

# Uninstalling Antivirus and Malware Program's

A member of the U3A group had asked me to come and fix her Windows-7 PC. It was slow and sometimes it seemed to hang, plus sometimes she couldn't get to her web-mail. So, I went, and saw that she Avast antivirus and malware program fighting with MSE for supremacy. Out came my memory stick (a necessary tool for carrying software that is possibly needed) and I started with loading CCleaner and while that was loading I recalled from somewhere deep in my memory that to uninstall Avast you needed to download a a uninstallation programme from Avast. So, we then downloaded the Avast uninstaller onto her desktop and started it, it started nicely with the usual prompts like: "are you sure ..." of course I was otherwise I wouldn't have gone through with the download! After having given permission to carry on I was then told that the uninstaller needed to be run from "safe mode" would I like it to switch to that? And it made the switch and even continued the uninstallation. When that was finished it prompted me to let it restart and restore to normal windows. Once back to the desktop I ran CCleaner to do a registry clean-up.

Then rebooted the PC and started CCleaner again. This time I wanted to see what was left behind in the Startup's (Tools, Startup) and I also removed

some unnecessary background runs (bear in mind that there are 3 different tabs here: 'Windows', 'Scheduled Tasks' & 'Context Menu').

Don't delete any unwanted actions just "Disable" the ones you think you don't need!

And a week later I received this recommendation:

*Many, many thanks for all the assistance and help you gave me with my computer.*

*It was more than helpful.*

*Also my computer is less sluggish now. Now that was nice, I don't always get feedback and it made me feel good.*

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