



Malwarebytes AdwCleaner User Guide

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What's New in Malwarebytes AdwCleaner

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

New Features

- Automatic updater is no longer needed to manually download new versions of AdwCleaner.
- The left sidebar is no longer disabled during critical processes.
- Improved Windows 7+ integration: progress is now displayed in the taskbar with a specific color depending on the number of elements detected.
- Improved remediation capabilities.
- Prepare major database optimization in upcoming versions (size reduction, detection improvement, ...).
- Ability to add an element or a family to exclusions directly from Scan Results contextual menu
- Ability to open the Malwarebytes Threat Center directly from Scan Results contextual menu

Changes

- Logs and Quarantine tables are now sorted by date rather than by text.
- Update Malwarebytes motto: "Imagine a world without malware. We do."
- Display the database status in the logfile header: "Cloud" / "Local".
- The UI is now available in en_UK in addition to en_US.
- Support for Traditional Chinese in addition to Simplified Chinese.
- Improve URLs detection
- Update HSTS policy expiration

Issues Fixed

- Fixed crash when basic repairs are performed without prior detections
- New generic detections
- Fix the upgrade process for build increments
- Do not detect vaccines anymore.
- Inhibit MB3 offer if it is already installed.
- Update generic detections
- Improve removal of all AdwCleaner files when uninstalling
- Fix DriverPack detection
- Improve Startup detection module
- Fix Crash when closing processes [7.2.1 hotfix]
- Various UI improvements
- Definitions 2018.09.21.1
- Definitions 2018.08.30.1
- Definitions 2018.07.12.1

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:** 800 MHz 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.

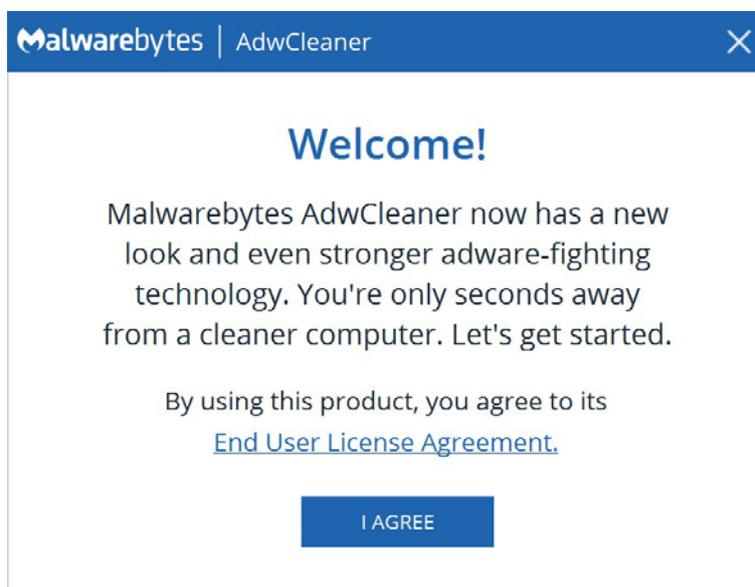
External Access Requirements

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

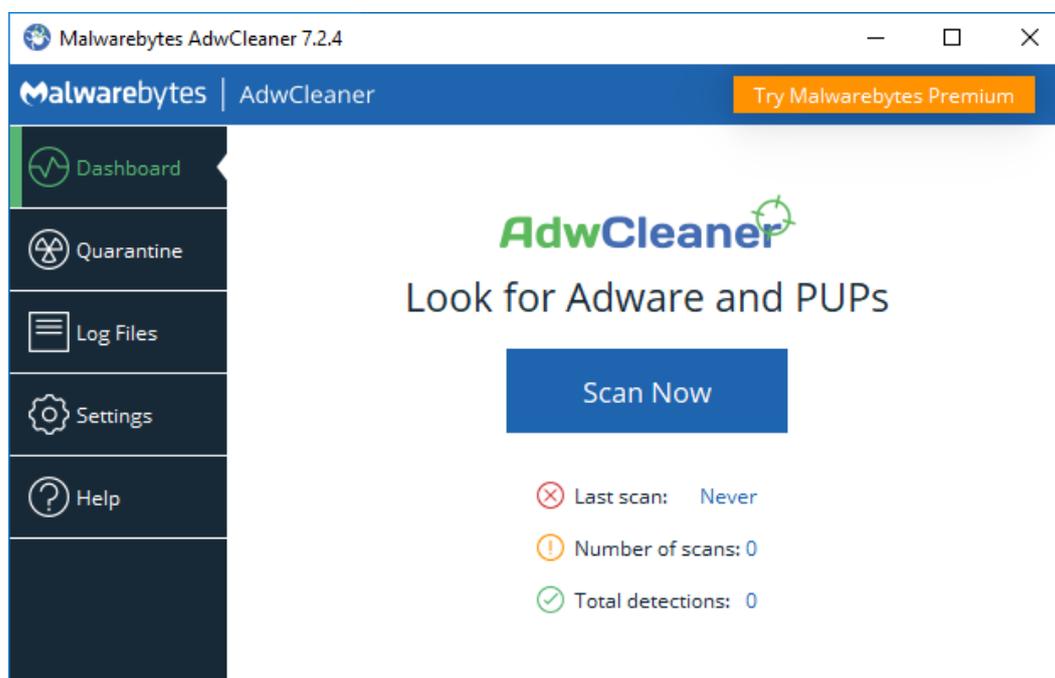
https://adwcleaner.malwarebytes.com	Port 443	outbound
https://telemetry-01.adwc.fr33tux.org	Port 443	outbound
https://telemetry.malwarebytes.com	Port 443	outbound

Installation

To begin installation, double-click the *Malwarebytes AdwCleaner* file you downloaded. You must accept the license agreement before you proceed.

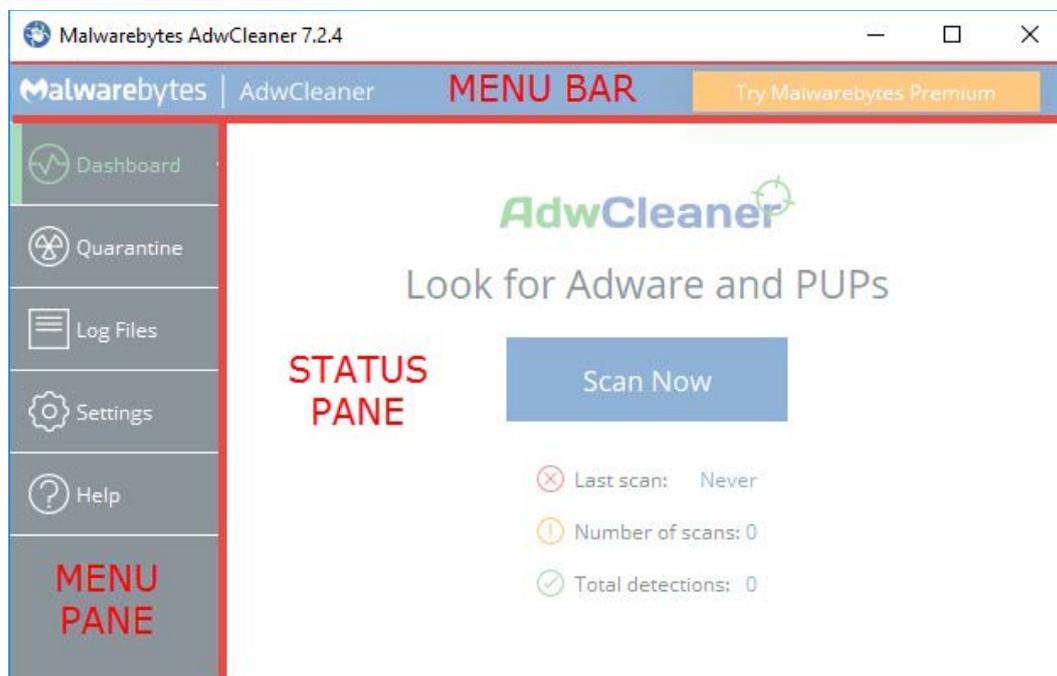


After you accept the license agreement, program setup is complete. When you open *AdwCleaner*, the Dashboard is displayed. The Dashboard provides an overview of program status, and acts as a launch pad for all program operations. A screenshot of the user interface (featuring the Dashboard) is shown below for reference.



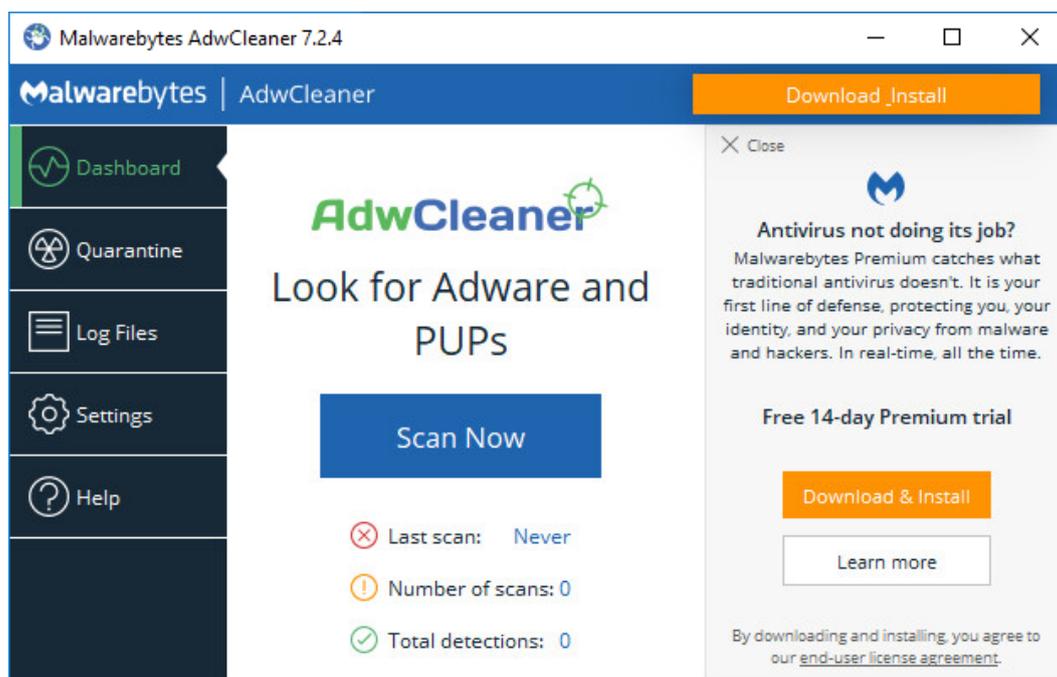
Screen Layout

The *AdwCleaner* 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.



Menu bar

The Menu Bar displays in one of two modes. If you do not have *Malwarebytes for Windows* installed on your computer, you will see the button that appears in the screenshot above. If you click [Try Malwarebytes Premium](#), a new menu will open offering you the option to download and install a trial of *Malwarebytes Premium*.



If you have already installed *Malwarebytes for Windows* on your computer, you will see a button to launch that application instead. This option is shown throughout this guide.

Menu pane

The **Menu Pane** appears on the left hand side of the program. It contains the main program options, which will be discussed in detail in this guide. They consist of:

- **Dashboard:** The default view of the application. While the exact details change over time, the look is consistent.
- **Quarantine:** Delete or restore threats that AdwCleaner detected during scans.
- **Log Files:** View reports related to program operation, threats detected, and threats removed.
- **Settings:** Configure every aspect of *AdwCleaner*, so that it can remediate your computer efficiently.
- **Help:** Access helpful Malwarebytes resources.

Status pane

The main area of the screen is the Status Pane, providing current system status and access to the *Scan Now* button. Below, icons display the severity of three events: When you last ran a scan, how many scans you have run, and how many threats *AdwCleaner* has detected in total. Depending on the severity of the category, you will see one of three symbols for each of these events.

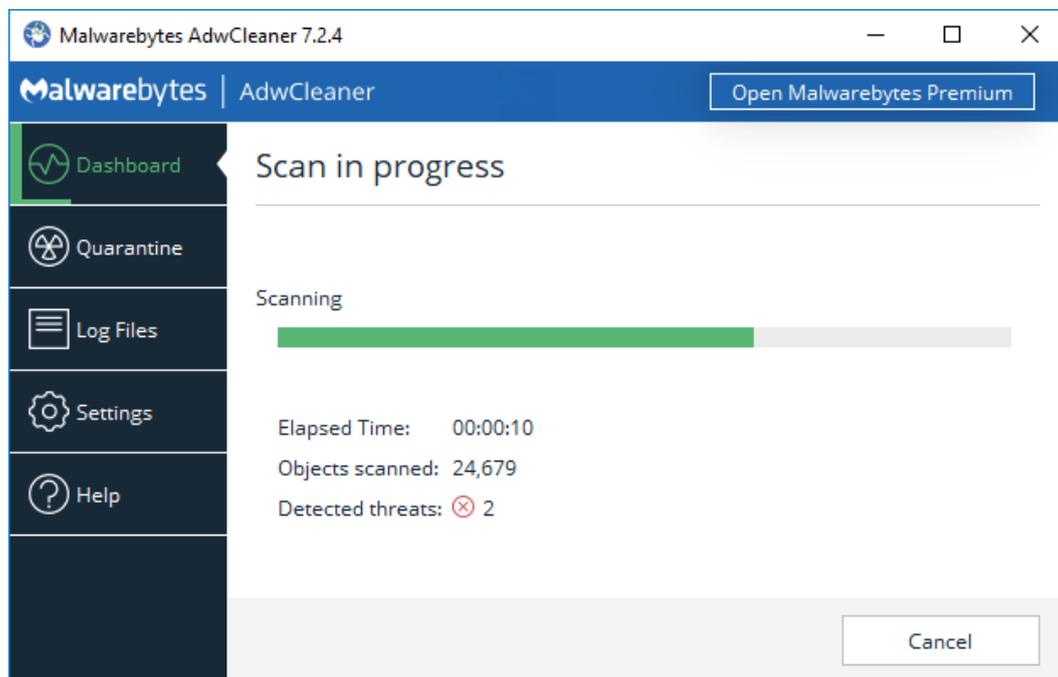


From left to right:

- **Ok**, no problems noted,
- **Warning**, Please take action before the situation becomes critical,
- **Critical**, Immediate attention is required.

Scan

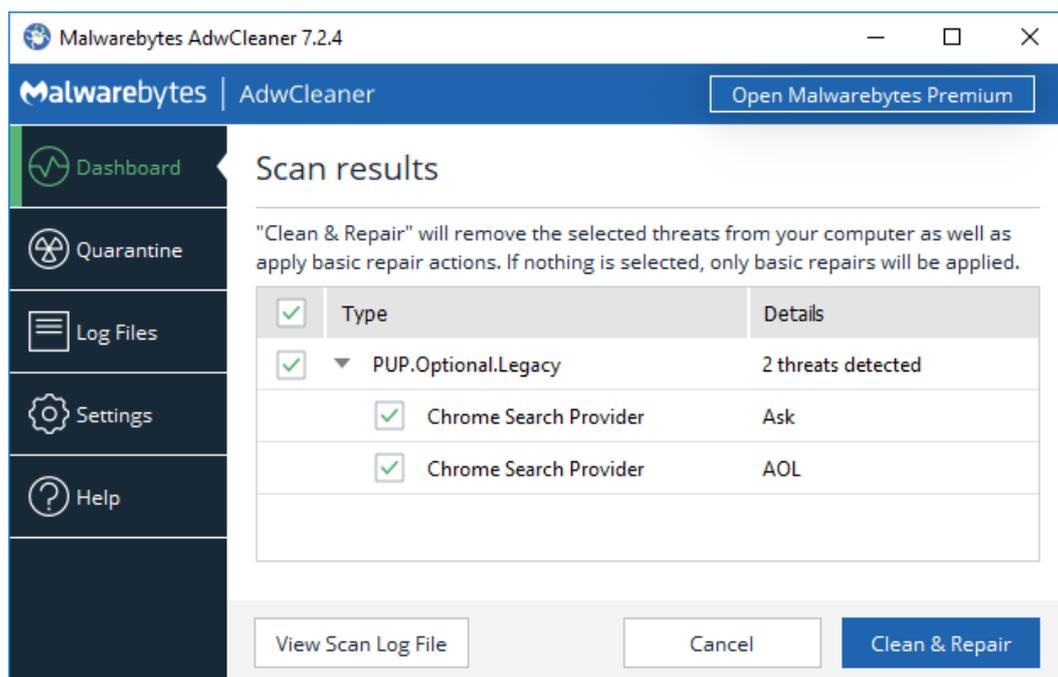
To initiate a scan, click **Scan Now** from the Dashboard. Once a scan begins, the **Status Pane** will show the scan progress. The progress is updated in real-time as the scan runs. The screenshot below is an example of a scan in process.



You may also click **Cancel** at any time to terminate the scan. The program will return to the Dashboard by doing so.

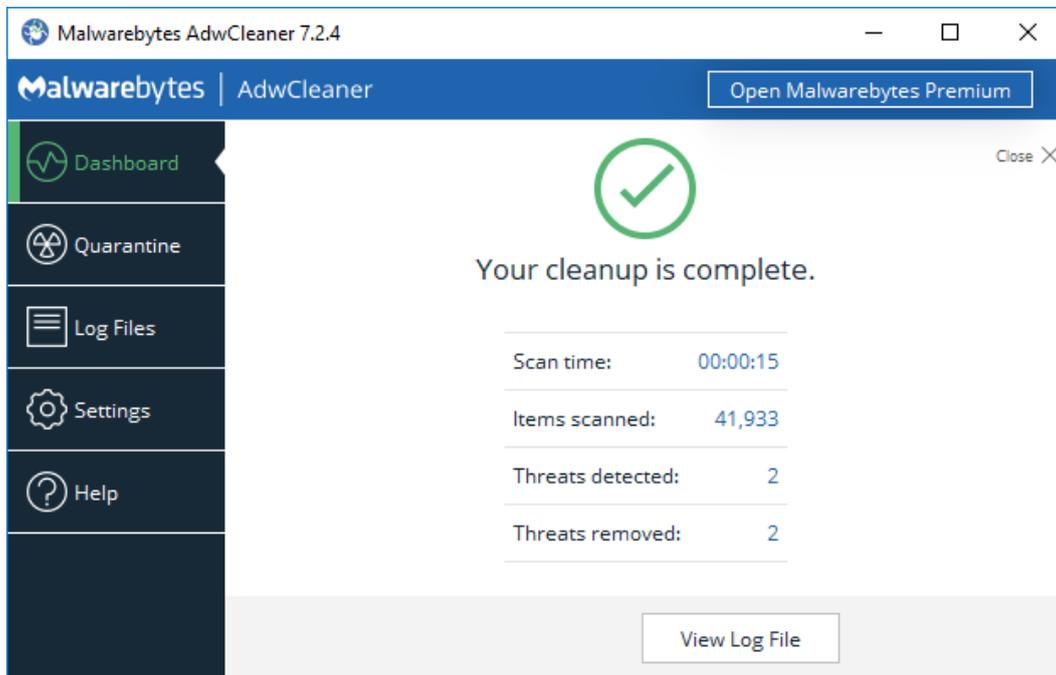
Scan Results

After *AdwCleaner* finishes a scan, Scan Results are displayed as shown here. By clicking the arrow to the left of the threat name, you can find out how many components the threat is using on your computer. In this case, *PUP.Optional.Legacy* has two components.



You can click **View Scan Log File** to display the text-based logfile. You can decide which items you want to remove, and which you want to keep. By default, all items detected in a scan are selected for removal. Select the items you wish to remove (using checkboxes to the left of the threat's name), then click **Clean & Repair**. All the selected items will be placed in removed automatically by *AdwCleaner*. Please see [Quarantine](#) (page 8) for further information.

If a scan did not detect any threats, the program will display a summary of the scan and offer to run a basic repair to restore your computer's performance. Click on **Run Basic Repair** to start the cleaning process. If you do not want to run the basic repair, click **Skip Basic Repair** to return to the Dashboard.



Clean

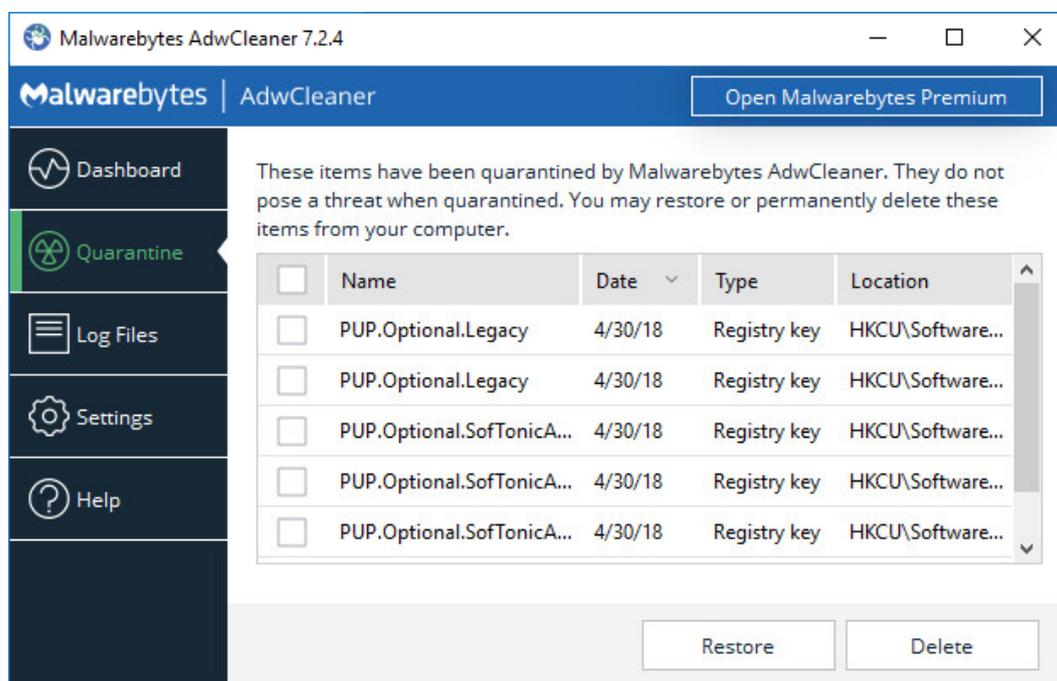
Once you have selected all threats to remediate and clicked **Clean & Repair**, the program will ask for permission to reboot your system. This reboot is necessary to finish some cleanup steps. You will have two choices:

- **Clean & Restart Later:** will begin cleanup and finish any tasks the next time you restart your computer. You will see a prompt to restart at the end of the Cleanup, but you may close the prompt to restart later.
- **Clean & Restart Now:** will automatically clean the computer and restart it without any user interaction

When your computer reboots, any work that is currently open and unsaved will be lost. Be sure to save all open documents. This screen is very similar to the scan progress. Clicking **Cancel** will return you to the Dashboard.

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 you to research and make this determination. A screenshot of the Quarantine is shown below.

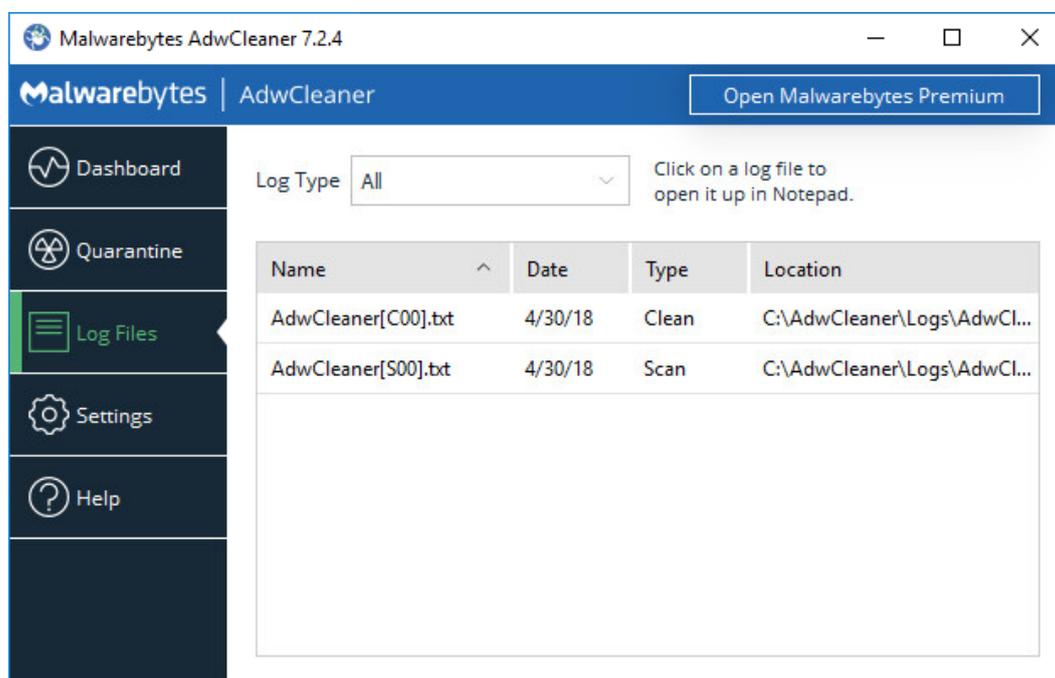


Quarantined items are shown in a table format, with pertinent information presented to help you determine what action needs to be taken. Each item listed has a checkbox in the leftmost column. Check the checkbox to restore or delete the item. Please note that the Restore and Delete buttons are greyed 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.

Log Files

The Log Files Pane displays a list of scans and cleanup, in reverse chronological order. A screenshot is shown here.



You may sort on any header field, and you may view any log file by double-clicking the log to open it. Please bear in mind that computers that 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.

Settings

The [Settings](#) screen allows the user to change all *AdwCleaner* 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.

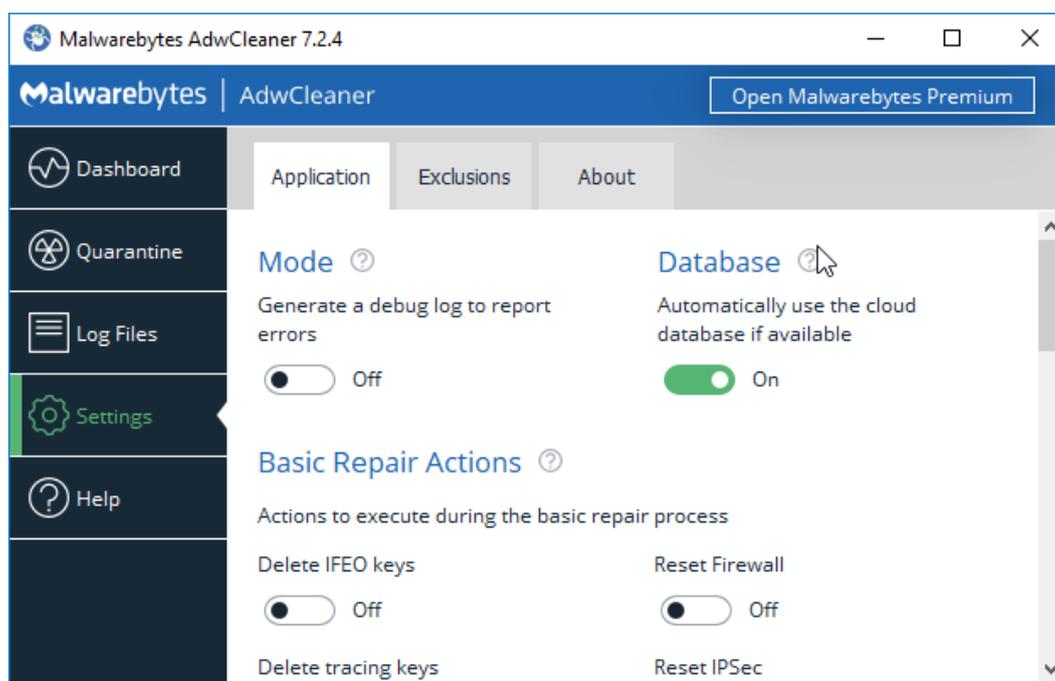
- **Application Settings:** Settings that affect *AdwCleaner*, as well as how it coexists with Windows.
- **Exclusions:** Items which will be excluded from being detected.
- **About:** Version number corresponding to *AdwCleaner*, and for various components of the program. Malwarebytes resources are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

The [Application](#) tab is the default selection when you open [Settings](#). If you navigate away from [Settings](#) – to [Dashboard](#), [Scan](#), [Quarantine](#) or [Log Files](#) – you will always return to the [Application](#) tab of [Settings](#) when you click on [Settings](#).

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

Application Settings

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



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

This option allows *AdwCleaner* to collect a detailed log of the program's operations. This option is Off by default. We recommend you only enable it when requested to help troubleshoot the program.

Database

Malwarebytes releases many updates to *AdwCleaner* to address new threats. We believe it is in your best interest to always have the latest updates. This option will allow the program to check online for any new updates available for the program.

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

Additional Actions

The cleaning process offers a set of basic repair actions. You can choose which repair actions to use 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 Chrome Policies:** Delete all Google Chrome policies restore the default policies.
- **Reset TCP/IP:** Reset TCP/IP settings to default values.
- **Reset Firewall:** Reset the Windows firewall rules to default values.
- **Reset IPSec:** Reset IPSec settings.
- **Reset BITS:** Empty the Background Intelligent Transfer Service queue.
- **Reset IE Policies:** Delete all Internet Explorer policies and restore default the default policies.
- **Reset Winsock:** Reset Winsock settings to default values.
- **Reset Hosts file:** Restore the Hosts file to its default values.

Usage and Threat Statistics

If you check this box, you will be sending us information to help us do our jobs. We like to know what countries *AdwCleaner* is being used in, and our Research organization likes to keep track of what malware we are detecting and how often. We learn that from what you send us, and this helps us to serve you more effectively. We hope that's fine with you as well. For a full list of information that is collected, please see the [Malwarebytes Privacy Policy](https://www.malwarebytes.com/privacy/), at:

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

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.

Interface

This setting allows *AdwCleaner* to remember the size of the window you set using the application. It is turned **Off** by default. If you turn this on, the program will start up with the same Window size you had the last time you closed the program.

Remove AdwCleaner

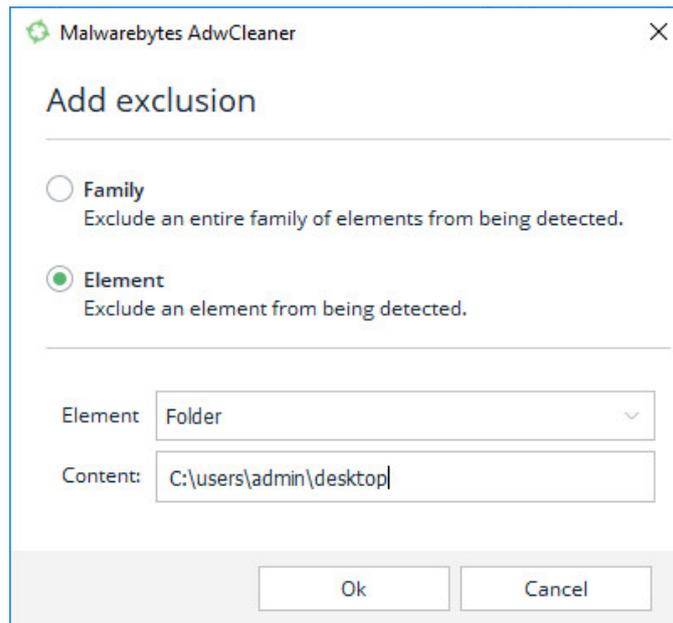
Even though *AdwCleaner* doesn't use any installation process, it stores a few files on the system. By clicking on this button, every file created by *AdwCleaner* will be deleted, including the quarantine. You may use the application again by double-clicking the file you originally downloaded, as described at the beginning of this guide.

Exclusions Settings

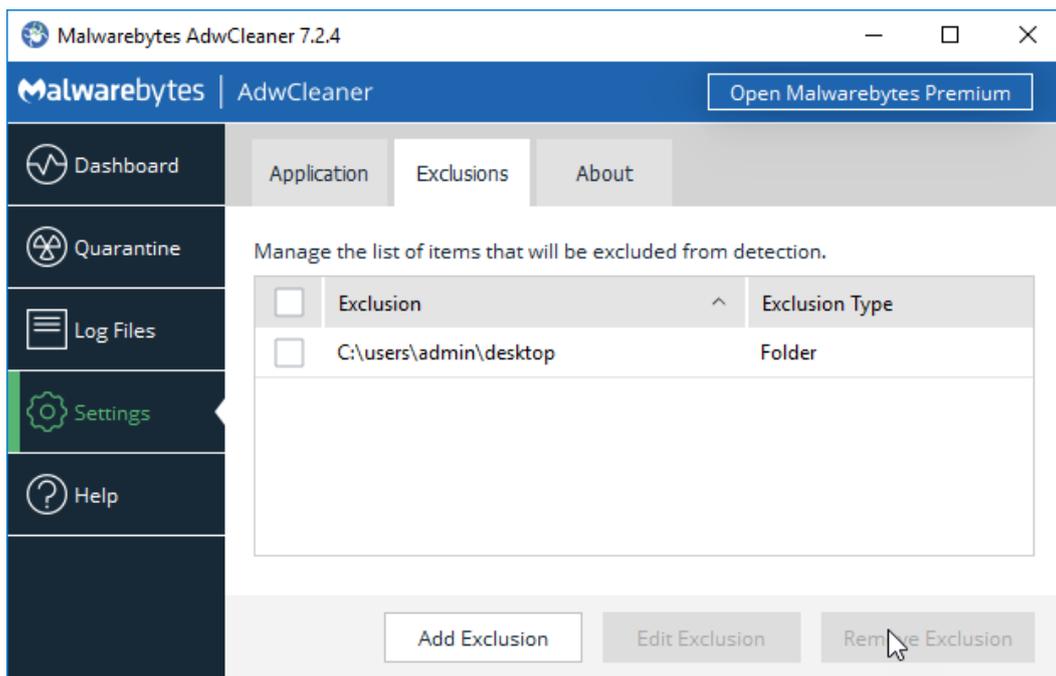
This tab allows you to exclude items from scans run with *AdwCleaner*. You can exclude the following elements:

- Files
- Folders
- Registry Keys
- Registry Values
- Services
- URLs
- Processes
- Detection Families

Excluding an element means that *AdwCleaner* will not scan it. Clicking [Add Exclusion](#) launches the Add Exclusion Wizard, as shown below:



You can choose to add either an entire family of infection, or an individual element. If you select to add a Family, you must type out the name of the detection family as it appears in *AdwCleaner*. If you want to add a single element only, click the Element button. You must add elements one at a time. Items that you add to the Exclusion List will appear in the Status Pane as a list. You may Edit or Remove an exclusion by checking the box to the left of the exclusion.



About

This tab tells you more about *AdwCleaner*. The Detail Pane shows the current version number of the program, as well as the date it was released. There are also links available to the Malwarebytes End User License Agreement (EULA) and other Third-Party notices.

Help

This tab contains links to several help resources for you, should you need them. There are also links to the Malwarebytes Blog and Forums.