



SRX1172486162ID - Microsoft Technical Support

2 messages

Microsoft Customer Support
<PCHTH.PCSF.WW.00.EN.CVG.BGL.TS.1FL.PBA.SG.WB@css.one.microsoft.com>
To: maanojrakhit@gmail.com

Fri, Mar 2, 2012 at
12:28 PM

Hi **Maanoj**,

Thank you for contacting Microsoft Security Essentials Technical Support team. My name is **Geethu** and I am happy to assist you. For your reference, here is your Service Request, **SRX1172486162ID**.

From your case description, I understand that **you receive an error message that MSE is potentially unprotected and also receive error message to scan the computer even after completing Full PC Scan**. Please let me know if this is not correct.

I apologize for the inconvenience you are facing due to this issue. Please don't worry. We will work together and will try my best to fix this issue for you.

Maanoj, this issue can occur due to one of the following reasons:

1. Virus and Spyware definitions are not up to date.
2. Virus infection.
3. System Date is not correct.
4. If one or more files related to Microsoft Security Essentials are missing or corrupt.

To help you suggest more steps to resolve the issue, I would appreciate it if you could answer the following questions:

- a. Any troubleshooting step that you have already tried before contacting us?
- b. Do you have any other Antivirus Software other than MSE installed on your computer?

Please try the steps mentioned below and let me know if you face any issue.

Step 1: Correct System Date and Time Settings:

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- a. Click **Start**, click on the **Run**, type **Timedate.cpl**, and then press **Enter**
- b. You will get the Time and Date settings window.
- c. Please change your system's Date and Time, if the system's Date and Time settings in your computer are incorrect.

Step 2: Manually install the virus and spyware definition updates.

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- If you are running a 32-bit Windows operating system, download the latest updates manually at <http://go.microsoft.com/fwlink/?LinkID=87342>
- If you are running a 64-bit Windows operating system, download the latest updates manually at <http://go.microsoft.com/fwlink/?LinkID=87341>

Click **Run**. The latest updates are manually installed on your computer.

Step 3: Please check if you have CCleaner installed on your computer:

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To check CCleaner present on the computer, please follow the steps as mentioned below:

1. Go to **Start** -> all **programs** -> **CCleaner**.

If you have CCleaner installed on your system, please proceed with the steps as mentioned below. For your convenience I am proving you with the screen shot steps.

- a. Go to **start** -> all **programs** -> **CCleaner**.
- b. In the left Pane, at the bottom click on **Options**.
- c. In the middle of the Window, click on **Exclude**.
- d. You will see the option **Add**.

- e. Click on that, browse to Programs and under **Microsoft Security Client folder** select **Anti-Malware** folder.
- f. Click on **OK** and **save the settings**.
- g. **Restart** your computer.



Now please check if you are still getting the same prompt in MSE. If the issue is still not resolved there might be virus infection or corrupted MSE files. So let's run online scanner first, then let's go ahead and uninstall and re-install MSE.

Step 4: Run Online Scanners:
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Run the Microsoft Safety Scanner:

- a) Go to the **Microsoft Safety Scanner** webpage to download the scanner.
- b) Click **Download Now**, and then follow the instructions on the screen.

If all the steps mentioned above fail to fix the issue there could be corrupted MSE files so let's uninstall MSE and re-install latest version.

Step 5: Uninstall MSE using FixIt and re-install:
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- c. Please click on the link mentioned below to uninstall MSE.

http://support.microsoft.com/mats/Program_Install_and_Uninstall

- d. Download and run the Fixit.
- e. Select Uninstalling locate **Microsoft Antimalware** and uninstall it.
- f. We need to run the Fixit again and locate **Microsoft Security Client** and uninstall it.

Remove earlier version of Microsoft Security Essentials

Remove Microsoft Security Essentials version 1:

- Open the link and click on Run, complete the Wizard <http://go.microsoft.com/?linkid=9748340>
- Open the link and click on Run, complete the Wizard <http://go.microsoft.com/?linkid=9775235>

Install Microsoft Security Essentials.

Install Microsoft Security Essentials from below mentioned website:
http://www.microsoft.com/security_essentials/

Please follow the steps above and let us know if you come across any challenges or difficulties.

Note-

In order to ensure proper delivery of your response, please verify that the **Email address** in "To" field and the **Subject** are not modified or deleted.

I look forward to your reply!

Sincerely,

Geethu Balakrishnan

v-2geeb@mssupport.microsoft.com
Microsoft Windows Support Professional

If you have any feedback about my service, you may send an email to my manager at v-2vimen@mssupport.microsoft.com. My manager, Vineesh would be very happy to receive your comments and suggestions.

Maanoj Rakhit <maanojrakhit@gmail.com>

Fri, Mar 2, 2012 at 7:37 PM

To: Microsoft Customer Support <PCHTH.PCSF.WW.00.EN.CVG.BGL.TS.1FL.PBA.SG.WB@css.one.microsoft.com>

Hi Geethu,

Thanks for your prompt response.

I have implemented instructions re. CCleaner and I shall keep the situation under watch for a few days.

I shall revert to you once I am satisfied that the issue has been finally resolved.

Maanoj Rakhit

[Quoted text hidden]

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Regards,

Maanoj Rakhit

<http://maanojrakhit.com> | <http://yashodharman.in> | <http://hindooraashtr.com>
