

SRX1172486162ID - Microsoft Technical Support

2 messages

Geethu Balakrishnan <v-2geeb@mssupport.microsoft.com>
To: Maanoj Rakhit <maanojrakhit@gmail.com>

Sun, Mar 4, 2012 at 2:47 PM

Hi **Maanoj**,

Thank you for taking time to reply with the issue status and information.

I checked the screen shots that you send and I am adding one step below, please try the step and let me know the status of the issue.

Step 1: Change CCleaner settings:

- a. Select **Applications** tab, uncheck **MS Antimalware** option (listed under Windows).
- b. Please **restart** the system and check with issue.

Please find screenshots below for your reference:



Now check if the issue is resolved or not and let me know the status of the issue.

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

Maanoj Rakhit <maanojrakhit@gmail.com>

Sun, Mar 4, 2012 at 9:55 PM

To: Geethu Balakrishnan <v-2geeb@mssupport.microsoft.com>

Hi **Geethu**,

Thank you for your kind advice. I have taken the following action as displayed by attached screenshots.

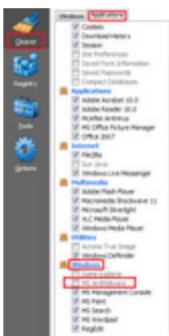
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Regards,

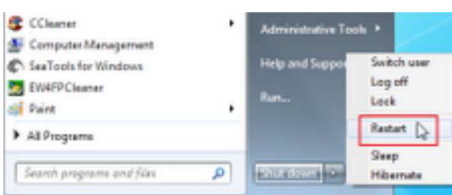
Maanoj Rakhit

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

3 attachments



ms-sec-ess-22-2012-03-04-support-case-1172486162-ccleaner-applications-windows-MSAntimalware-uncheck.png
38K



ms-sec-ess-23-2012-03-04-support-case-1172486162-pc-restart.png
29K



ms-sec-ess-24-2012-03-04-support-case-1172486162-pc-protected-mse-icon.png
8K
