


Tigger93

Jan 21 2009, 03:33 AM

Post #1

Section A

Forum Deity



Common Issues, Questions, and their Solutions

Group: **Moderators**

Posts: 1,595

Joined: 27-November 06

Member No.: 775

[B - Command Line Support](#)
[C - Error Codes](#)
[D - Error Code 732 - Automatically Detect Settings in IE & Note for NetZero Users](#)
[E - McAfee VirusScan Enterprise 8.x](#)
[F - Trend Internet Security Pro](#)
[G - IP Protection Module](#)
[H - AVG Anti-Virus](#)
[I - Microsoft Security Essentials on Windows XP](#)
[J - Norton 360 version 4](#)
[I'm infected - What do I do now?. Please follow these instructions to clean your system](#)

- ISSUE:** Freezing or disappearing program issues with **Trend Internet Security Pro**
SOLUTION: Follow the directions posted [here](#) - if possible adapt to your version of **Trend** as needed. Further information from [Trend](#) on the subject.
- ISSUE:** Freezing or disappearing program issues with **McAfee VirusScan Enterprise**
SOLUTION: Follow the directions posted [here](#) - if possible adapt to your version of **McAfee** as needed.
- ISSUE:** I have an Anti-Virus/Internet-Security other than **TrendMicro** and **McAfee**
Here are links to assist with Kaspersky: [Kaspersky Internet Security 2009](#) [Kaspersky Internet Security 2010](#)
SOLUTION: Check your Anti-Virus/Internet-Security application to see if you can add exclusions for specific applications/files to ignore. You may need to contact their technical support or check their support website for instructions. You will need to set your Anti-Virus/Internet-Security to ignore/exclude the following files:
 - o C:\Program Files\Malwarebytes' Anti-Malware\mbam.exe
 - o C:\Program Files\Malwarebytes' Anti-Malware\mbamgui.exe
 - o C:\Program Files\Malwarebytes' Anti-Malware\mbamservice.exe
- ISSUE:** I need to get the latest database onto a computer that cannot access the Internet.
SOLUTION: You can manually copy the database from a working computer using a flash drive or CD onto the infected PC. Our database file is stored in the following locations.
 - o **Windows XP and 2000**
 - o C:\Documents and Settings\All Users\Application Data\Malwarebytes\Malwarebytes' Anti-Malware\rules.ref
 - o **Windows Vista and Windows 7:**
 - o C:\ProgramData\Malwarebytes\Malwarebytes' Anti-Malware\rules.ref
You can also download a **manual update** from [here](#) - **NOTE:** This manual update will always be way behind in version level compared to updates from within the program
- ISSUE:** When I try to run **Malwarebytes' Anti-Malware**, or when I try to install it, nothing happens.
SOLUTION: Here are a few tutorials you can try to help resolve these issues:
 - o [mbam will not install - Code 2 error, mbam.exe not found](#)
 - o [MBAM won't run\(Fix\), SystemSecurity](#)
 - o [MBAM wont install or will not run., CLB Rootkit driver=TDSS/Seneka/GAOPDX/UAC/ovfst/kungsf/SKYNET/MSIVX](#)
 - o [MB won't run\(Fix\) - Total-Security \(FakeAlert\)](#)
 - o [MBAM wont run \(Fix\) - av360 \(Fakealert\)](#)
- ISSUE:** I'm not sure how to register **Malwarebytes' Anti-Malware**
SOLUTION: Registration is only required when you have purchased a license. If you have purchased a license, please open **Malwarebytes' Anti-Malware**, click on the 'Protection' tab, click on the 'Register' button, and then enter the **ID** and **Key** that were

given to you when you purchased the program.

7. **ISSUE:** After purchasing, when I enter my **ID** and **Key**, I am told that my **ID** and **Key** are invalid.

SOLUTION: Follow these procedures as outlined below.

- o Uninstall **Malwarebytes' Anti-Malware** using Add/Remove programs in the control panel.
- o Restart your computer (very important).
- o Download and run this utility. [mbam-clean.exe](#)
- o It will ask to restart your computer (please allow it to).
- o After the computer restarts, Temporarily disable your Anti-Virus and install the latest version of **Malwarebytes' Anti-Malware** from [here](#)

Note: You will need to reactivate the program using the license you were sent

Launch the program and set the Protection and Registration. Then go to the UPDATE tab if not done during installation and check for updates.

Restart the computer again and verify that MBAM is in the task tray. Now setup any file exclusions as may be required in your Anti-Virus/Internet-Security/Firewall applications and restart your Anti-Virus/Internet-Security applications.

8. **ISSUE:** I'm unable to update **Malwarebytes' Anti-Malware** it either does nothing or I get an error 732

SOLUTION: Please first try the following and if that does not work then review one of the post for setting exclusions to **Malwarebytes' Anti-Malware** in your Anti-Virus/Internet-Security/Firewall applications

This routine will confirm that Internet Explorer is set to the Online mode.

- o Click on START - RUN and Copy/Paste the following into the run line (On Vista you can use the Search line) and click OK

CODE

```
REG ADD "HKCU\Software\Microsoft\Windows\CurrentVersion\Internet Settings" /v GlobalUserOffline /t
REG_DWORD /d 0 /f
```

9. **ISSUE:** When I try to Start Protection I get an error code **1073**

SOLUTION: Please follow the same instructions for #7 (After purchasing, when I enter my **ID** and **Key**, I am told that my **ID** and **Key** are invalid.)

10. **ISSUE:** I've ran a scan with **Malwarebytes' Anti-Malware** and it says something is infected but I don't think it is

SOLUTION: Before reporting a false positive, you need to save a log in **developer mode**. This will allow us to figure out how the false positive came to be. Simply follow these directions.

- o Click the Start Menu
- o Click Run (On Vista/Windows 7 you can type in the search line)
- o Type in "**mbam.exe /developer**", without the quotes
- o Run the same type of scan you did before and save the logfile and post it in a **NEW** post [here](#)

11. **ISSUE:** I would like to manually modify **Malwarebytes' Anti-Malware** settings by Command Line

SOLUTION: Please review the post [here](#) on using the Command Line

12. **ISSUE:** I'm not sure if I am infected or **Malwarebytes' Anti-Malware** keeps finding the same infection over and over, what should I do?

SOLUTION: Please read and follow the directions posted [here](#)

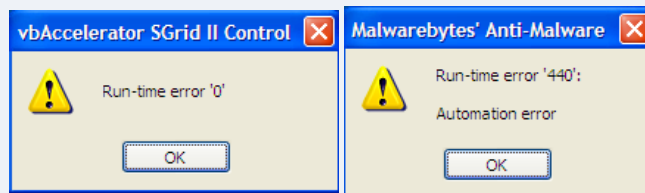
13. **ISSUE:** I'm having other PC issues, are there any other self help articles?

SOLUTION: Yes, please review the post [here](#)

14. **ISSUE:** The self help articles are nice but I need a little more guidance or support for non Malware related PC issues

SOLUTION: We have a forum for that as well. Please post questions or answer posts not related to Malware [here](#)

15. **ISSUE:** I'm getting a Runtime error 0 and 440 automation error.



SOLUTION: Please do the following to see if it fixes the error:

- o Please copy and paste the following text in the **Code** box exactly as written into **notepad** (not wordpad or any other text editor):

CODE

```
regsvr32 "C:\Program Files\Malwarebytes' Anti-Malware\mbamext.dll"
regsvr32 "C:\Program Files\Malwarebytes' Anti-Malware\ssubtmr6.dll"
regsvr32 "C:\Program Files\Malwarebytes' Anti-Malware\vbalsgrid6.ocx"
```

- o Once you've done that click on **File** and select **Save As...**
- o In the **Save** dialogue box click on the drop down menu next to **Save as type** and select **All Files**
- o Name the file **MBAM Fix.bat** (the **.bat** extension is very important)
- o Save the file to your desktop and double click it to run it on XP. For Vista please right click on it and choose **Run As Admin**
- o Click OK to each of the 3 dialog boxes that should show a success message for each file registered
- o If you get an error that REGSVR32 "is not recognized as an internal or external command, operable program or batch file", then ensure that the file REGSVR32.EXE exists in the %WINDIR%\SYSTEM32 folder. If it's not found there you can copy it from

another Computer running the same operating system and service pack level.

If that doesn't fix it then please download and install the **Microsoft Visual Basic Common Controls** from [here](#) to see if it helps.

16. **ISSUE:** I'm changing computers. How do I Transfer my License to the new computer?

SOLUTION: Keep a copy of your ID/KEY from the computer you wish to remove it from and you can run the following to remove it from the old computer.

1. Uninstall Malwarebytes' Anti-Malware using Add/Remove programs in the control panel.
2. Restart your computer (very important).
3. Download and run this utility. [mbam-clean.exe](#)
4. It will ask to restart your computer (please allow it to).
5. Then install MBAM on the new computer and Register it with the ID/KEY from the system you just removed it from.


You should also have an email from Cleverbridge with your ID/KEY purchase information.

This post has been edited by **GT500**: Mar 16 2010, 05:19 AM

Reason for edit: Added MSE Exclusions - section I

↑ TOP

+ QUOTE " REPLY

 **AdvancedSetup**

Nov 25 2009, 07:20 AM

Post #2



Section B

Command Line Support

The following command line parameters are supported

- mbam.exe /parameter** (where parameter is one of the following)
- **/debug** : Allows you to collect information to send as a bug report.
 - **/developer** : This command line parameter is explained in the false positives section of the program help file.
 - **/minimized** : Allows you to start the program minimized.
 - **/quickscan** : Allows you to run a quick scan.
 - **/quickscantermiante** : Allows you to run a quick scan. Program terminates if no items found.
 - **/fullscan** : Allows you to run a full scan.
 - **/fullscantermiante** : Allows you to run a full scan. Program terminates if no items found.
 - **/runupdate** : Allows you to update the program without displaying result dialogs.
 - **/register** : Allows you to register the program without displaying main dialog.
- Example:** mbam.exe /register 12345 AAAA-BBBB-CCCC-DDDD
- **/updateshowdialog** : Allows you to update the program displaying all dialogs
 - **/schedule** : Allows you to schedule an update and scan for a specific hour. Scan will happen 5 minutes after update
- Example:** mbam.exe /schedule 0 (will schedule for 12:00 AM local time)
Example: mbam.exe /schedule 5 (will schedule for 5:00 AM local time)
Example: mbam.exe /schedule 23 (will schedule for 11:00 PM local time)

Corporate and Technician License customers please contact corporate@malwarebytes.org for any additional support requests with regards to the command line.

Ron Lewis

Manager of Online Support




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 **AdvancedSetup**

Nov 25 2009, 07:20 AM

Post #3

Section C



Forum Deity

Group: **Administrators**

Posts: 17,468

Joined: 30-January 08

Member No.: 2,065

Explanation of common Malwarebytes' Anti-Malware error codes

The following error codes apply to the main **Malwarebytes' Anti-Malware** program and not the registered **Protection Module**.

The **Protection Module** (*only available in the registered version*) only uses the **Windows System Error codes**

It is possible to see just an error 7xx or 7xx (1, 2) The 7xx error code is for the main application only and is not a Microsoft System or VB error code.

Format: 7xx (1, 2)

7xx: MBAM Error codes

- Error 700: Error occurred using the command line. Parameters may be incorrect.
- Error 701: The database was empty. Please reinstall the application.
- Error 702: Error occurred expanding variables. Contact support.
- Error 703: Error occurred expanding variables. Contact support.
- Error 704: Encryption of files has failed. Contact support.
- Error 705: Decryption of files has failed. Contact support.
- Error 706: Error loading the ignore list. Please delete ignore.dat.
- Error 707: Error during enumeration of languages. Please reinstall the application.
- Error 708: Error loading selected language. Please reinstall the application.
- Error 709: Error implementing language. Contact support.
- Error 710: Error implementing language. Contact support.
- Error 711: Error implementing language. Contact support.
- Error 712: Error implementing language. Contact support.
- Error 713: Error implementing language. Contact support.
- Error 714: Error translating item. Please reinstall the application.
- Error 715: Could not find the module handler. Please reinstall the application.
- Error 716: Could not find the database, user declined to download manually.
- Error 717: Database failed to download correctly. Please reinstall the application.
- Error 718: Could not load the MD5 hash generator. Contact support.
- Error 719: The operating system is not supported.
- Error 720: An unknown error occurred during the memory scan. Contact support.
- Error 721: An unknown error occurred during filesystem enumeration. Contact support.
- Error 722: An unknown error occurred during the memory scan. Contact support.
- Error 723: Could not find the SwissArmy driver. Please reinstall the application.
- Error 724: An error occurred loading the quarantine. Contact support.
- Error 725: Could not restore a quarantined file. The file may be corrupt.
- Error 726: Error restoring registry value from quarantine.
- Error 727: An unidentified item was found in the quarantine.
- Error 728: Unable to load the log file list. Try deleting the Logs folder.
- Error 729: Error retrieving special folders. Contact support.
- Error 730: Unable to load the database. Please reinstall the application.
- Error 731: Adding item to results list failed. Contact support.
- Error 732: Error updating the database or product. Check Internet connectivity.
- Error 339: Component 'comctl32.ocx' not correctly registered: file is missing or invalid.

Solution: Download and install: [Microsoft Visual Basic 6.0 Common Controls](#)

1: Microsoft System Error Codes

- [Microsoft System Error Codes](#)
- [System Error Codes \(0-499\)](#)
- [System Error Codes \(500-999\)](#)
- [System Error Codes \(1000-1299\)](#)
- [System Error Codes \(1300-1699\)](#)
- [System Error Codes \(1700-3999\)](#)
- [System Error Codes \(4000-5999\)](#)
- [System Error Codes \(6000-8199\)](#)
- [System Error Codes \(8200-8999\)](#)
- [System Error Codes \(9000-11999\)](#)
- [System Error Codes \(12000-15999\)](#)

2: Microsoft Visual Basic Error Codes

- [Visual Basic Trappable Errors](#)
- [Miscellaneous Visual Basic Errors](#)

Log File Locations

Quick Scan and Full Scan Logs

- **Windows 2000 & Windows XP:**
C:\Documents and Settings\<>USERNAME>\Application Data\Malwarebytes\Malwarebytes' Anti-Malware\Logs
- **Windows Vista & Win7:**
C:\Users\<>USERNAME>\AppData\Roaming\Malwarebytes\Malwarebytes' Anti-Malware\Logs

File Protection and IP Protection Logs

- **Windows 2000 & Windows XP:**
C:\Documents and Settings\All Users\Application Data\Malwarebytes\Malwarebytes' Anti-Malware\Logs
- **Windows Vista & Win7:**
C:\ProgramData\Malwarebytes\Malwarebytes' Anti-Malware\Logs

Understanding File Names, Paths, and Namespaces

[All file systems supported by Windows use the concept of files and directories to access data stored on a disk or device](#)

Ron Lewis
Manager of Online Support



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QUOTE REPLY

AdvancedSetup

Nov 25 2009, 07:21 AM

Post #4



Forum Deity
★★★★★★

Group: **Administrators**
Posts: 17,468
Joined: 30-January 08
Member No.: 2,065

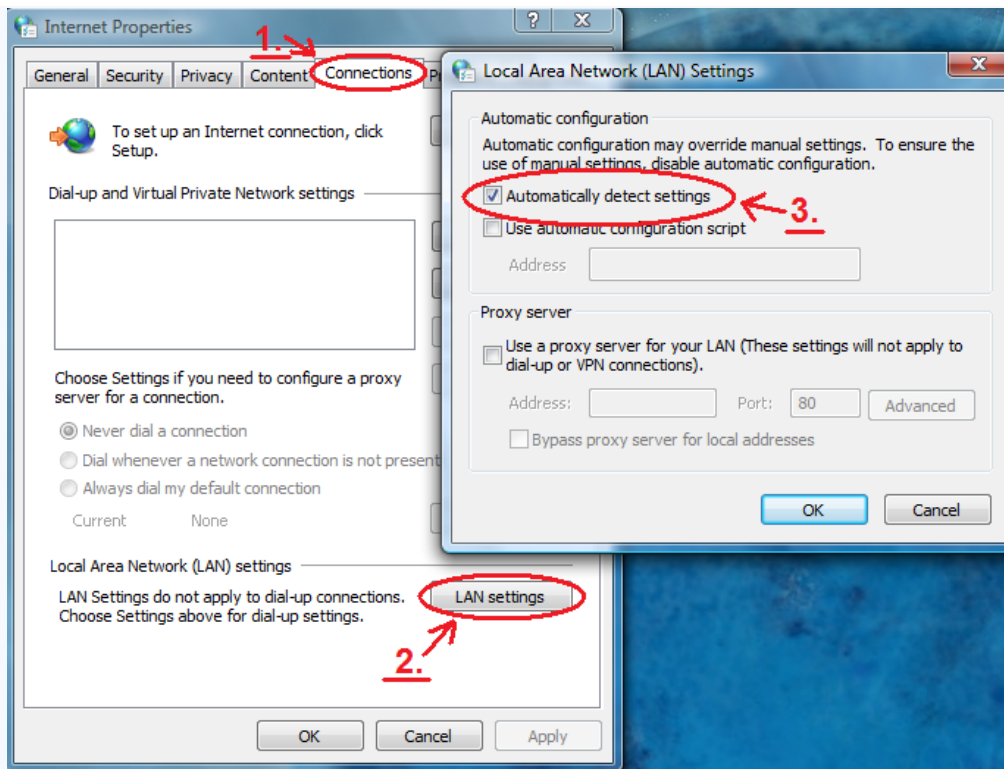
Section D

Error Code 732 - Automatically Detect Settings in IE & Note for NetZero Users

Some systems may have an issue where the **Automatically detect settings** checkbox is not checked in Internet Explorer 8 in the LAN Settings, and thus receive an error code 732.

Here are some quick steps to see if this is what is causing the error for you:

1. Click the 'Start' button.
2. Click on "Control Panel".
3. Double-click on "Internet Options" (you may have to switch the Control Panel to 'Classic' view to find it).
4. Click on the 'Connections' tab (**step 1** in the screenshot below).
5. Click on the "LAN settings" button (**step 2** in the screenshot below).
6. Put a check mark in the box labeled "Automatically detect settings" (**step 3** in the screenshot below).
7. Click OK.
8. Click OK.
9. Try the update again (you may need to close any open Internet Explorer Windows before trying), and if it doesn't work then create a new topic asking for help.



Netzero Users:

As this problem is also known with Netzero users, Please turn off the 3G accelerator on Netzero to fix this: [Disable NetZero accelerator](#)

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Nov 25 2009, 07:21 AM

Post #5



Section E

If you're having issues with Malwarebytes' Anti-Malware freezing when scanning or when enabling the Protection Module or Updates being blocked then please try the procedures below

Basic procedures to correct freezing or disappearing program issues with McAfee VirusScan Enterprise 8.x

- Open the VirusScan Console and **disable** the **Access Protection** module and then install MBAM
- After installation, register and update MBAM and then enable the **MBAM Protection Module**
- Within the **VirusScan Console** under **Access Protection** configure the following **rules**

Anti-virus Standard Protection

- Prevent user rights policies from being altered
- add **mbam.exe** to the exclusions

Common Standard Protection

- Protect Mozilla & FireFox files and settings
- add **mbam.exe** to the exclusions
- Protect Internet Explorer settings
- add **mbam.exe** to the exclusions
- Prevent installation of Browser Helper Objects and Shell Extensions

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 Joined: 30-January 08
 Member No.: 2,065

- add **mbam.exe** to the exclusions
- o **Protect network settings**
add **mbam.exe** to the exclusions
Common Maximum Protection
- o **Prevent programs registering to autorun**
add **mbam.exe, mbamgui.exe** to the exclusions
- o **Prevent programs registering as a service**
add **mbam.exe, mbam-dor.exe, mbamgui.exe, mbamservice.exe, services.exe** to the exclusions
- From within the **VirusScan Console** re-enable the **Access Protection** module
- Double click the MBAM icon in the task tray and do a Quick Scan to confirm there are no longer any freezing issues.

Ron Lewis

Manager of Online Support



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Nov 25 2009, 07:21 AM

Post #6



Section F

If you're having issues with Malwarebytes' Anti-Malware freezing when scanning or when enabling the Protection Module or Updates being blocked then please try the procedures below

Basic procedures to correct freezing or disappearing program issues with Trend Internet Security Pro

Please try this even if you did this with previous versions of MBAM as the new version has new signatures that your Anti-Virus needs to reset to allow again

1. Install MBAM but DO NOT enable the Registration at this time. If you're already freezing then start in Safe Mode and disable the MBAM Protection Module from loadig.
2. While logged onto Windows, double click on the Trend icon in the system tray or open the program from the Start Menu
3. On the left side click on **Personal Firewall Controls** - on the right side click on the **Settings...**



Forum Deity



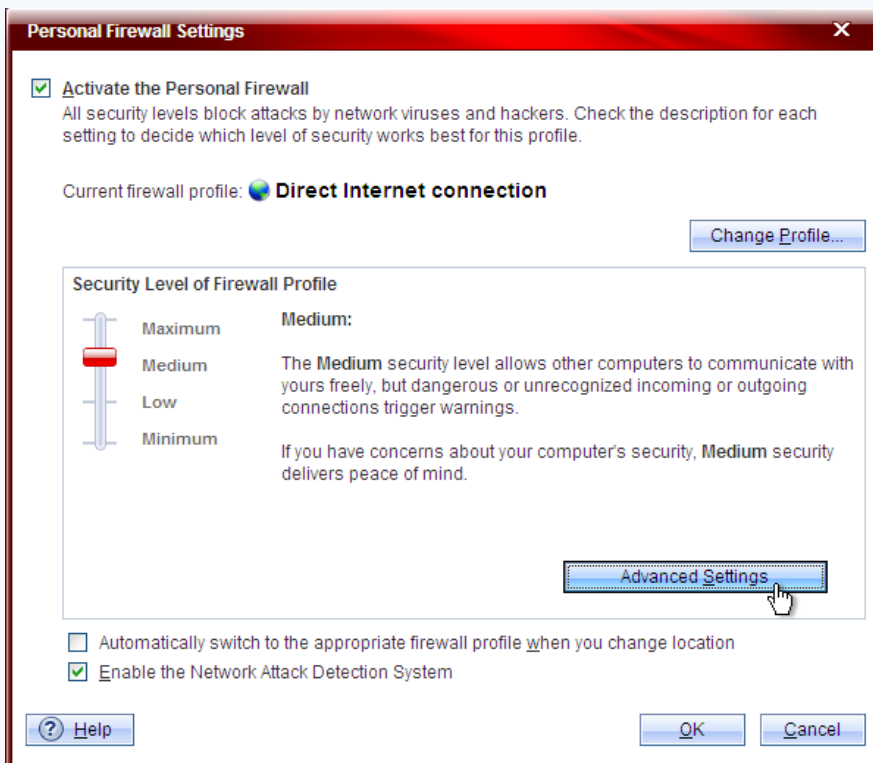
Group: **Administrators**

Posts: 17,468

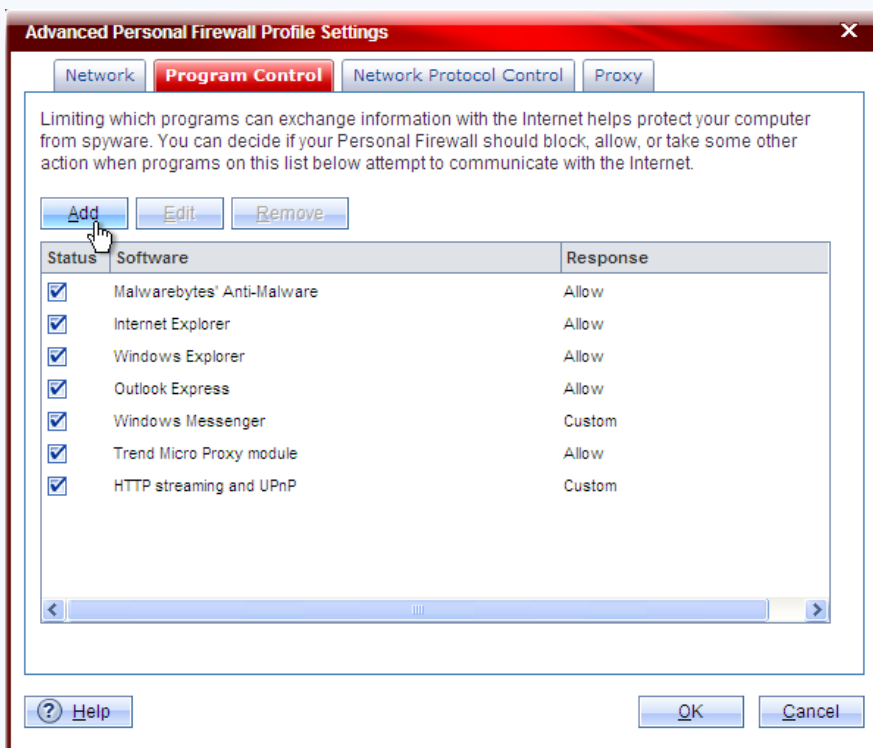
Joined: 30-January 08

Member No.: 2,065

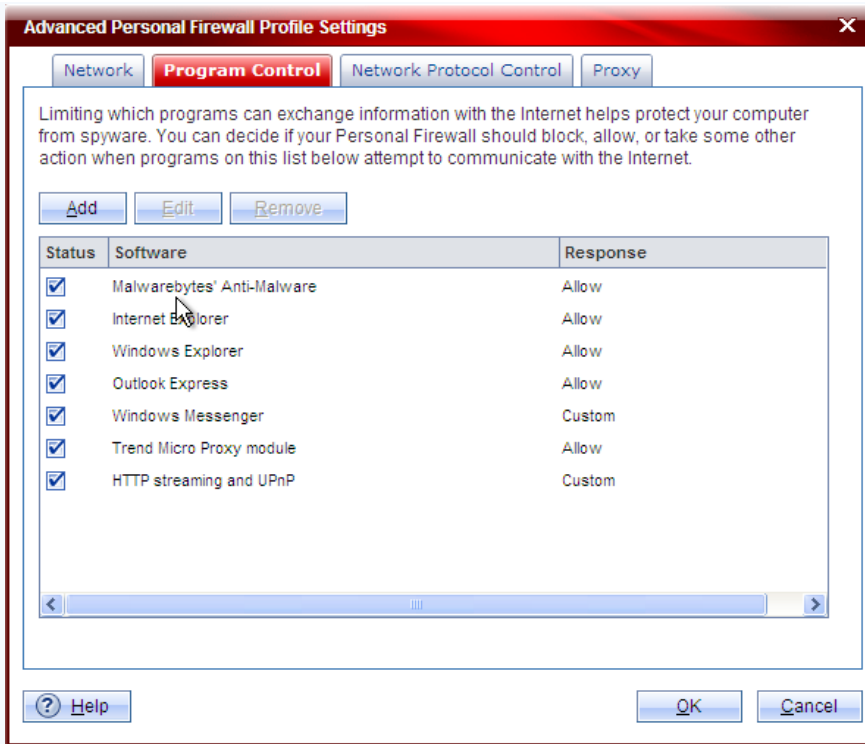
4. Then click on the **Advanced Settings** button.



5. Then click on the **Program Control** tab on top and click on the **Add** button.



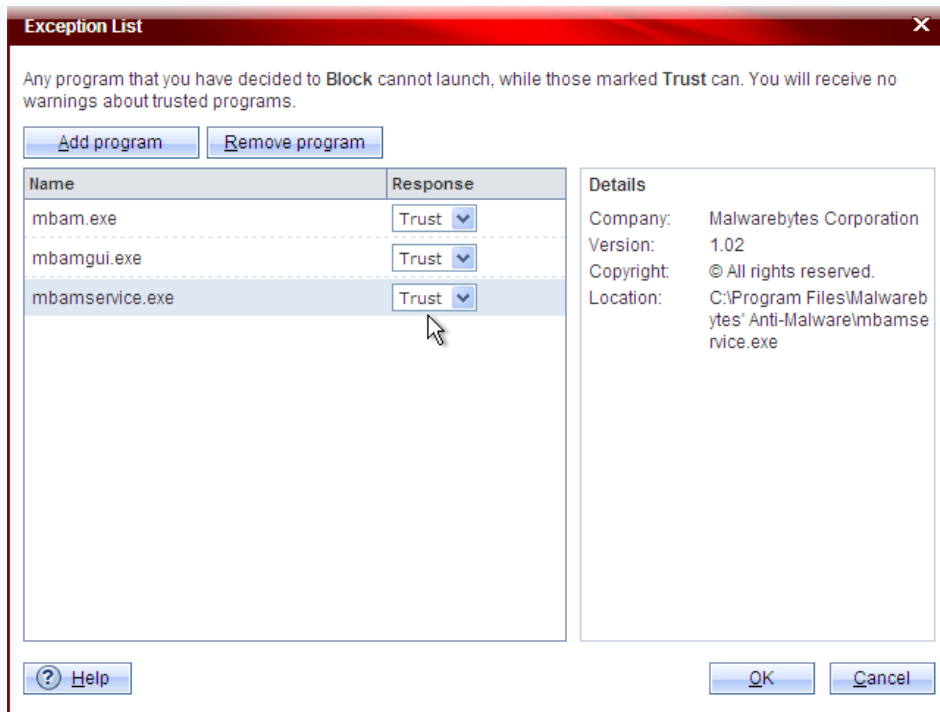
6. Under description type in: **Malwarebytes Anti-Malware**
7. Under Target click on the **Browse** button and browse to the folder: **C:\Program Files\Malwarebytes' Anti-Malware**
8. Choose **mbam.exe** and click the **Open** button which will add mbam.exe to the exception list
9. Under **Firewall Response**: make sure it is set to **Allow** and click **OK**



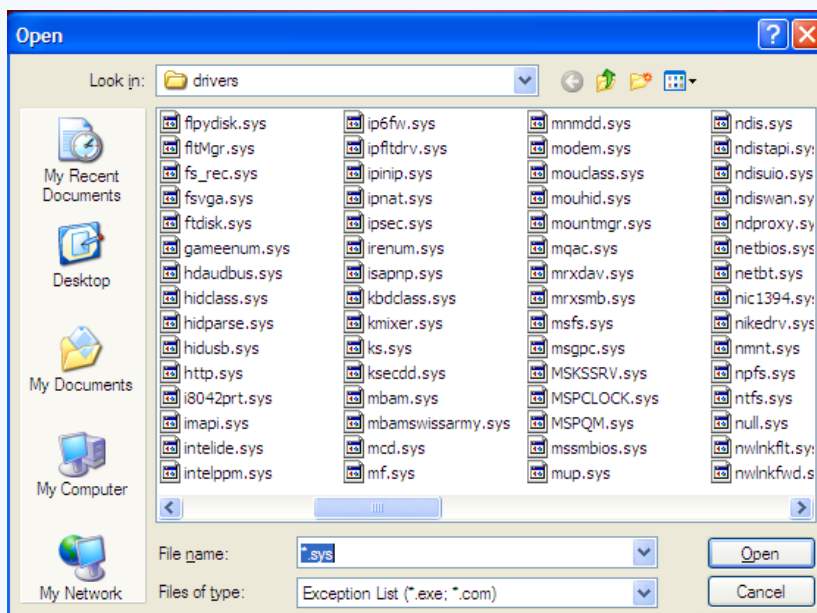
10. Click OK again twice to finish up adding the entry. This will now allow MBAM to access the Internet for updates.
11. Now let's setup Trend Anti-Virus so that it trusts MBAM files which have new signatures
12. On the left side click on **Virus & Spyware Controls** - on the right side click on the **Prevent Unauthorized Changes**
13. Click on the **Exception List** button.



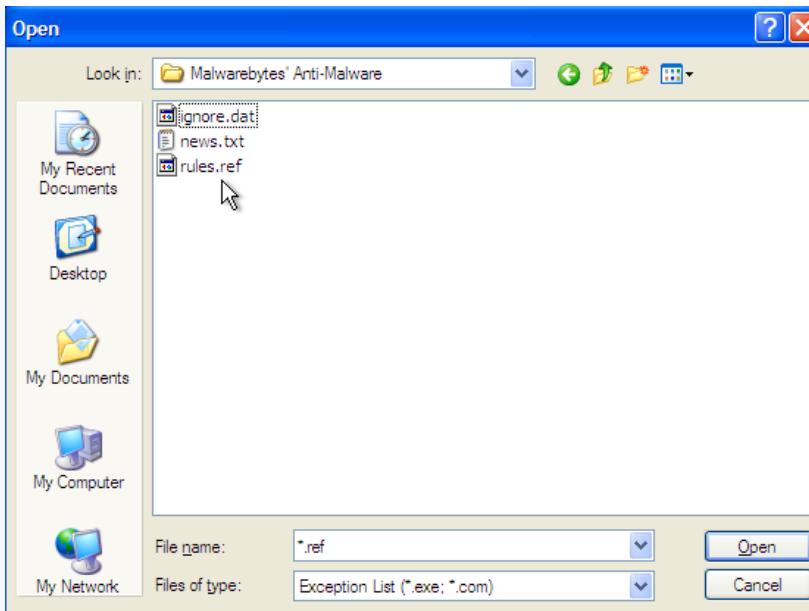
14. Click on the **Add program** button and browse to the folder: **C:\Program Files\Malwarebytes' Anti-Malware**
15. You will have to select the files one by one and add them. Please add the following files.
16. **mbam.exe, mbam-dor.exe, mbamgui.exe, mbamservice.exe**
17. By default the **Response** is set to Block so you need to click the down arrow and select **Trust** for all of the MBAM files.



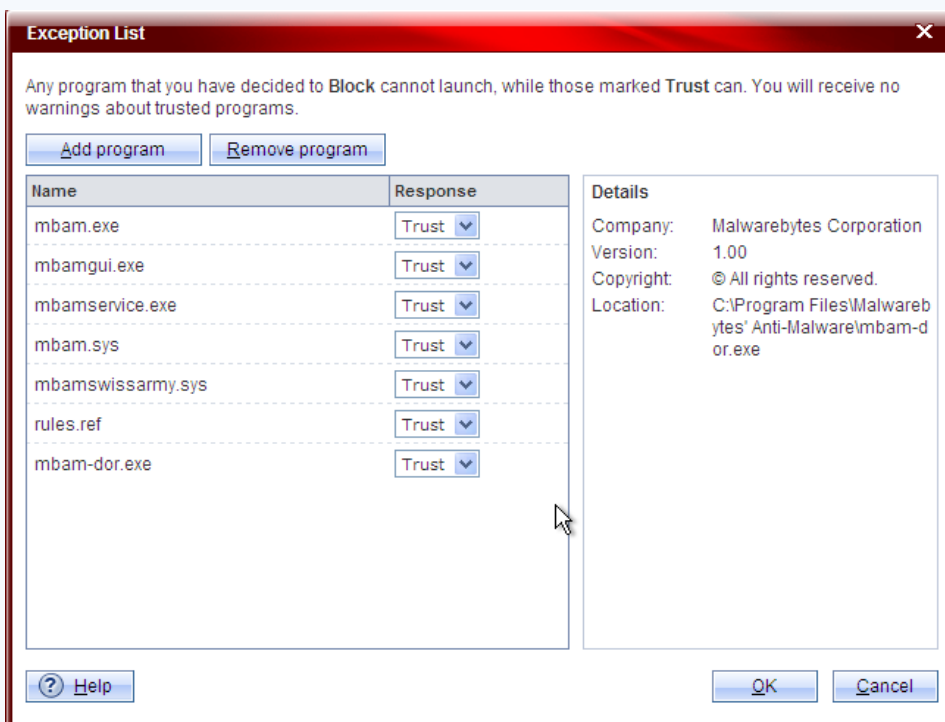
18. Now let's add the MBAM Driver files to the list of Trusted files.
19. Click on the **Add program** button and browse to the folder: **C:\Windows\System32\Drivers**
20. NOTE: By default Trend only allows .EXE and .COM files to be added to the list so you will need to type in *.sys or *.* and hit the Enter key on your keyboard to see the .sys file types.



21. You will have to select the files one by one and add them. Please add the following files.
22. **mbam.sys, mbamswissarmy.sys**
23. By default the **Response** is set to Block so you need to click the down arrow and select **Trust** for all of the MBAM files.
24. Now let's add the MBAM rules file to the list of Trusted files.
25. The path is different between 2000/XP and Vista
26. 2000/XP Path is: **C:\Documents and Settings\All Users\Application Data\Malwarebytes\Malwarebytes' Anti-Malware**
27. Vista Path is: **C:\ProgramData\Malwarebytes\Malwarebytes' Anti-Malware**
28. NOTE: By default Trend only allows .EXE and .COM files to be added to the list so you will need to type in *.ref or *.* and hit the Enter key on your keyboard to see the .ref file types.
29. Please add the following file
30. **rules.ref**



31. When done the entries for trusted files should look like the image below



32. Click the OK button

33. If you're using the free version of MBAM you're done and Trend should no longer block MBAM.

34. If you're using the Registered version then go to the **Protection** tab in MBAM and enter in your **ID** and **KEY** you recieved in the mail by clicking the **Register** button

35. Now click on the **Start Protection** button. This should place the MBAM icon in the task tray

36. Double click the MBAM icon in the task tray and do a Quick Scan to confirm there are no longer any freezing issues.

Special thanks to Yardbird for his help and testing to confirm these settings for Trend

Ron Lewis
 Manager of Online Support



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Nov 25 2009, 07:22 AM

Post #7



Section G

IP Protection Module

In v1.40, Malwarebytes introduced IP Protection into Malwarebytes' Anti-Malware, to prevent the user being infected in the first place. The following is information on what this does, and how it works.

- **What does IP Protection do?**
- *IP Protection provides an additional layer of security for your computer, by preventing access to known malicious IP addresses and IP ranges, for example, NetDirekt, which is host to the [Internet Service Team](#).*
- **How does it do this?**
- *When you ask your browser to connect to a website, Windows uses DNS or the HOSTS file (depending on configuration), to convert that domain name into it's corresponding IP address (e.g. example.com <> 1.2.3.4). MBAM intercepts the packet communications, to determine whether or not the IP address is known for malicious activity, and if so, blocks the communication.*
- **How does it inform you?**
- *MBAM informs you a malicious IP has been blocked by presenting a bubble notification at the bottom of the screen (next to the system tray), and it also writes a log file.*
- **What does this notification mean?**
- *This notification means quite simply, that an IP address has been blocked. It does NOT necessarily mean you are infected, it simply means a program on your computer (e.g. your browser, IM program, P2P program etc), tried accessing a malicious IP address. If this notice was presented when you were not actually doing anything on the machine, then I suggest having your computer looked at.*
- **I got an alert and I wasn't even surfing, how's does that happen?**
- *There are many applications on your system which have access to the Net and any of these can trigger an IP alert with no browser open. Most common offenders are P2P applications and IM clients, usually an ad will trigger an alert. An advanced or premium firewall will be able to give you a list of programs which can access the Net.*
- **I received a notification on a safe site, why?**
- *If a notification is presented on a safe site, and the site loads, it is likely the site was loading content that is hosted on an IP known for malicious activity. In this case, the site itself will be displayed perfectly fine, with the malicious content being blocked. If however, the site does not load, it is likely the site is also hosted on the same malicious IP address. It is also entirely possible that the site in question, shares it's IP address with other malicious domains. IP's and IP ranges are blocked if they are either dedicated to malicious content, or have a higher proportion of malicious content, than non-malicious. So for example, if 1.2.3.4 contains 1000 sites and over 50% are malicious, then 1.2.3.4 will be blocked (and even then, if we can get the hosting company to take down the malicious sites, then even better as we do not like blocking shared IP's or IP ranges if we don't have to).*
- **How do I disable this?**
- *We wouldn't recommend disabling it, but if you must, you can do this by right clicking the MBAM tray icon, and unchecking "IP Protection". Also see the Registry modifications below.*
- **I got an alert for an IP or website I think is safe, how can I report it?**
- *If you find a site being blocked, and either don't know why, or are sure it's safe, please report it to us at the [False Positive Forum](#).*
- **IMPORTANT:** When posting false positive reports, please ensure you post both the IP address affected, and if applicable, the domain name (e.g. example.com).
- **Does the IP Protection replace my firewall?**
- *Absolutely NOT! The IP Protection included in Malwarebytes Anti-Malware is NOT a replacement for your firewall.*
- **Where do I find the IP Protection logs?**
- *You can find the logs for the IP Protection module here:*
- **File and IP Protection Logs**
 - **Windows 2000 & Windows XP:**
C:\Documents and Settings\All Users\Application Data\Malwarebytes\Malwarebytes' Anti-Malware\Logs
 - **Windows Vista & Win7:**
C:\ProgramData\Malwarebytes\Malwarebytes' Anti-Malware\Logs
- **How can I add an IP so it won't be detected and can access a site I need to?**
- *Visit the site and incur an IP block. Then right-click on the Malwarebytes system-tray icon after the block notification appears, and choose Add to Ignore List.*

Registry Switches for Controlling IP-Blocking

Create the indicated registry value (labeled as **key** | **value**) with the indicated data and reboot to enforce the policies below. All of the values are of type **DWORD**

In order to create a registry value, open the Registry Editor (Click on Start -> Run -> and type in **REGEDIT.EXE**)

Browse to the key listed, and then right-click in the right-hand panel and choose **New** -> **DWORD** and create one of the listed keys and set the value as shown.

x86 32 Bit Key: **HKEY_LOCAL_MACHINE\Software\Malwarebytes' Anti-Malware**

x64 64 Bit Key: **HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Malwarebytes' Anti-Malware**

1. **silentipmode**

Description: With a DWORD value of 1, the protection module will block and log IPs silently.

2. **startipdisabled**

Description: With a DWORD value of 1, IP blocking will start disabled on reboot, although it can be enabled subsequently.

3. **disableipblocking**

Description: With a DWORD value of 1, IP blocking will be permanently disabled (cannot be toggled).

Here is a Windows installer to create the **IP Policy shortcuts**.

It basically runs the REG command line tool and sets the registry values or removes them.

Caveats:

1. Only installs on x86 (32 Bit)
2. Only tested on English XP/Vista Operating Systems (may work on non English but preliminary tests indicate it does not work on other languages)
3. Assumes user did not change default installation path: **C:\Program Files\Malwarebytes' Anti-Malware**
4. Users on Vista will need to either have UAC disabled (not recommended) or right click on the desired shortcut and chose **Run As Admin**
5. Reboot is required for most of these changes to function
6. User must have Admin rights to run the installer

If you hover your mouse over the shortcut it also has a tooltip description of what it does.

This will also create an entry in Add/Remove to uninstall the shortcuts when the GUI is updated to support this on it's own which is expected to be released in the next release version of MBAM. [download - mbam_ip_policy_shortcuts.zip](#)

Ron Lewis

Manager of Online Support



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AdvancedSetup

Dec 7 2009, 09:26 PM

Post #8



Forum Deity



Group: **Administrators**
Posts: 17,468
Joined: 30-January 08
Member No.: 2,065

Section H

If you're having issues with Malwarebytes' Anti-Malware freezing when scanning or when enabling the Protection Module or Updates being blocked then please try the procedures below

Basic procedures to correct freezing or disappearing program issues with AVG Anti-Virus

Please try this even if you did this with previous versions of MBAM as the new version has new signatures that your Anti-Virus needs to reset to allow again


*****Note: These exclusions should be applied to any antivirus application you have and your firewall as well*****

Step 1: Show Hidden Files and Folders:

Show Hidden Files and Folders in Windows XP:

- Click **Start** and select **My Computer**
- Click the **Tools** item from the menu at the top of the window (if you don't see **Tools** press the **Alt** key on your keyboard and it will appear)
- Select **Folder Options**
- Click the **View** tab and make sure [Show hidden files and folders](#) is selected under **Hidden files and folders**
- Next, **uncheck** the box next to [Hide protected operating system files \(Recommended\)](#)
- Then, **uncheck** the box next to [Hide extensions for known file types](#)
- Click **Apply** then click **OK**

Show Hidden Files and Folders in Windows Vista and Windows 7:

- Click on the **Start**  button and select **Computer**
- Press the **Alt** key on your keyboard and click on **Tools**
- Select **Folder Options**
- Click the **View** tab and make sure that **Show hidden files and folders** is selected under **Hidden files and folders**
- Next, **uncheck** the box next to **Hide protected operating system files (Recommended)**
- Then, **uncheck** the box next to **Hide extensions for known file types**
- Click **Apply** then click **OK**

Step 2: Exclude Files and Folders:**To exclude Malwarebytes' from AVG (8.5):**

Note: If not AVG, whatever your resident antivirus software is

- Open AVG and click on **Tools** and select **Advanced Settings**
- Click on **Resident Shield**
- Click on **Exceptions** then click **Add Path**
- Exclude the following directories:
 - C:\Program Files\Malwarebytes' Anti-Malware
Note: For 64 bit systems it would be C:\Program Files (x86)\Malwarebytes' Anti-Malware
 - C:\Documents and Settings\All Users\Application Data\Malwarebytes
Note: For Vista and 7 users it would be C:\ProgramData\Malwarebytes

Click on **Add List** then copy and paste the text inside the **CODE** box exactly as written into the AVG window. Select the entries appropriate to your version of Windows:

For Windows XP:**CODE**

```
C:\Program Files\Malwarebytes' Anti-Malware\mbam.exe
C:\Program Files\Malwarebytes' Anti-Malware\mbamgui.exe
C:\Program Files\Malwarebytes' Anti-Malware\mbamservice.exe
C:\Program Files\Malwarebytes' Anti-Malware\zlib.dll
C:\Program Files\Malwarebytes' Anti-Malware\mbam.dll
C:\Program Files\Malwarebytes' Anti-Malware\mbamext.dll
C:\Documents and Settings\All Users\Application Data\Malwarebytes\Malwarebytes' Anti-Malware\rules.ref
C:\Windows\System32\drivers\mbam.sys
C:\Windows\System32\drivers\mbamswissarmy.sys
```

For Windows Vista and Windows 7:**CODE**

```
C:\Program Files\Malwarebytes' Anti-Malware\mbam.exe
C:\Program Files\Malwarebytes' Anti-Malware\mbamgui.exe
C:\Program Files\Malwarebytes' Anti-Malware\mbamservice.exe
C:\Program Files\Malwarebytes' Anti-Malware\zlib.dll
C:\Program Files\Malwarebytes' Anti-Malware\mbam.dll
C:\Program Files\Malwarebytes' Anti-Malware\mbamext.dll
C:\ProgramData\Malwarebytes\Malwarebytes' Anti-Malware\rules.ref
C:\Windows\System32\drivers\mbam.sys
C:\Windows\System32\drivers\mbamswissarmy.sys
```

For 64 bit versions of Windows Vista and Windows 7:**CODE**

```
C:\Program Files (x86)\Malwarebytes' Anti-Malware\mbam.exe
C:\Program Files (x86)\Malwarebytes' Anti-Malware\mbamgui.exe
C:\Program Files (x86)\Malwarebytes' Anti-Malware\mbamservice.exe
C:\Program Files (x86)\Malwarebytes' Anti-Malware\zlib.dll
C:\Program Files (x86)\Malwarebytes' Anti-Malware\mbam.dll
C:\Program Files (x86)\Malwarebytes' Anti-Malware\mbamext.dll
```

```
C:\ProgramData\Malwarebytes\Malwarebytes' Anti-Malware\rules.ref  
C:\Windows\System32\drivers\mbam.sys  
C:\Windows\SysWoW64\drivers\mbamswissarmy.sys
```

Click on **OK**

To exclude Malwarebytes' from AVG (9):

- Open AVG and click on **Tools** and select **Advanced Settings**
- Click on **Resident Shield**
- Click on **Directory Excludes**
- Exclude the following directories:
 - C:\Program Files\Malwarebytes' Anti-Malware
Note: For 64 bit systems it would be C:\Program Files (x86)\Malwarebytes' Anti-Malware
 - C:\Documents and Settings\All Users\Application Data\Malwarebytes
Note: For Vista and 7 users it would be C:\ProgramData\Malwarebytes
- Click on **Excluded Files**
- Exclude the following files:
 - C:\Program Files\Malwarebytes' Anti-Malware\mbam.exe
Note: For 64 bit systems it would be C:\Program Files (x86)\Malwarebytes' Anti-Malware\mbam.exe
 - C:\Program Files\Malwarebytes' Anti-Malware\mbamgui.exe
Note: For 64 bit systems it would be C:\Program Files (x86)\Malwarebytes' Anti-Malware\mbamgui.exe
 - C:\Program Files\Malwarebytes' Anti-Malware\mbamservice.exe
Note: For 64 bit systems it would be C:\Program Files (x86)\Malwarebytes' Anti-Malware\mbamservice.exe
 - C:\Program Files\Malwarebytes' Anti-Malware\zlib.dll
Note: For 64 bit systems it would be C:\Program Files (x86)\Malwarebytes' Anti-Malware\zlib.dll
 - C:\Program Files\Malwarebytes' Anti-Malware\mbam.dll
Note: For 64 bit systems it would be C:\Program Files (x86)\Malwarebytes' Anti-Malware\mbam.dll
 - C:\Program Files\Malwarebytes' Anti-Malware\mbamext.dll
Note: For 64 bit systems it would be C:\Program Files (x86)\Malwarebytes' Anti-Malware\mbamext.dll
 - C:\Documents and Settings\All Users\Application Data\Malwarebytes\Malwarebytes' Anti-Malware\rules.ref
Note: For Vista and 7 users it would be C:\ProgramData\Malwarebytes\Malwarebytes' Anti-Malware\rules.ref
 - C:\Windows\System32\drivers\mbam.sys
 - C:\Windows\System32\drivers\mbamswissarmy.sys
Note: For 64 bit systems it would be C:\Windows\SysWoW64\drivers\mbamswissarmy.sys


Click on **OK**

Step 3: Reset Hidden Files and Folders:

Reset Hidden Files and Folders in Windows XP:

- Click on **Start**
- Click **Start** and select **My Computer**
- Click the **Tools** item from the menu at the top of the window (if you don't see **Tools** press the **Alt** key on your keyboard and it will appear)
- Select **Folder Options**
- Click the **View** tab and make sure [Do not show hidden files and folders](#) is selected under **Hidden files and folders**
- Next, **check** the box next to [Hide protected operating system files \(Recommended\)](#)
- Then, **check** the box next to [Hide extensions for known filetypes](#)
- Click **Apply** then click **OK**

Reset Hidden Files and Folders in Windows Vista and Windows 7:

- Click on the **Start**  button and select **Computer**
- Press the **Alt** key on your keyboard and click on **Tools**
- Select **Folder Options**
- Click the **View** tab and make sure that **Do not show hidden files and folders** is selected under **Hidden files and folders**
- Next, **check** the box next to **Hide protected operating system files (Recommended)**
- Then, **check** the box next to **Hide extensions for known file types**
- Click **Apply** then click **OK**

Special thanks to Exile360 and catscomputer for writing up and testing these settings

Ron Lewis
Manager of Online Support



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 **GT500**

Jan 7 2010, 08:46 AM

Post #9



Forum Delty
■■■■■■

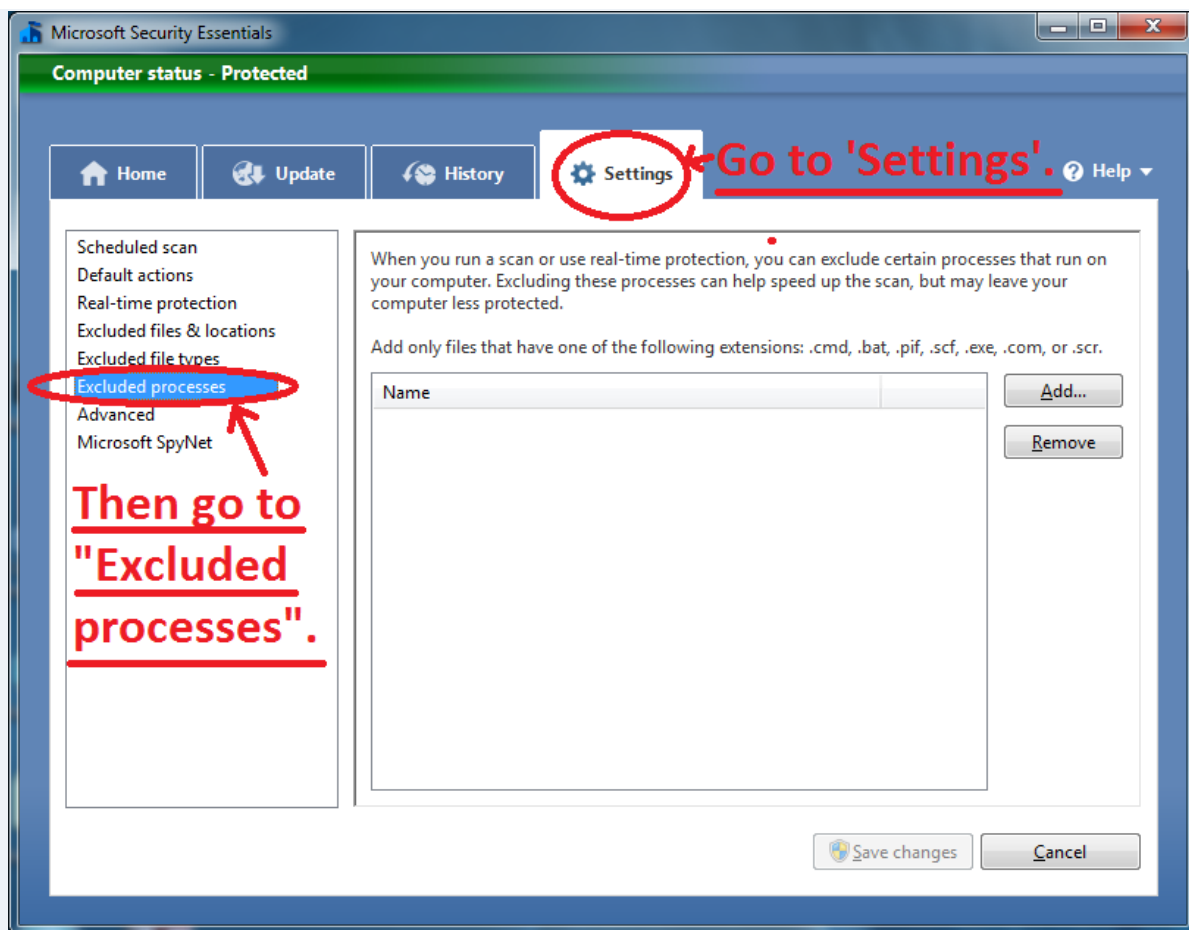
Group: **Moderators**
Posts: 5,116
Joined: 31-December 07
From: Fortville, IN
Member No.: 1,983

Section I

We've noticed that Microsoft Security Essentials and Malwarebytes' Anti-Malware both running real-time protection on Windows XP at the same time have a tendency to cause your computer to freeze. It's possible that this happens in 32-bit editions of Windows Vista and Windows 7, but they have really only been tested together on the 64-bit editions of those operating systems. Below is detailed a quick solution to any potential freezing issues (performing these steps is a must for Windows XP users).

If you are already experiencing the freezing issue: Restart your computer in Safe Mode, and then launch Malwarebytes' Anti-Malware. Go to the 'Protection' tab, and uncheck the option that says "Start with Windows". Now restart your computer normally.

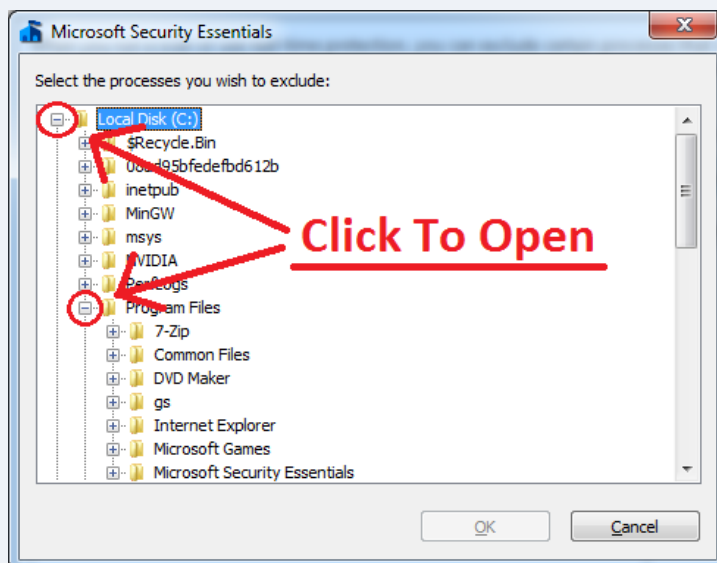
Once your computer is running normally, open Microsoft Security Essentials, and click 'Settings', and then click "Excluded processes", just like in the screenshot below:



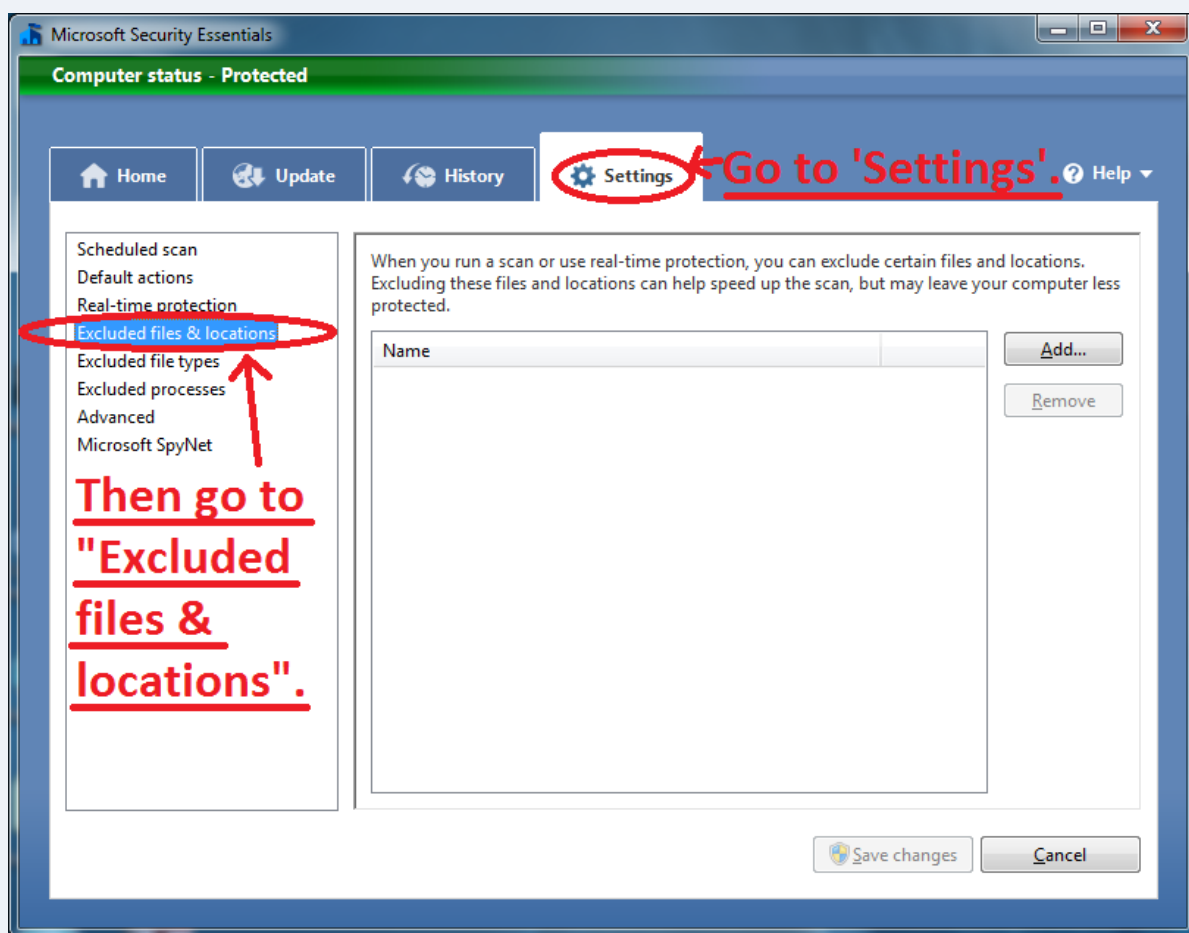
After going to "Excluded processes", click the 'Add' button, and add the files listed below (this must be done one at a time):

- C:\Program Files\Malwarebytes' Anti-Malware\mbam.exe
- C:\Program Files\Malwarebytes' Anti-Malware\mbamgui.exe
- C:\Program Files\Malwarebytes' Anti-Malware\mbamservice.exe

If you have never seen that type of file selector before, then note that to open a folder all you have to do is click the little '+' sign to the left of the folder name, like in the following screenshot:



Now, after adding all three of those files to the "Excludes processes" list, please go to the "Excluded files & locations" list, like in the following screenshot:



Add the following two files to this list:

- C:\WINDOWS\system32\drivers\mbam.sys
- C:\WINDOWS\system32\drivers\mbamswissarmy.sys

After adding those two files to the list, close Microsoft Security Essentials, and then open Malwarebytes' Anti-Malware. Go to the 'Protection' tab and check the option that says "Start with Windows". Now, if you restart your computer, the freezing issues should be solved.

Arthur Wilkinson
Consumer Support Engineer



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GT500

Mar 16 2010, 05:17 AM

Post #10



Section J

For users experiencing issues with Norton 360 version 4 and Malwarebytes' Anti-Malware (such as freezing, general loss of performance, etc), please follow the directions below to add exclusions to Norton 360 in order to aid in compatibility.

Open Norton 360, either from the icon on your desktop, or from the Start Menu, and then proceed to follow the instructions in the screenshots below:

Forum DeltY



Group: **Moderators**
Posts: 5,116
Joined: 31-December 07
From: Fortville, IN
Member No.: 1,983

Norton 360 Tasks **Settings** My Account Product Feedback Help & Support

Protected You are protected.

PC Security Protected
You are **protected** for Web browsing, email and instant messaging.
Definitions Update: 224 days ago ▶

Identity Protection Protected
You are **secured** for online shopping and banking.

Backup Protected
You **need to set up backup** to protect your files from loss and disaster.

PC Tuneup Protected
Your PC will be **tuned up automatically**.

Norton from symantec

Run LiveUpdate Scan Now Get Support Trial Period Status: 30 days remaining

Norton 360 Settings Tasks Settings My Account Product Feedback Help & Support

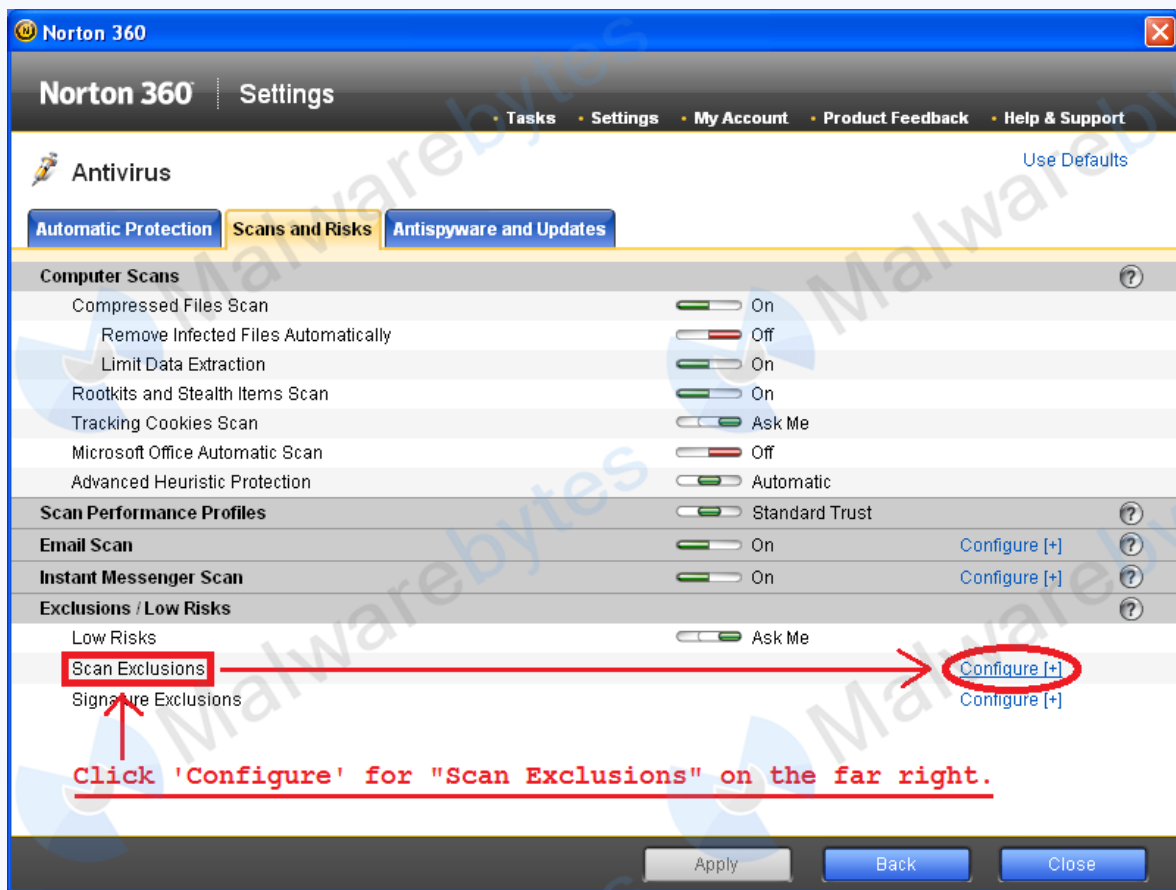
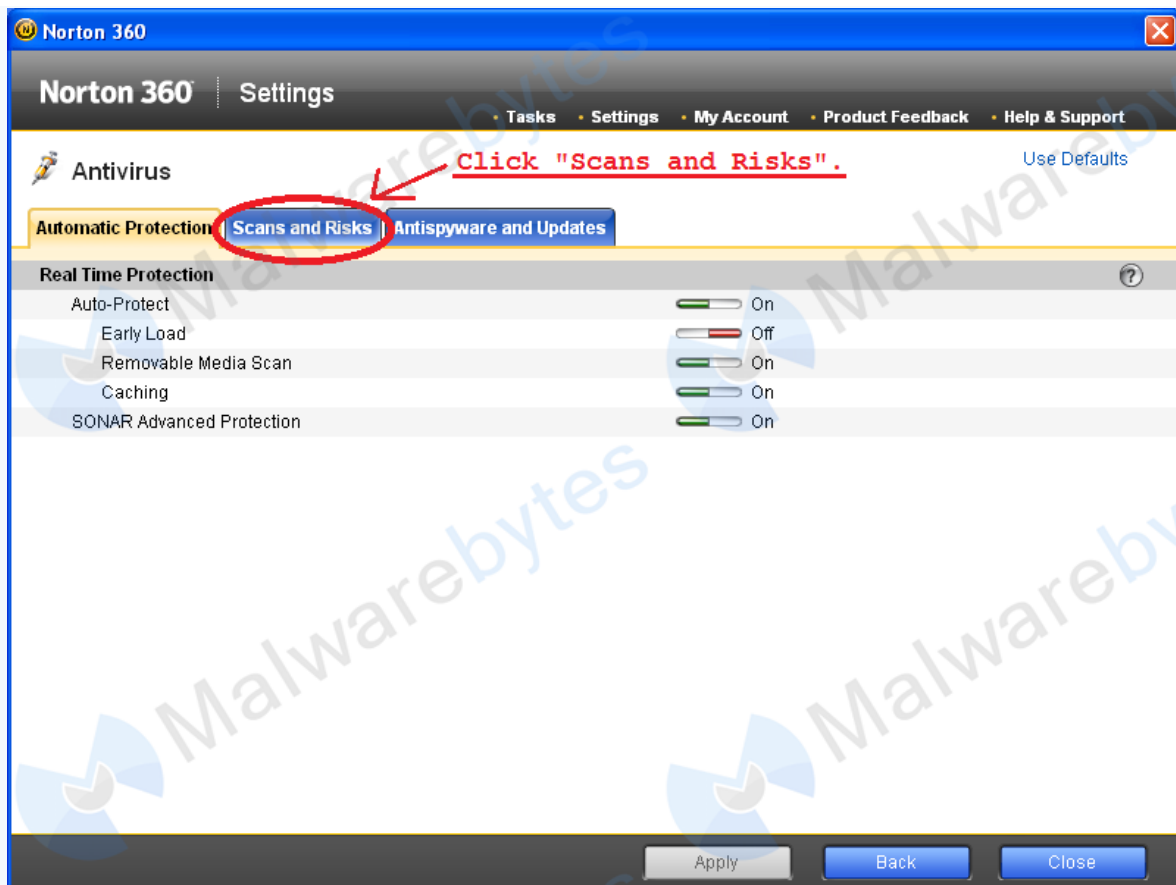
Detailed Settings **Click 'Antivirus'.**

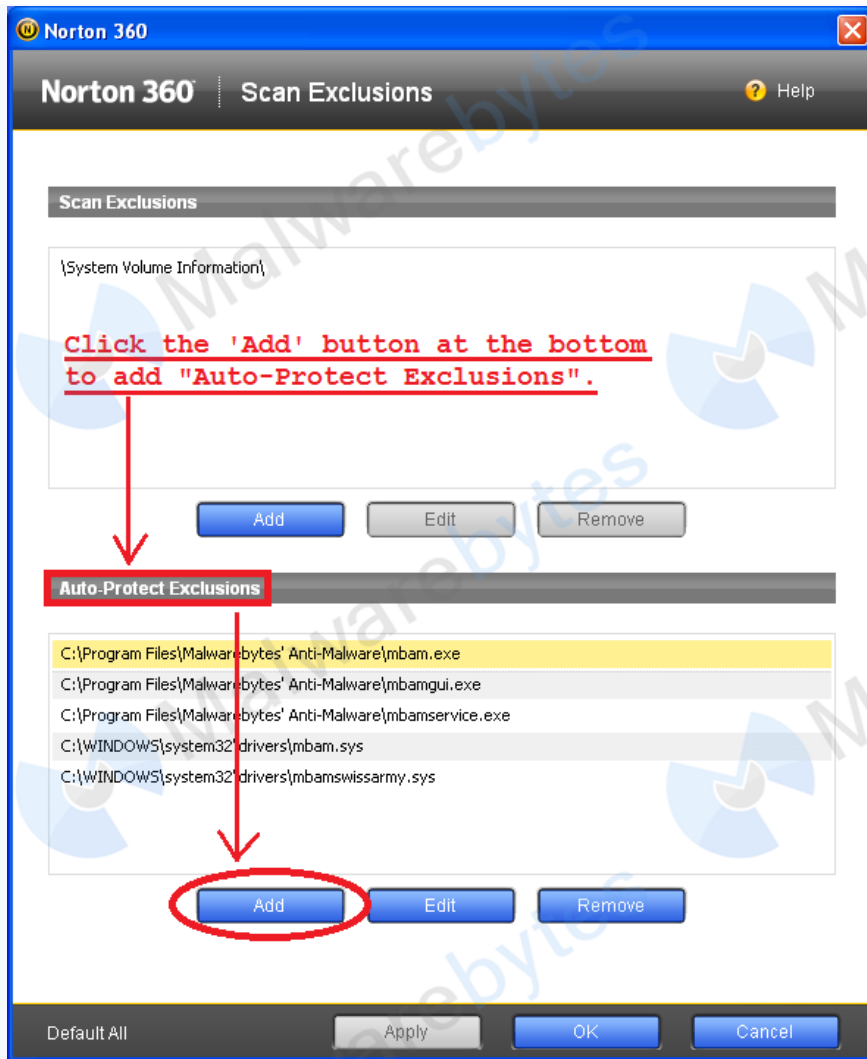
- Antivirus**
Customize how to handle viruses, spyware, adware, and more.
- Firewall**
Configure firewall behavior, access rules, and connection rules.
- Antispam**
Customize Norton AntiSpam features.
- My Network**
Configure the My Network management tool.

Quick Controls

- Silent Mode
- Antiphishing
- Identity Safe
- Norton Safe Web
- Backup
- Backup Status Overlays
- Automatic LiveUpdate
- Smart Firewall
- Norton Tamper Protection

Close





Please add each of the following files to the "Auto-Protect Exclusions" list in Norton 360:

- C:\Program Files\Malwarebytes' Anti-Malware\mbam.exe
- C:\Program Files\Malwarebytes' Anti-Malware\mbamgui.exe
- C:\Program Files\Malwarebytes' Anti-Malware\mbamservice.exe
- C:\WINDOWS\system32\drivers\mbam.sys
- C:\WINDOWS\system32\drivers\mbamswissarmy.sys

Make sure to click 'OK' when done.

*****Note*****

Users of **64-bit** editions of Windows will want to add the following files instead:

- C:\Program Files (x86)\Malwarebytes' Anti-Malware\mbam.exe
- C:\Program Files (x86)\Malwarebytes' Anti-Malware\mbamgui.exe
- C:\Program Files (x86)\Malwarebytes' Anti-Malware\mbamservice.exe
- C:\WINDOWS\system32\drivers\mbam.sys
- C:\WINDOWS\SysWOW64\drivers\mbamswissarmy.sys

Make sure to click 'OK' when done.

If you continue to experience problems after adding those exclusions and closing Norton 360, please contact our technical support.

Arthur Wilkinson
 Consumer Support Engineer



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