



SERVICE NOTES

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Reference ID: 1rrXKlyPqL

Associated to

LMI ID - 355638957

MID - M70871126553

Mission Details

- Troubleshooting:
- Troubleshooting: Resolution of issues, including install and uninstall, crashing and errors.
Verification of functionality.

- = Remotely logged into client's computer
- = Enabled Automatically Restart on System Failure
- = Adjusted start up items
- = Load/Install/Run tools on computer
- Webroot SecureAnywhere (2/2)
- TDSS Killer (0/0)
- MalwareBytes (1042/1042)
- Norton Power Eraser (0/0)
- MRI
- Restore default services
- File association fix
- Reset file attributes
- CCleaner
- Customizer
- Uninstall Manager
- Startup Manager Basic
- System Updater
- = Manual removals of various traces
- = Ran Windows Update
- = Ran Flash/Reader/Java updates
- = Reset IE and Hosts file
- = Removed tools. Currently 88 running processes.
- = Software Installation: trend micro
- = Software: chrome
- = System Analyzer:
before: 95/100
after: 100/100





Debriefing

Performed Software troubleshoot of chrome. I have repaired and disabled/removed unwanted extensions that only slows down the performance of the browser and causing pop-ups. Configured the software setting properly. Applied any software updates found during assessment pertaining to original issue. I have also performed Virus / Spyware removal with Protect. I have installed, configured, and updated your antivirus / antispymware software. I have cleaned up your temporary files, startup files and registries. I performed needed virus and spyware scans on unit including boot and rootkit scanners. Manually removed any traces not removed by scanners. I also removed unwanted programs and unnecessary programs. Updated/Installed Adobe Flash, Adobe Reader and Java which are tools used for browsing and viewing videos on internet. I have optimized your computer by running Defragmentation and keeping your Windows Update up to its latest version. I also ensured your antivirus is up to date if you have one. Lastly, I have created a system restore point for future purposes.

Recommendations

Please reconnect with Geek Squad Online Support for a tune up service in 3-6 months to keep your computer performing optimally. We also recommend maintaining at least one backup and checking remaining disk space regularly. It is advisable to keep 10% (or more) of your hard drive free. Lastly, please be careful on clicking promotional advertisements or pop-ups and downloading them. These are mostly programs that carry viruses and malware with them. Never install an unknown program. Feel free to call us anytime if you are facing any difficulties with regards to your email, software or applications, viruses or infections, and many more. Please go to <http://www.GeekSquad.com> for more details.

Contact Information

Agent Agent Rainbow
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Warranty Information

Is this work warrantied? Yes
Warranty expiration date: Jun 19, 2015





Suspect 1 :: PC

PC

Manufacturer and Model: AMI 80.18

Computer Name: XXXXXXXXXX

Location: N/A

Connection Type: Wireless Network

Operating System: Windows 8.1 x64 Edition 6.3

CPU / RAM / HDD: Intel(R) Core(TM) i5-4440 CPU /11.90 GB / 1.80 GB

Wired MAC: 54-BE-F7-68-F9-7C

Wireless MAC: 90-48-9A-7E-DF-B7 | 90-48-9A-7E-DF-B5

