

# FixRedirectVirus.org Support FAQ

## 1) I have tried ComboFix and it didn't work

One of the more common problems people have is that they try the first "Combofix" solution and think that the program doesn't work. A legitimate thought, but the fact is their strain of the virus might be one of the other variants of the virus that is removed with one of the other steps outlined in our software.

### **Solution:**

Be sure you have used the other steps in our software (Combofix, IE Reset, TDSS Kill, Hitman Pro, etc.).

Most people only try the ComboFix step.

If you have tried all steps and are still infected, you'll probably need to reinstall Windows and a refund could be the best solution, which can be applied for through this page:

<https://www.clickbank.com/orderDetail.htm?clear=true>

## 2) I receive "Illegal operation attempted on a registry key that has been marked for deletion" error.

This error is normally fixed by rebooting your computer and some people have reported that you need to reboot up to 3 times. When rebooting, please be sure you are powering down the computer or laptop completely before turning it back on.

## 3) I have Received Permission Errors

The permission errors are going to be caused by either:

You are not logged in as the administrator

You have an antivirus program blocking our software

### **Solution:**

First – log in as the administrator.

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Second – temporarily stop any antivirus / firewall programs

Third – (of both steps 1 & 2 don't work), restart computer into "Safe Mode" and try again (see here for detailed instructions on how to boot into safe mode: <http://windows.microsoft.com/en-US/windows-vista/Start-your-computer-in-safe-mode>)

## 4) I have Not Been Able To Download The Program

This is commonly caused by your firewall preventing you from installing the software.

In order to fix this, simply open a ticket with us so we can send you the program via email, but first try restarting into "Safe Mode With Networking" & download the software that way. (see here for detailed instructions on how to boot into safe mode:

<http://windows.microsoft.com/en-US/windows-vista/Start-your-computer-in-safe-mode>)

## 5) More Than One PC Has The Virus On My Network

This is commonly caused by the router of the network getting infected. This causes the system to exhibit the characteristics of being infected, when really the router is to blame. The solution for this is to restore the router's settings to the factory default, which is actually an outlined solution in the last step of our software.

## 6) Will Fix Redirect Virus resolve undeliverable email problems?

Yes! This kind of malicious emailing is a pretty standard problem associated with the Redirect Virus infection. The methods outlined in our software will resolve the infection, and restore your computer to good standing. Just be sure to perform each of the steps we recommend and you'll be fine.

## 7) Is there any other software to buy?

No, I can assure you there is no other software you need to purchase in order to use our product. Our list of cleaning steps is our proven method for removing the Redirect Virus from your computer.

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Some of the steps require you to download free software then you run that free software using our recommended settings.

## 8) I'm not good with computers, is this process difficult?

It sounds like our product would work great for you if you had a friend or family member nearby who was proficient with unzipping and copying files.

Our entire process should take under 2 hours to complete. And when the alternative is reinstalling Windows, that's a huge time and money saver.

The Redirect Virus is probably the most difficult virus to remove right now, which is why some technicians will tell you to just reinstall Windows or replace the computer. However, these two options put your data and Windows settings at risk and end up being much more expensive in both time and money.

**We've helped thousands of people successfully remove the Redirect Virus using these same steps, I hope we can help you too!**

**How to request a refund** (If none of the solutions above works for you)

Go To <https://www.clickbank.com/orderDetail.htm?clear=true>

Type Your Details Into The Form & Click On "Request Refund"

**Thank you for your business!**