** Delete or restore threats which have been detected by program scans.
- **Logfiles:** View reports related to program operation, threats which have been detected, and threats which have been removed.
- **Settings:** Configure every aspect of Malwarebytes AdwCleaner, so that it can remediate your computer efficiently.
- **Help:** Access helpful Malwarebytes resources.

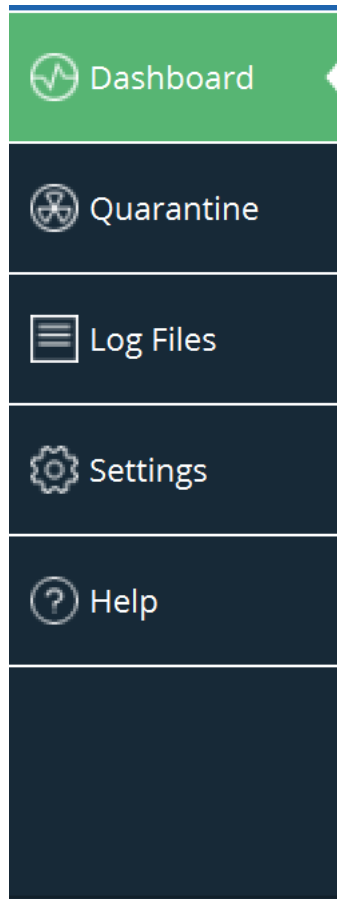


Fig. 1.3: Malwarebytes AdwCleaner Menu Pane.

1.3.2 Status pane

The main area of the screen is the Status Pane, providing current system status and access to the *Scan Now* button. Below, the items displayed in system status are always the severity levels for three sections: When has the last scan been made, how many scans have been made, and how many threats have been detected in total.

There are many variations in the message and submessage which may be presented for each severity level:



Fig. 1.4: Status Pane icons

From left to right:

- **Ok**, no problems noted,

- **Warning**, Please take action before the situation becomes critical,
- **Critical**, Immediate attention is required.

1.3.3 Scan

Scan progress

After clicked on *Scan Now*, the scan starts and its progress is regularly updated on screen. The screenshot below is an example of a scan in process.

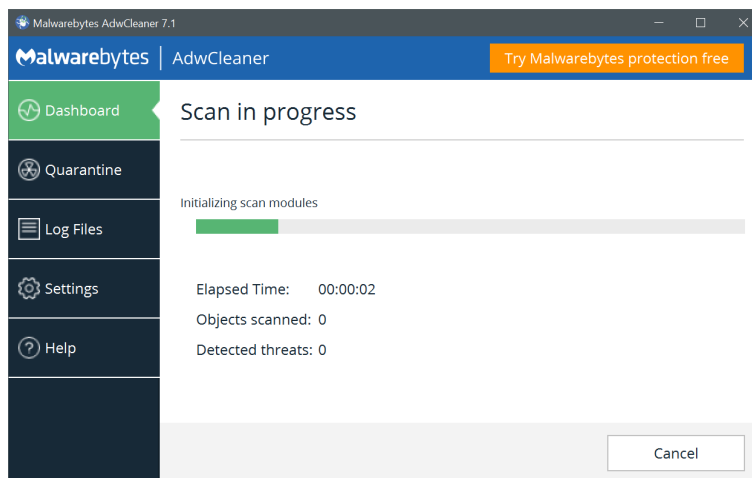


Fig. 1.5: Scan in progress.

The progress bar shows milestones for each phase of the scan, alongside a set of information (number of elements scanned and detected...). You may also click *Cancel* at any time to terminate the scan. You will be redirected to the Dashboard by doing so.

Scan Results

After a scan has been executed, Scan Results are displayed as shown here.

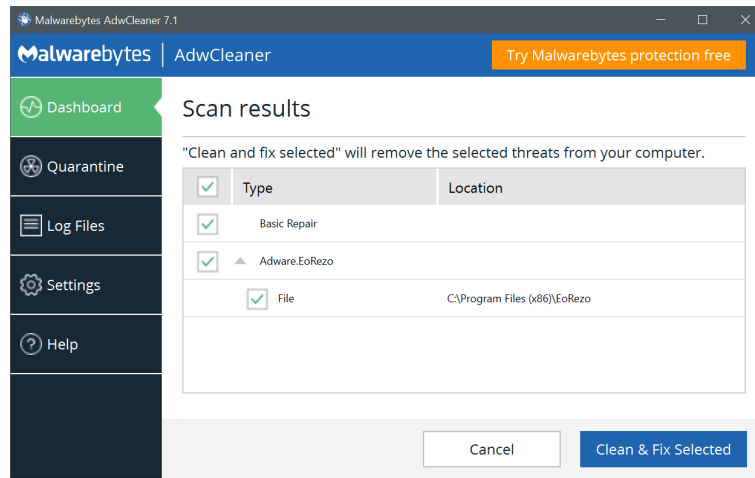


Fig. 1.6: Scan Results.

You may move threats to Quarantine by selecting the threat (using checkboxes to the left of the threat's name) and clicking *Clean & Fix Selected*. You must provide a disposition for each threat displayed on this screen. Threats which have been moved into Quarantine cannot harm your computer. They are neutralized as part of the Cleaning process. Please see **Quarantine** for further information.

If no threats have been detected during the scan, a summary of the actions is displayed and offers to run basic repair operations to restore the computer's performances. By clicking on *Run Basic Repair*, the cleaning process will start. *Do not run* will get you back to the Dashboard, while *View Scan Log File* will display the text-based logfile.

1.3.4 Clean

Once the results are selected to be deleted and *Clean & Fix Selected* is clicked, the program asks for the permission to automatically reboot:

- *Clean & Restart Later*: will clean the computer and wait for the user to restart the computer,
- *Clean & Restart Now*: will automatically clean the computer and restart it without any user interaction.

Save any pending work before going further When the computer reboots, any work that is currently open and unsaved will be lost. Be sure to save all documents open.

Clean progress

This screen is very close to the scan progress. The progress bar shows milestones for each phase of the scan, alongside a set of information.

Clicking on *Cancel* will get you back to the Dashboard.

Clean results

The final screen to be displayed as part of a scan is the Scan Summary. It provides summary information about the scan, and allows you to view scan detail on screen, or export scan summary or scan detail to a text file. A screenshot of the Scan Summary is shown below. Most users will see a reminder of the value of a Malwarebytes subscription on this page as well.

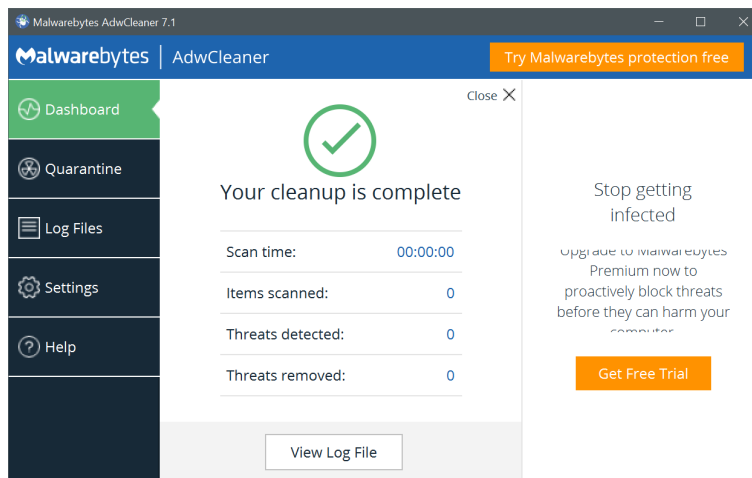


Fig. 1.7: Scan Results.

1.4 Quarantine

When executing scans, some programs, files or registry keys may have been categorized as threats. At that time, they were removed from the disk location where they were stored, placed in quarantine, and modified so that they could not pose a threat

to your computer. There may be items which fall into this category, but are not malicious. It is up to individual users to research and make this determination. Upon entry to the Quarantine option, you are presented with the screen shown here.

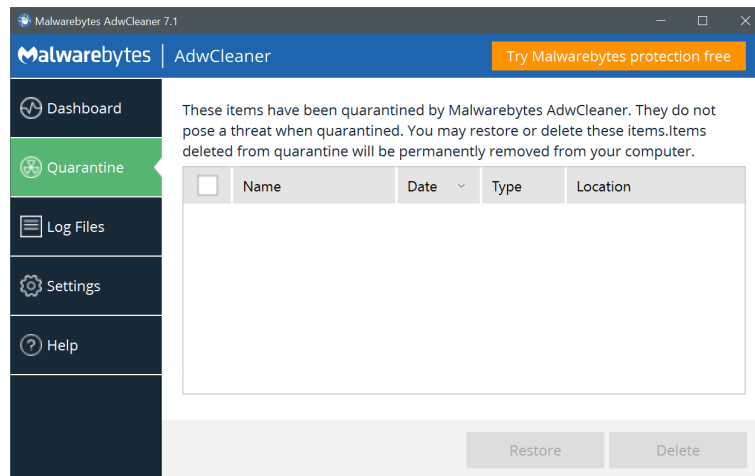


Fig. 1.8: Quarantine.

Quarantined items are shown in a table format, with pertinent information presented to help you determine what action needs to be taken. Each item listed has a checkbox in the leftmost column. Check the checkbox to restore or delete the item. Please note that the *Restore* and *Delete* buttons are greyed out until items are selected. If you wish to apply the same action to all quarantined items, select the checkbox in the table header and click *Restore* or *Delete*.

Please be aware that quarantined items which are not deleted or restored will continue to be visible here until action is taken.

1.5 Log files

The Reports Pane displays a list of scans and cleans, in reverse chronological order. A screenshot is shown here.

Selected reports may be viewed on screen, or exported to a text file for later viewing.

You may view any log file by clicking the log to open it. Please bear in mind that computers which have significant threat activity will also have larger logs. You should periodically check how much disk space is being used for logs, so that logs do not impact normal operation of your computer.

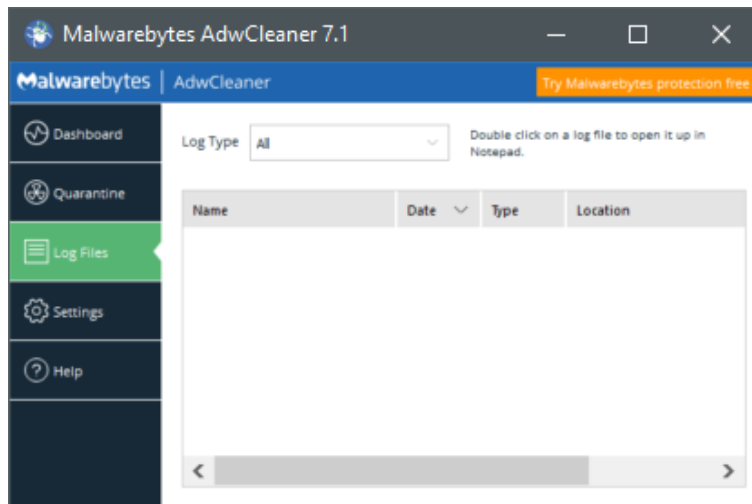


Fig. 1.9: Log files.

1.6 Settings

The *Settings* screen allows the user to change all Malwarebytes operational settings. We have grouped settings by the areas/functions which they control into tabs to maintain a clean user interface. When you select any tab, you will see the Detail Pane change to reflect the tab which you selected. At the same time, the tab itself is highlighted. Before we dig in to each of the tabs, a brief description of each is in order.

- **Application Settings:** Settings that affect Malwarebytes AdwCleaner, as well as how it coexists with Windows.
- **Exclusions:** Items which will be excluded from being detected,
- **About:** Version number corresponding to Malwarebytes AdwCleaner as a whole, and for various components of the program. Malwarebytes resources are also listed on this page.

When *Settings* is selected, the *Application* tab is always selected. If you navigate away from *Settings* – to *Dashboard*, *Scan*, *Quarantine* or *Reports* – you will always return to the *Application* tab of *Settings* when you click on *Settings*.

Now, let's take a look at *Application Settings*!

1.6.1 Application Settings

This is the entry screen you will see when you click on Settings in the Menu Pane. It controls how Malwarebytes AdwCleaner interacts with many aspects of your computer's operating system. A screenshot is shown below.

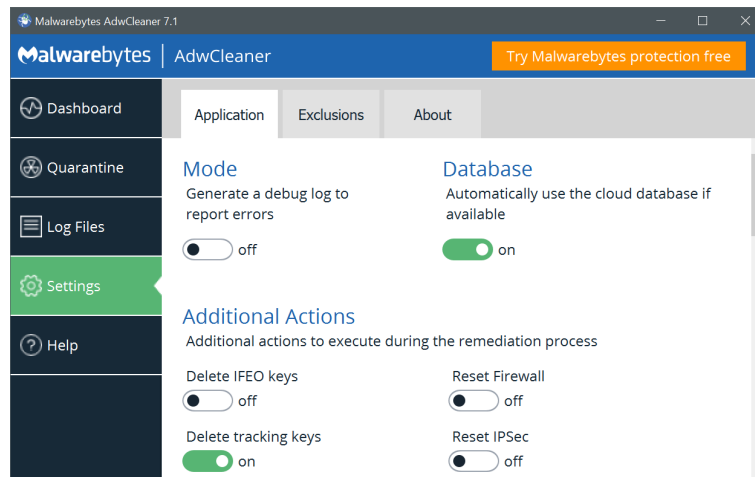


Fig. 1.10: Settings.

The scroll bar at the right of this screen indicates there are many more options available on this screen than what appear here. We will now cover each of them in order.

Mode

Malwarebytes AdwCleaner is able to generate a detailed logfile containing debugging informations that are useful to diagnostics.

- **On:** Additional information will be logged in the file *C:/AdwCleaner/Logs/AdwCleaner_Debug.log*
- **Off:** No additional information will be logged.

Database

Malwarebytes AdwCleaner may have updates available for individual program components. It's possible to use the internal database or the latest updated one, online.

- **On:** Check for database updates and use the most up-to-date one.
- **Off:** Do not check for database update and use the internal one.

Additional Actions

The cleaning process offers a set of basic repair actions that can be applied. This set of actions can be selected here:

- **Delete IFEO keys:** Delete all IFEO subkeys
- **Delete tracing keys:** Delete all Tracing keys
- **Delete Prefetch files:** Delete all Prefetch files
- **Reset Proxy:** Remove all proxies
- **Reset Winsock:** Reset every Winsock settings to fix connections troubles
- **Reset TCP/IP:** Reset TCP/IP settings by default.
- **Reset Firewall:** Reset the Windows firewall rules to default.
- **Reset IPsec:** Reset IPsec settings.
- **Reset BITS:** Empty the Background Intelligent Transfer Service queue.
- **Reset IE Policies:** Delete every Internet Explorer policies and set the ones by default.
- **Reset Chrome Policies:** Delete every Chrome policies and set the ones by default.
- **Reset Hosts file:** Replace the Hosts file by a sane one.

Browsers

The remediation process may change your browsers settings to sane values (search engines, homepage. . .). It's thus possible to choose which configuration should be used:

- **Google**
- **DuckDuckGo**
- **StartPage**
- **Qwant**

Display Language

This setting determines the language used throughout. This is pre-set, based on the language used during program initialization. It can be modified at will.

Network

This determines whether Internet connections will use a proxy server. This is more often used on a corporate network. It has two primary purposes. The first is to funnel communications to and from the outside world through a single connection point, thus assuring anonymity of all computers on the internal network. The second purpose is to cache content. This means that external content which had recently been downloaded is saved locally for some period of time, and subsequent requests by that user (or others) could use the recently-saved data. This conserves significant bandwidth, resulting in lower operating costs.

By default, Malwarebytes AdwCleaner does not use a proxy. If configured to do so, the bottom panel will change to provide configuration options as shown in the screenshot shown here. You can now specify the IP address or name of a proxy server, as well as the appropriate port number. If a proxy is in use, the name and port number must be specified by the person who controls access to the proxy server. She will also be able to tell you whether authentication is required to use the server, and if so, provide a user name and password which have been assigned to you.

Remove AdwCleaner

Eventhough AdwCleaner doesn't use any installation process, it stores a few files on the system. By clicking on this button, every file created by Malwarebytes AdwCleaner will be deleted, including the quarantine.

1.6.2 Exclusions Settings

This tab allows additions to, or deletions from a list of items to be excluded from scans. The list may include files, folders... A screenshot is shown below.

Add Exclusion

Exclusions are exempt from scanning and from real-time protection. This may include files, folders, web sites, applications and safe programs... Clicking *Add Exclusion* launches the Add Exclusion Wizard, as shown below:

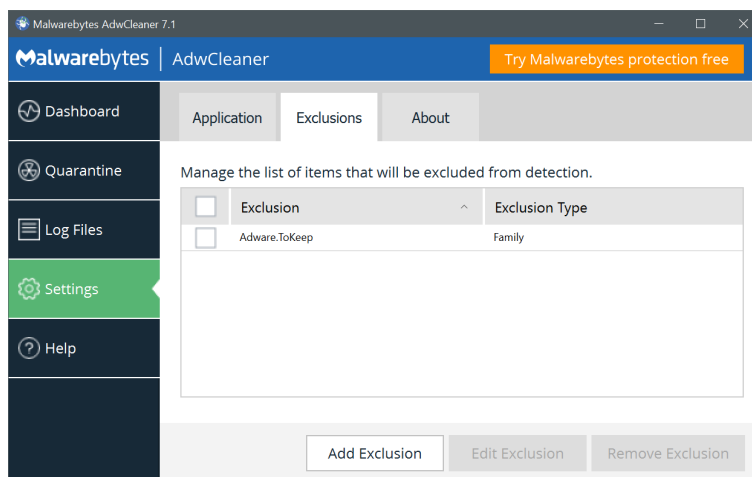


Fig. 1.11: Settings.

You may then add elements – one at a time – to the list of exclusions. Each item type is defined by criteria as follows:

- **File or Folder:** Its location on the file system, and whether it should be excluded from malware. While you may have your own reasons for excluding files or folders from scans, the primary reason for doing so is to prevent potential conflicts with anti-virus software. Malwarebytes AdwCleaner works well alongside most anti-virus software, but anti-virus updates by some vendors may occasionally be flagged as a threat. For this reason, we offer the provision

for you to exclude certain disk content from scanning. This is commonly offered by anti-virus vendors as well.

- **DNS:** The v4 or v6 DNS resolver IP.
- **Registry:** The whole registry key

You may also want to add a family of infection as a whole.

1.6.3 About

This tab tells you more about Malwarebytes, and what resources are available to you should you need technical assistance. The upper panel contains Version Information. We have split up the program into software components. If you have configured the program to provide program updates, it is easier and faster for us to provide the newest version to you by updating the components that have changed, rather than updating the entire program. It also benefits you if you need technical support, because the versions of each component may influence the direction that our Customer Success engineers take when troubleshooting an issue.

1.7 Help

Sales, support, educational purposes links are available here to give a quick access to valuable resources.

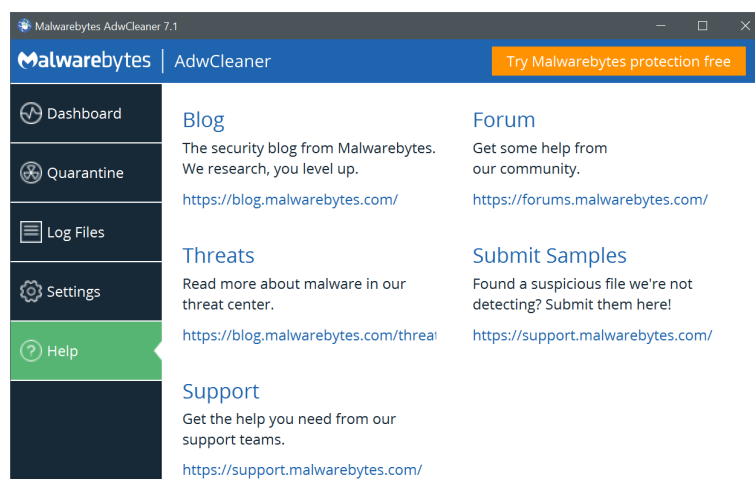


Fig. 1.12: Help.

There are several ways to get support for AdwCleaner:

- Email: support@malwarebytes.com
- Tickets: <https://support.malwarebytes.com/community/consumer/pages/contact-us>
- Forum: <https://forums.malwarebytes.com/forum/187-malwarebytes-adwcleaner/>

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