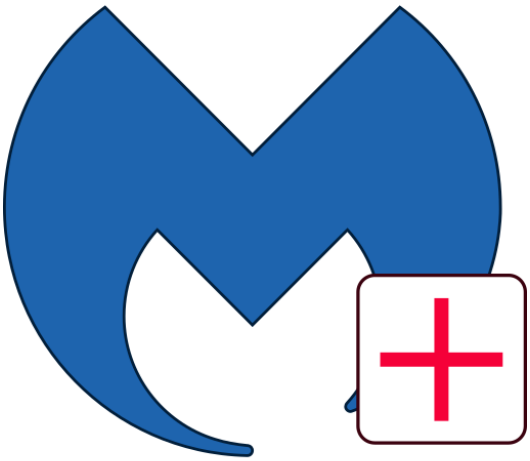
Malwarebytes | SUPPORT TOOL



Malwarebytes Support Tool User Guide

Version 1.7

29 July 2020

Malwarebytes

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https://www.malwarebytes.com/support/thirdpartynotices/

Sample Code in Documentation

The sample code described herein is provided on an "as is" basis, without warranty of any kind, to the fullest extent permitted by law. Malwarebytes does not warrant or guarantee the individual success developers may have in implementing the sample code on their development platforms. You are solely responsible for testing and maintaining all scripts.

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Introduction

Welcome to the Malwarebytes Support Tool user guide!

The Malwarebytes Support Tool is a multi-purpose troubleshooting and repair utility, designed to assist the troubleshooting of issues with Malwarebytes for Windows and other Malwarebytes software.

The Malwarebytes Support Tool can help resolve issues with your Malwarebytes software using various methods such as automating a repair process of the Malwarebytes software, linking to online material relevant to the issue, providing the option to get in contact directly with Malwarebytes Support and fixing issues with system services that Malwarebytes for Windows is dependent on.

To assist troubleshooting with a Malwarebytes Support agent, the Upload Logs menu can be used to efficiently automate collection and upload of troubleshooting information. In just 3 simple steps, the Malwarebytes Support Tool provides Malwarebytes Support all the information needed to troubleshoot the issues you're experiencing with your Malwarebytes software.

If networking poses a problem or assistance is being offered outside of a Malwarebytes Support ticket, the offline path via the Advanced menu can be used. This allows troubleshooting information to be locally generated or a clean reinstallation of your Malwarebytes software performed.

The aim of the Malwarebytes Support Tool is to provide a simple, stress-free and efficient approach to troubleshooting and resolving issues with Malwarebytes software.

What's New in Malwarebytes Support Tool

New Features and Improvements

- Updated repair process to add reasons for running repair. This information helps us accurately address your issue.

System Requirements

Following are the minimum requirements for a computer system on which the Malwarebytes Support Tool may be run. Please note that these requirements do not include any other functionality that the computer is responsible for.

- **Operating System:**
  - Windows 10
  - Windows 8.1
  - Windows 8
  - Windows 7
  - Windows Vista
  - Windows XP x86 (Service Pack 3)

- **CPU:** 800 MHz or faster, with SSE2 technology. This includes most modern Intel x86 processors as well as AMD's Athlon 64, Sempron 64, Turion 64 and Phenom CPU families. Please refer to the following page for further information: https://en.wikipedia.org/wiki/SSE2

- **RAM:**
  - 2048 MB (64-bit OS)
  - 1024 MB (32-bit OS, except 256 MB for Windows XP)

- **Recommended Screen Resolution:** 1024x768 or higher
- **Free Disk Space:** At least 100 MB
- **Microsoft .NET Framework 4.0.3 or higher**
- **Active Internet Connection** (reduced functionality without)
- **Access to the following addresses:**
  - https://support-tool.malwarebytes.com (reduced functionality without)
  - https://ark.mwbsys.com (reduced functionality without)

Notes

The Malwarebytes Support Tool may be run in Normal Mode, Safe Mode or Safe Mode with Networking using an Administrator or standard user account. The lack of networking in Safe Mode and other limitations found in both Safe Mode and Safe Mode with Networking will prevent certain Malwarebytes Support Tool features from being available or functioning correctly. **For best results, run the Malwarebytes Support Tool in Normal Mode using a local Administrator account.**

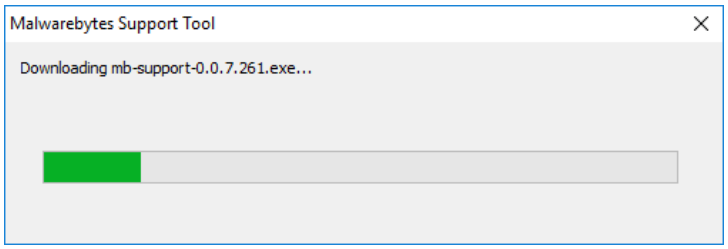
Upload Logs and Repair System functionality are not available on Windows XP.

How to Run Malwarebytes Support Tool

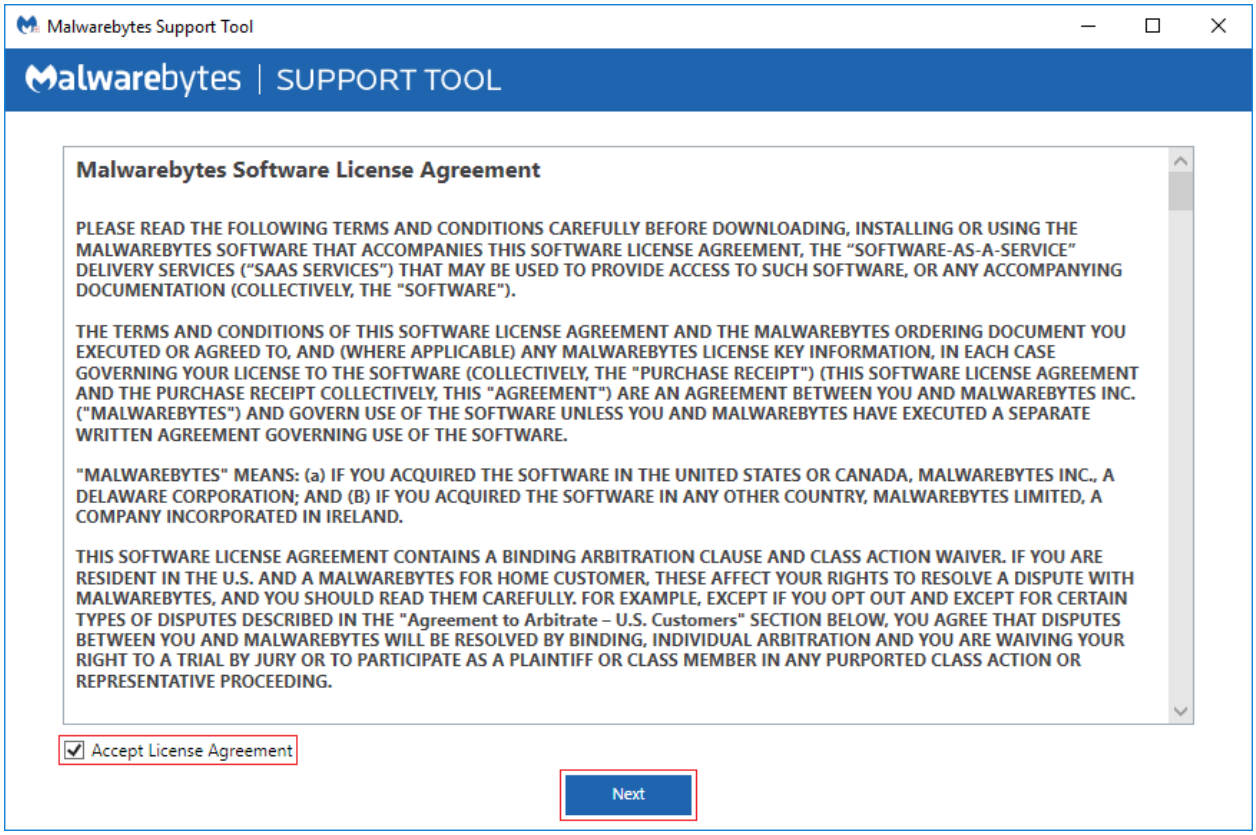
Download the latest version of the Malwarebytes Support Tool using the following link: https://downloads.malwarebytes.com/file/mbst

After downloading the Malwarebytes Support Tool, locate the downloaded executable file and double-click to launch the application. You may be prompted by User Account Control (UAC) to allow changes to be made to your computer. Click **Yes** to consent. The Malwarebytes Support Tool will proceed to extract or download the necessary files needed to run.

Note: The Malwarebytes Support Tool will automatically download the latest version of the tool to ensure you benefit from the latest improvements and features.

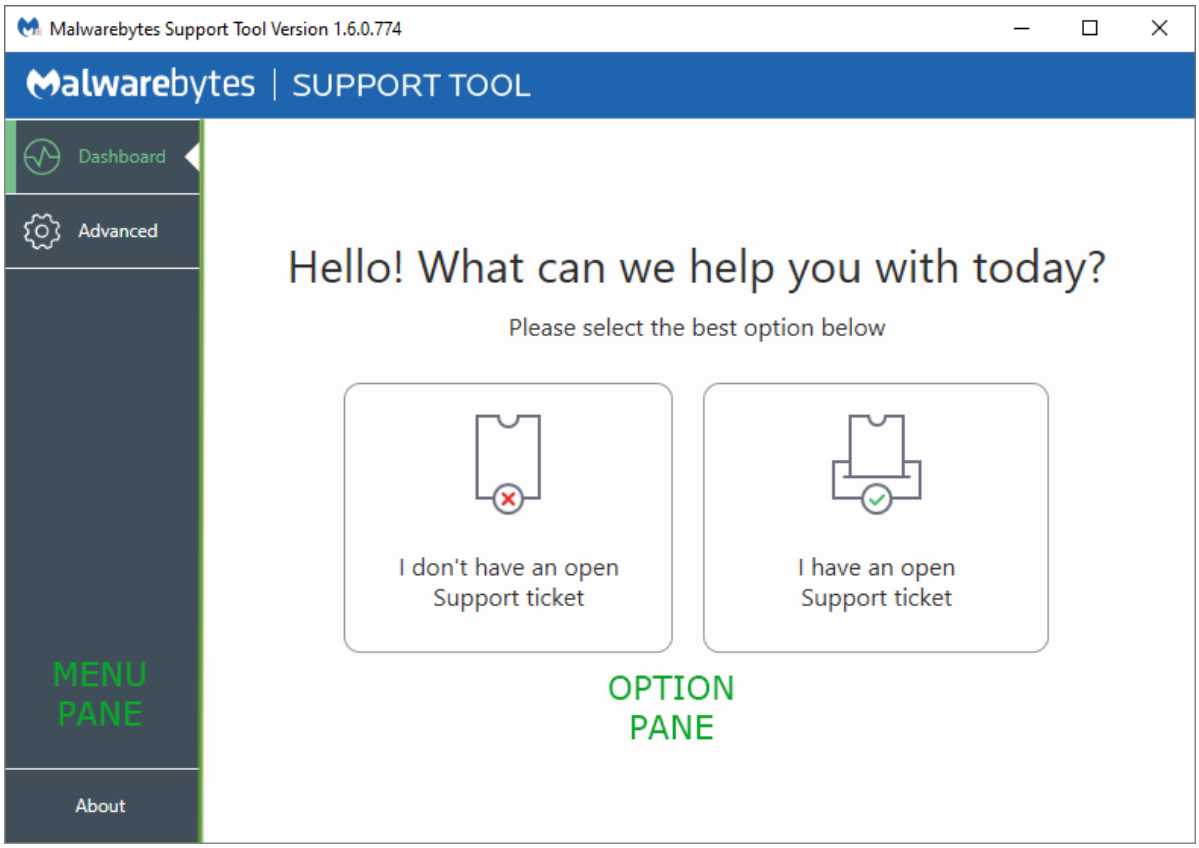


Once launched, the **Malwarebytes Software License Agreement** displays. If you accept the license agreement, place a checkmark next to **Accept License Agreement** and click **Next**. If you do not accept the license agreement, click the **X** in the upper-right corner of the window to exit.



User Interface Navigation

The Malwarebytes Support Tool user interface is designed around a layout which is simplified and uncluttered. The image below depicts the page you see immediately after accepting the license agreement.



The user interface is split into two main elements.

Menu Pane
This pane compromises the three main menus that allow for navigation throughout the Malwarebytes Support Tool. Each menu is discussed in more detail throughout this guide.

- **Dashboard:** Contains two options to help provide the best level of service. Select one of the options that pertains to you:
  - I don't have an open Support ticket
  - I have an open Support ticket
- **Advanced:** Contains options to generate troubleshooting information locally, perform a clean reinstallation of Malwarebytes for Windows or perform system repairs.
- **About:** Contains Malwarebytes resources including website links and a copy of the license agreement.

Option Pane
This pane contains the options associated with the menu pane currently selected. Navigate through your selected menu by following the on-screen instructions.

Dashboard

Each time the Malwarebytes Support Tool is launched after accepting the license agreement, the first page visible is the Dashboard. The Dashboard contains two options:

- **I don't have an open Support ticket**: This is intended for users who do not have a ticket with Malwarebytes Support.
- **I have an open Support ticket**: If you have an existing ticket and have been asked to upload troubleshooting information, select this option and proceed to the **Upload Logs** section of this guide.

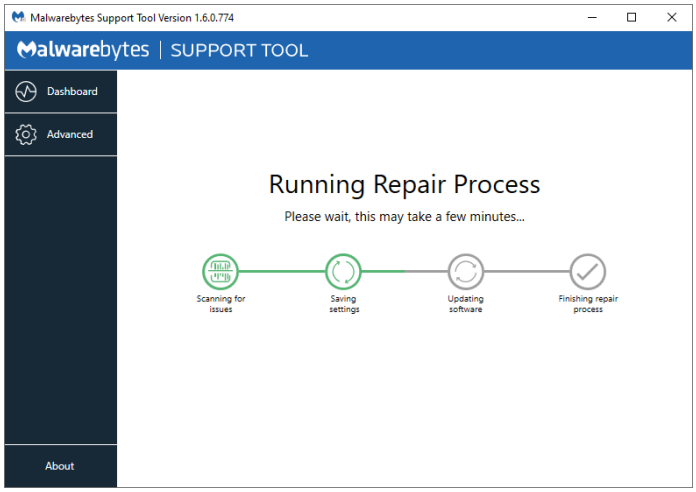
If you selected the option, **I don't have an open Support ticket**, the What do you need help with? page appears. Click the tile that best describes your issue. On the Please tell us more page, you can type a description of the issue. Below the description box is the **Continue** button. By clicking this button, the Malwarebytes Support Tool begins the Repair process.

Repair automates the following actions:

- Backs up all Malwarebytes for Windows configuration data, exclusions, quarantine data and Premium license key information.
- Uninstalls all Malwarebytes software.
- Installs the latest Malwarebytes for Windows version for the computer's Operating System.
- Reinstates the backed-up data and Premium license key.
- Opens the Malwarebytes for Windows user interface.

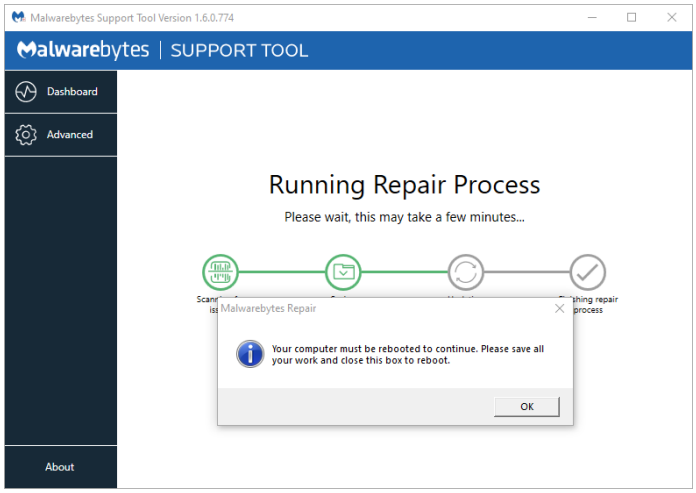
Note: A reboot is required during the process. Before proceeding, ensure all open work is saved.

To begin, click the **Continue** button.



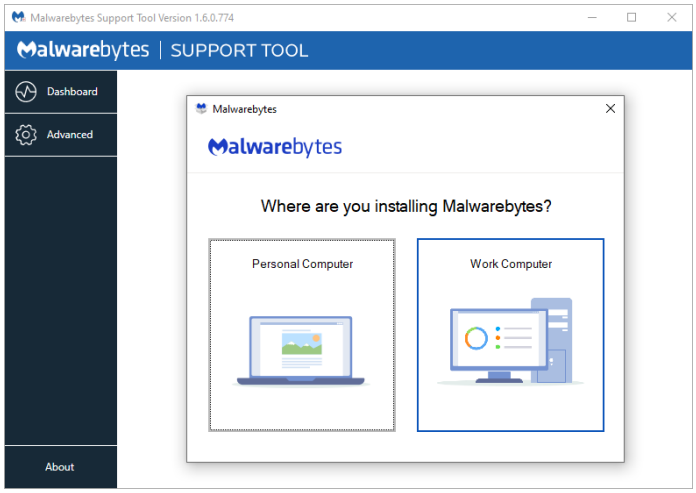
The Malwarebytes Support Tool proceeds to scan for installed software and potential issues. If Malwarebytes for Windows is found, the configuration data, exclusions, quarantine data and Premium license key are backed up.

All Malwarebytes software is then uninstalled from the computer in preparation for an installation of the latest Malwarebytes for Windows version.



After uninstalling Malwarebytes for Windows, a prompt to reboot may appear. Ensure all open work is saved and click **OK**.

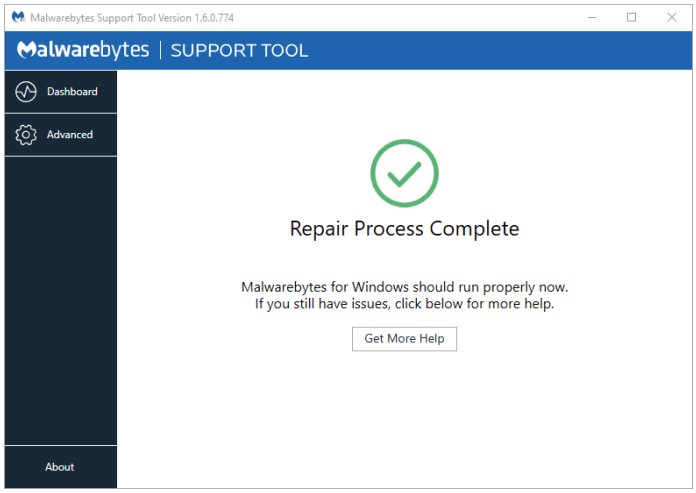
Your computer will reboot. After the reboot, Malwarebytes Support Tool automatically reopens. Please wait for the program to reopen.



Once reopened, the Malwarebytes Support Tool downloads and runs the installer for the latest version of Malwarebytes for Windows. During the install, select where you are installing Malwarebytes:

- **Personal Computer**
  or
- **Work Computer**

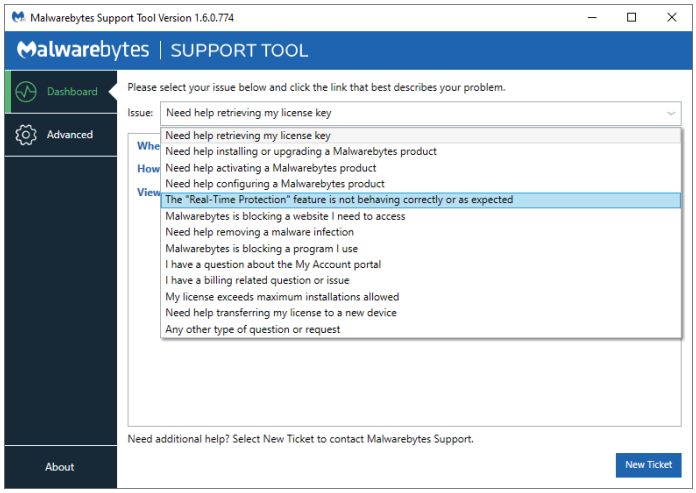
After selecting an option, the Malwarebytes for Windows user interface opens.



Check if you are still experiencing an issue with your Malwarebytes for Windows software.

If the repair process has fixed the issue, close the Malwarebytes Support Tool.

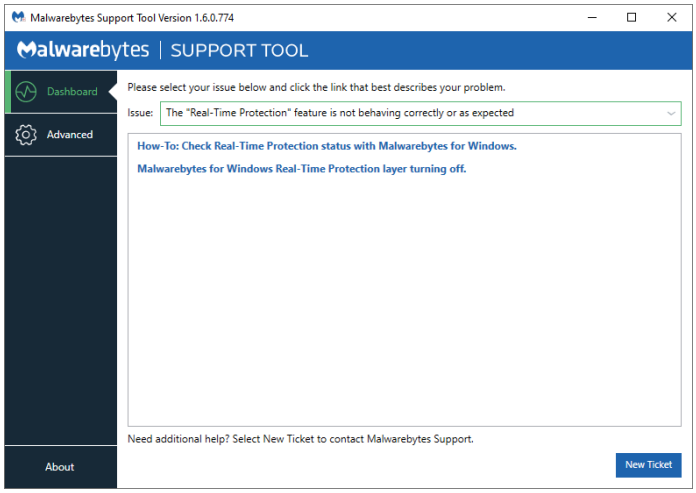
If the issue has not been fixed, click the **Get More Help** button.



The Malwarebytes Support Tool includes online material relevant to the issue you're experiencing.

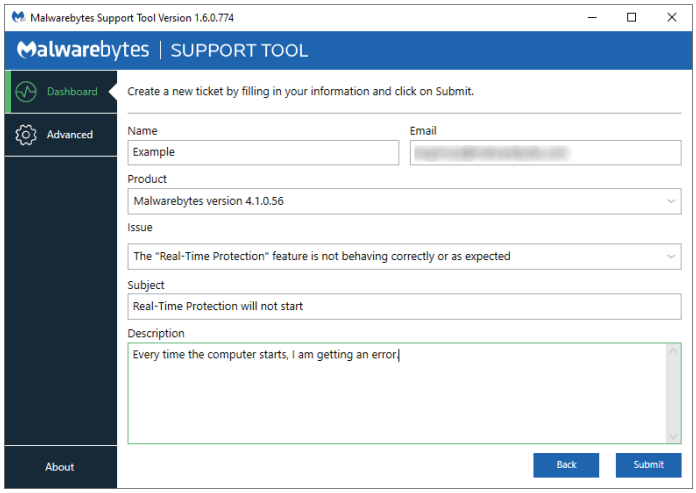
Click the drop-down box arrow and select the issue you're having with your Malwarebytes software or account.

If the issue you're experiencing is not listed, select **Any other type of question or request**. Alternatively, click the **New Ticket** button to get in contact with Malwarebytes Support.



View the contents of the box and click the link that best describes your issue. This opens a new page in your default Internet browser and displays relevant articles on the Malwarebytes Support website.

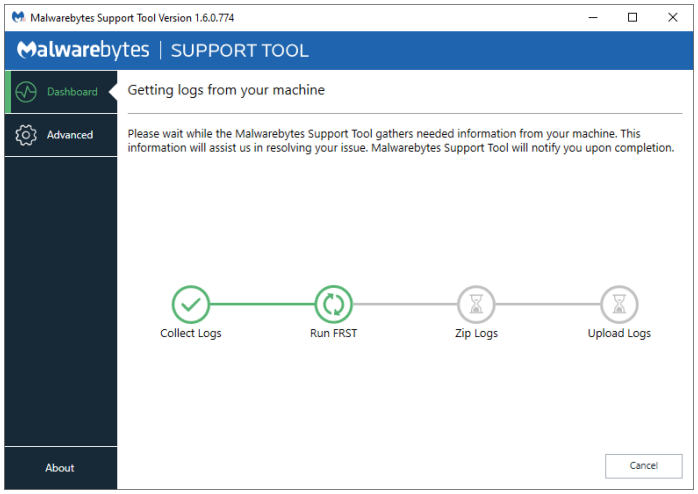
If the support article did not resolve your issue, click the **New Ticket** button. This will allow you to get in direct contact with Malwarebytes Support.



Fill in the requested details and click the **Submit** button. All fields must be completed to proceed.

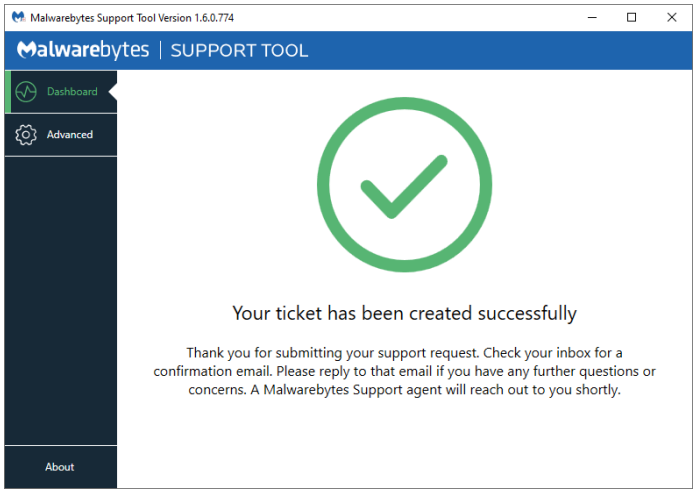
The ticket creation process typically takes a short amount of time and requires an active Internet connection.

Once completed, your ticket will be created and troubleshooting information will be collected to assist Malwarebytes Support with addressing your issue.



If the ticket is successfully created, the **Getting logs from your machine** page displays.

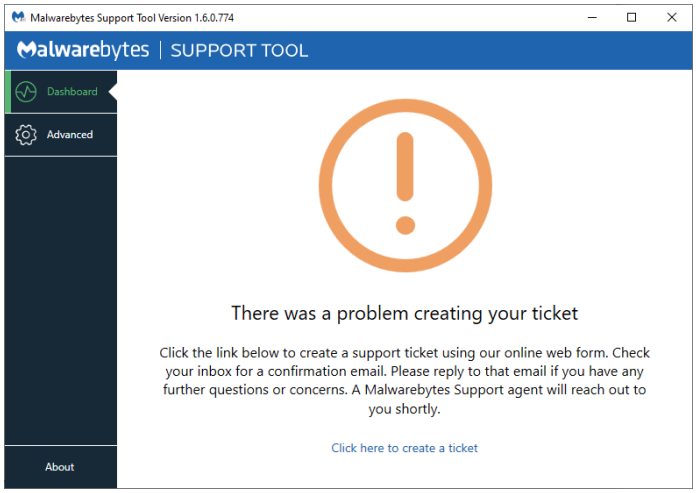
During this time, the Malwarebytes Support Tool gathers troubleshooting information from your computer that will assist Malwarebytes Support with addressing your issue. The gathered information will be uploaded to a secure Malwarebytes server.



Upon completion, the following page indicates the process was successful.

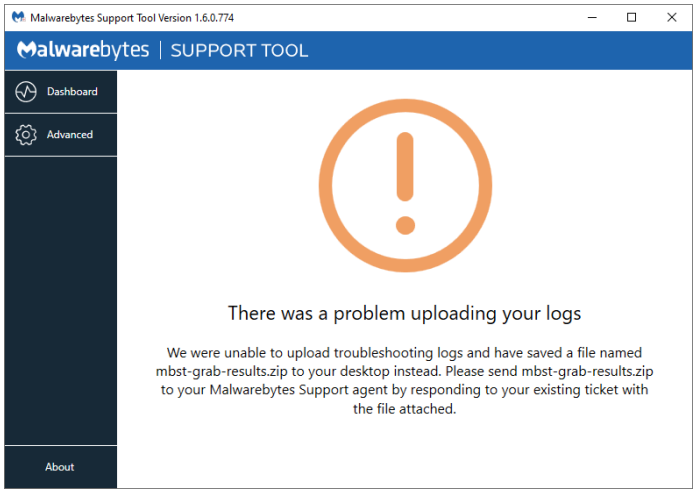
You will also receive a confirmation email confirming your support ticket was successfully created. Malwarebytes Support will review the ticket and respond via email shortly.

Click **Exit** to close the Malwarebytes Support Tool.



If the Malwarebytes Support Tool encounters an issue during ticket creation, the screen notifies you **There was a problem creating your ticket**.

Click the blue **Click here to create a ticket** link to use our online web form to create the ticket instead. This will open a new page in your default Internet browser and allow you to submit a ticket using the web form on the Malwarebytes Support website.



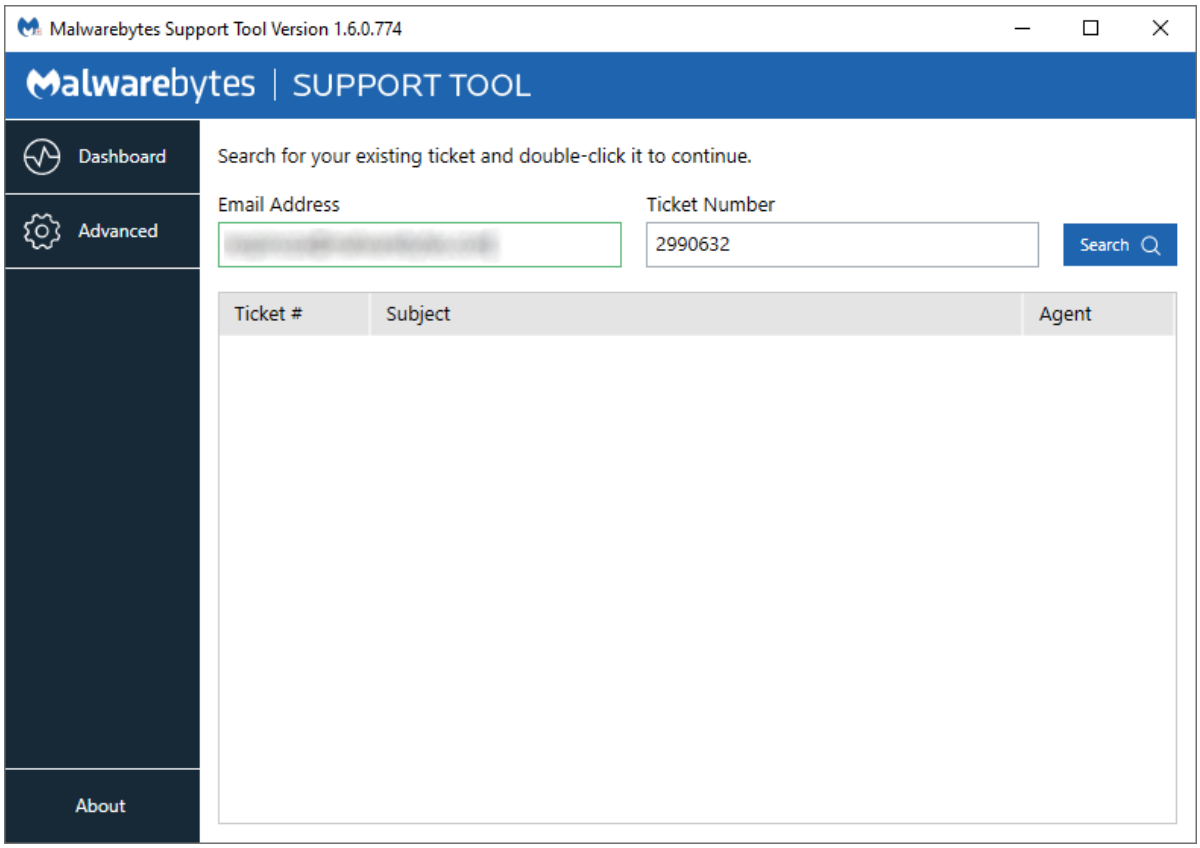
If the Malwarebytes Support Tool encounters an issue uploading troubleshooting information, the screen notifies you **There was a problem uploading your logs**.

A file named **mbst-grab-results.zip** saves to your desktop. This file can be provided to Malwarebytes Support by attaching it in an email response to your newly created ticket.

Upload Logs

If you're already in contact with Malwarebytes Support via email and have been asked to run the Malwarebytes Support Tool, click **I have an open Support Ticket** in the Dashboard.

Note: The Upload Logs option is not available on Windows XP or in Safe Mode. Instead, use the Gather Logs button found in the Advanced menu.

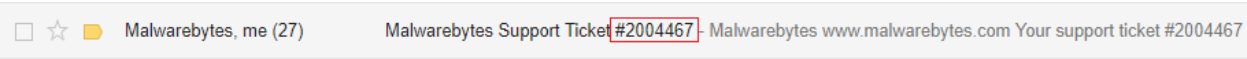


Enter the following information in the corresponding fields.

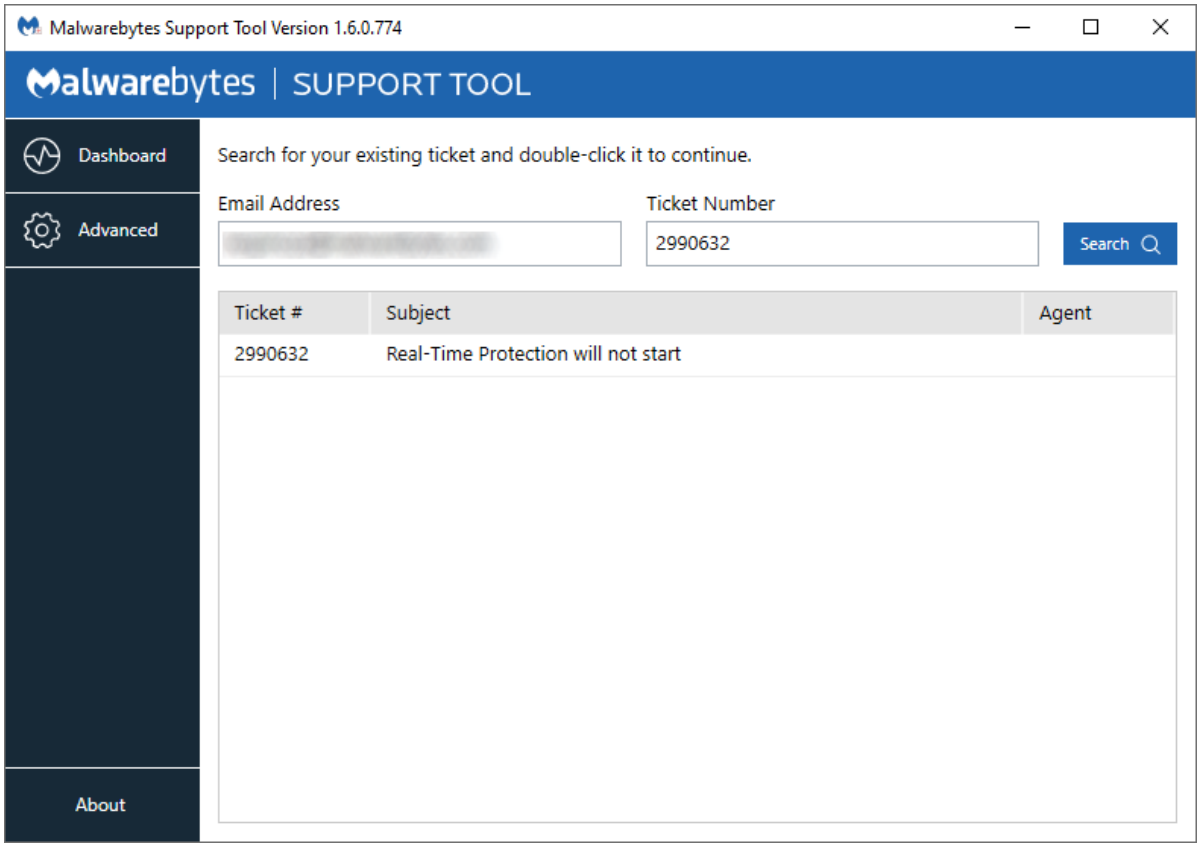
- **Email Address:** The email address used to submit your support ticket.
- **Ticket Number**: The unique number assigned to your support ticket.

Note: If you have created a ticket or entered this information during a prior run of the Malwarebytes Support Tool, the Email Address and Ticket Number fields are prepopulated automatically for your convenience. This information only needs to be changed if you have a different email address and ticket number you wish to upload troubleshooting information to.

You can get your ticket number by checking the subject or contents of the last email sent to or from Malwarebytes Support (see example below). The ticket number can also be requested directly from your Malwarebytes Support agent.

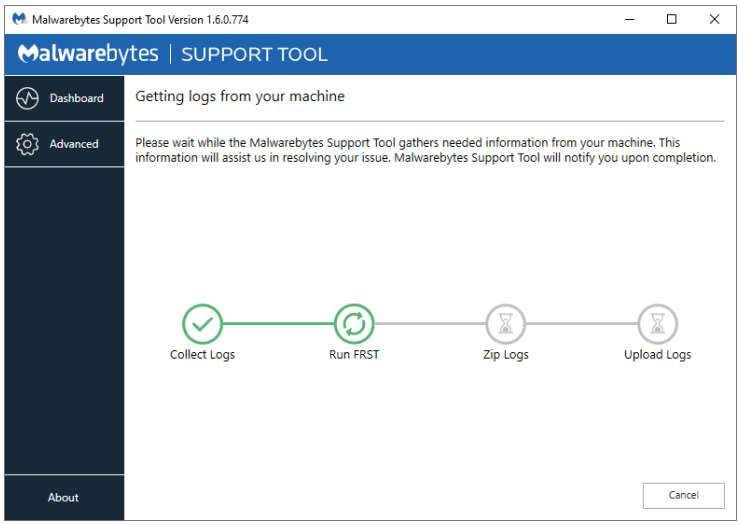


After entering your information, click the **Search** button.



The Malwarebytes Support Tool attempts to lookup an existing support ticket that matches the entered information. If you enter invalid information, the tool displays an **Invalid Information** error. Click **OK** and try again or contact your Malwarebytes Support agent for assistance.

If a valid support ticket is found, the table below will be populated with details on your ticket. **Double-click** the ticket to select it.

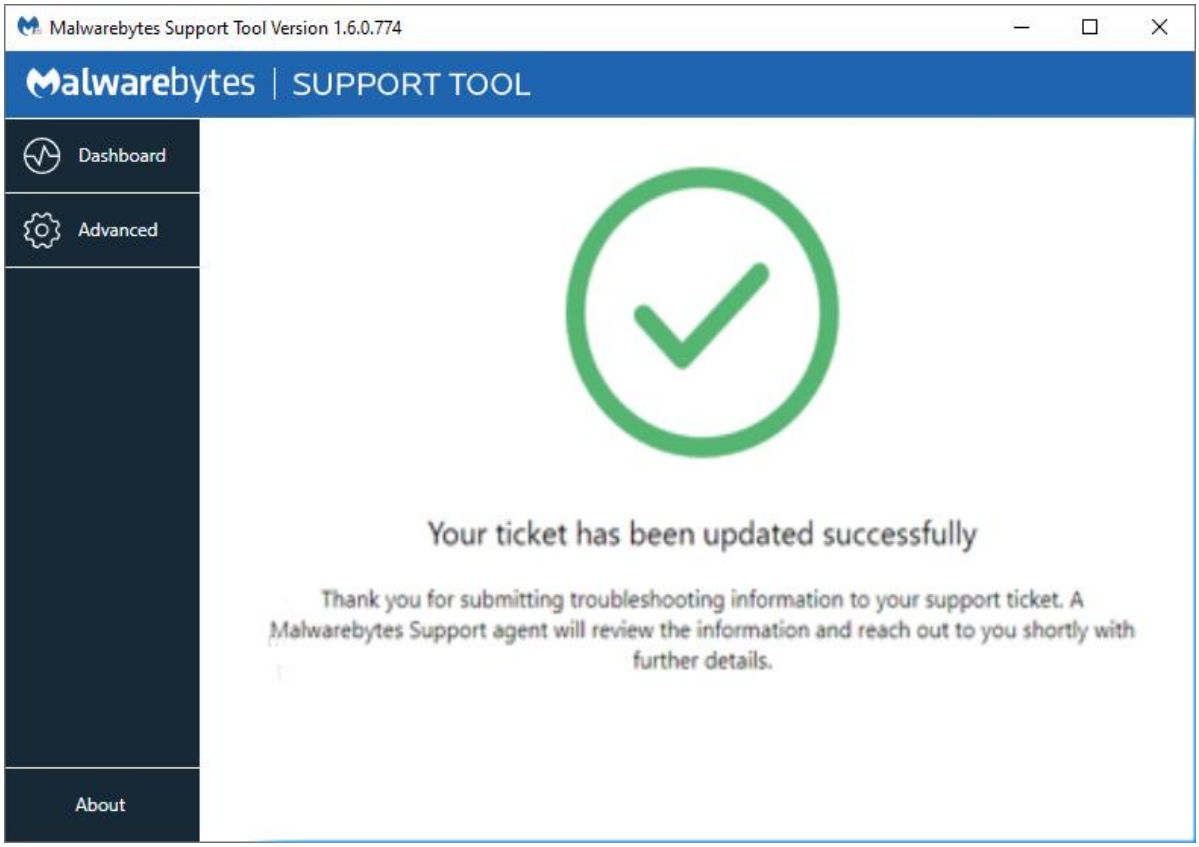


The **Getting logs from your machine** page displays.

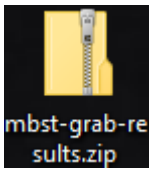
During this time, the Malwarebytes Support Tool gathers troubleshooting information from your computer that will assist Malwarebytes Support with addressing your issue. The gathered information will be uploaded to a secure Malwarebytes server.

Note: Please wait during this process and allow the application to run uninterrupted. If at any point you would like to cancel the log gathering process, click **Cancel**.

Upon completion, the tool indicates the troubleshooting information was successfully uploaded. Once this information is reviewed, your Malwarebytes Support agent will email you with further details.



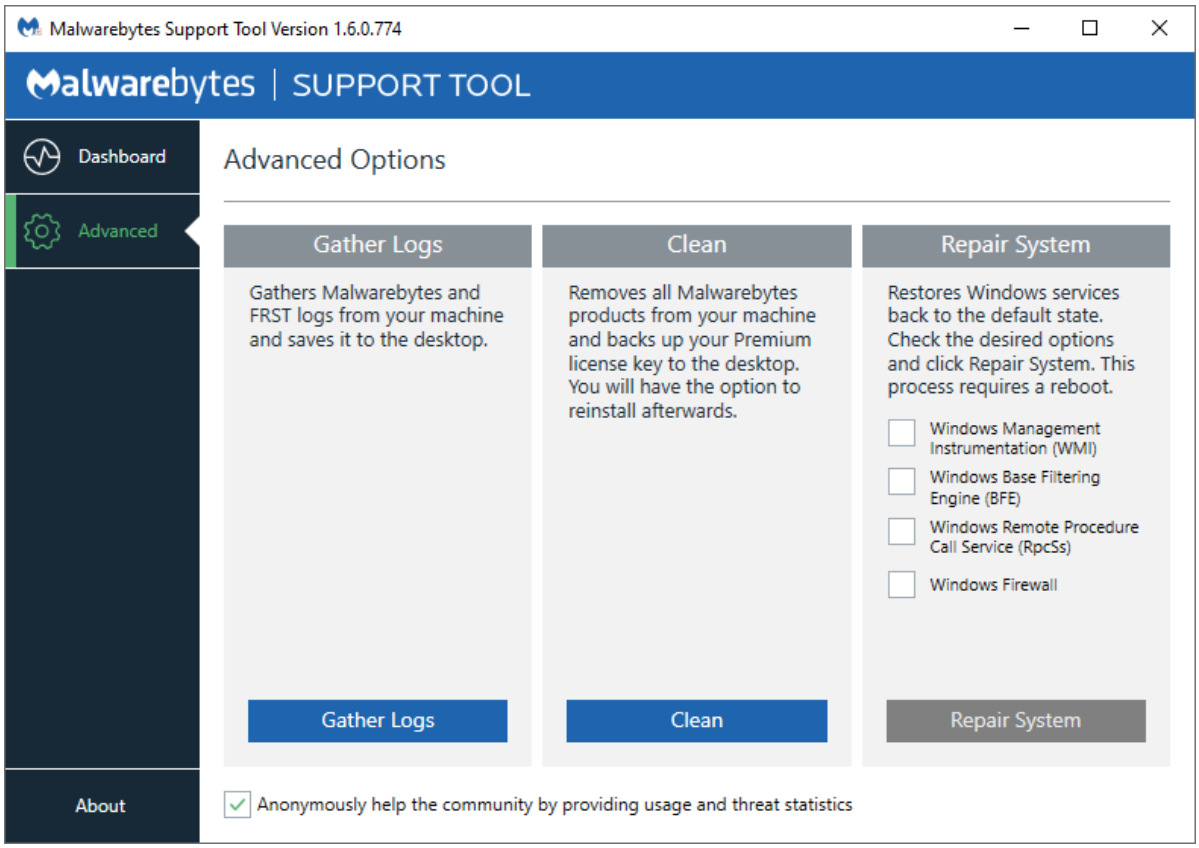
If the tool is unsuccessful in uploading the troubleshooting information, an error message displays stating the application failed to update your ticket.



In this event, a file named **mbst-grab-results.zip** saves to your **Desktop**. This file contains the troubleshooting information referenced earlier. Please send an email reply with the file added as an attachment to your Malwarebytes Support agent. For instructions on how to add an attachment to an email, please consult your email provider's documentation.

Advanced

The Advanced menu can be used to support users receiving assistance outside of the Malwarebytes Support helpdesk, those without an active Internet connection or for more advanced support purposes.



The Advanced menu page contains four categories:

- **Gather Logs:** Collects troubleshooting information from the computer. As part of this process, **Farbar Recovery Scan Tool** (FRST) is run to perform a complete diagnosis. The information is saved to a file on the Desktop named **mbst-grab-results.zip** and can be added as an email attachment or uploaded to a forum post to assist with troubleshooting the issue at hand.

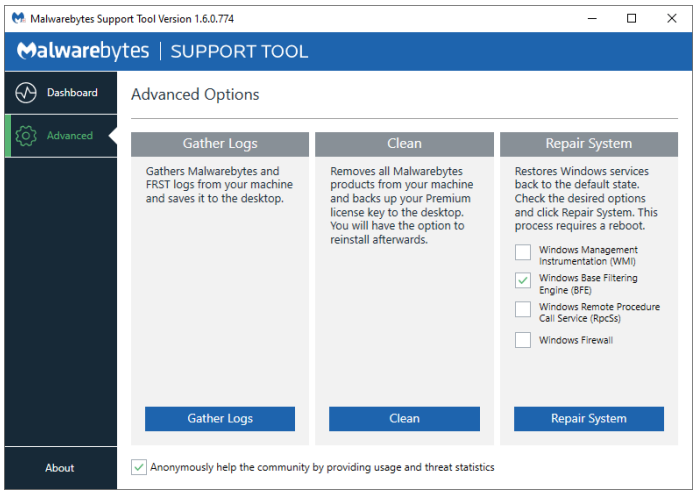
- **Clean:** Performs an automated uninstallation of all Malwarebytes products installed to the computer and prompts to install the latest version of Malwarebytes for Windows afterwards. The Premium license key is backed up and reinstated. All user configurations and other data are removed. This process requires a reboot.

- **Repair System:** Includes various system-related repairs in case a Windows service is not functioning correctly that Malwarebytes for Windows is dependent on. It is not recommended to use any Repair System options unless instructed by a Malwarebytes Support agent.

- **Anonymously help the community by providing usage and threat statistics:** Unchecking this option will prevent the Malwarebytes Support Tool from sending anonymous telemetry data on usage of the program.

Repair System

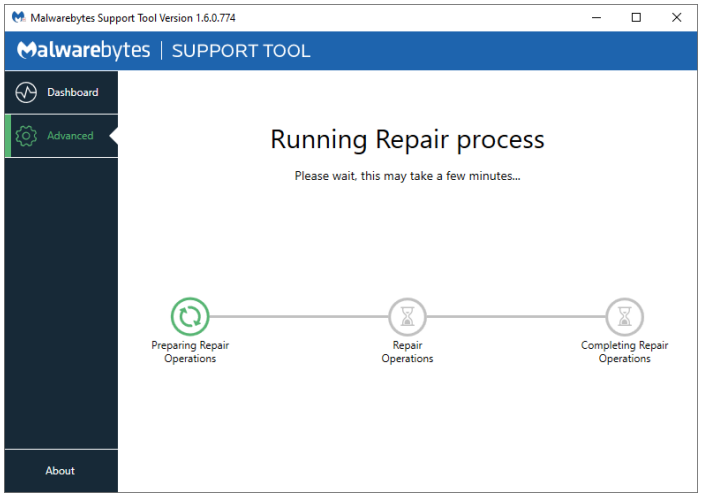
Malwarebytes for Windows is dependent on certain system services running in order to fully function. If a necessary system service is not running, you may be instructed by a Malwarebytes Support agent to perform a system repair using the Malwarebytes Support Tool.



Before proceeding, we recommend saving and closing any open work.

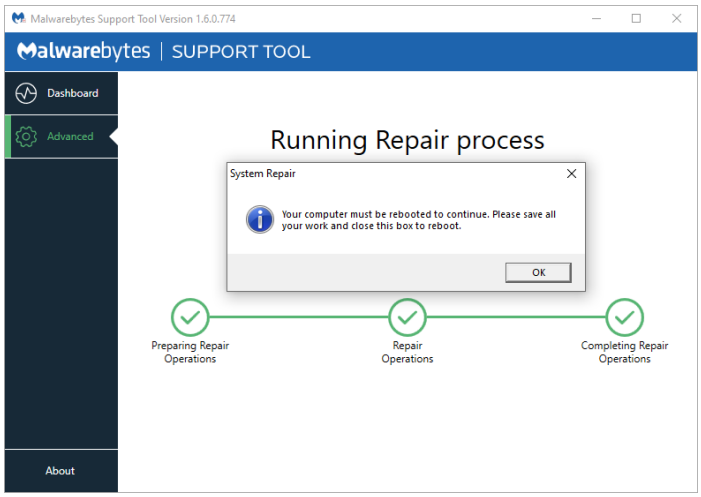
Place a checkmark next to the item you wish to repair. If you're not certain which item(s) to check, please get in contact with Malwarebytes Support.

Once you have checked the necessary items, click the **Repair System** button.



After clicking the Repair System button, you are taken to a progress page.

During the system repair, the tool performs various pre-repair operations such as backing up the registry. Once done, the selected repairs will be performed and any actions are logged to a file named mbst-fix-results.txt. This saves to the Desktop upon completion.



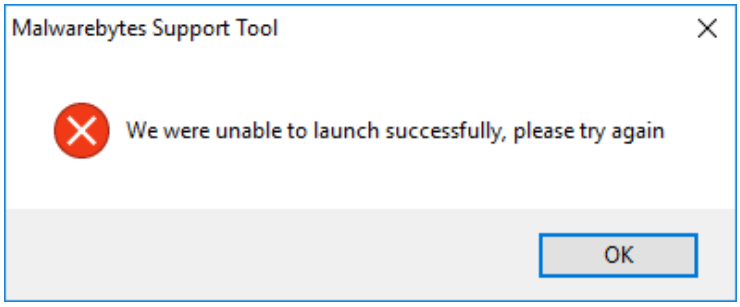
Once the system repairs have finished, you are prompted to restart the computer. Please save any open work and click **OK** to restart the computer.

After the restart, verify that your Malwarebytes for Windows product now functions correctly.

If you encounter any issues with the Repair System process, please contact Malwarebytes Support.

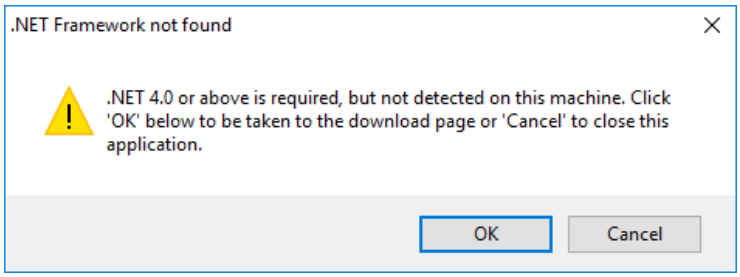
Appendix: Miscellaneous Error Messages

Unable to launch successfully



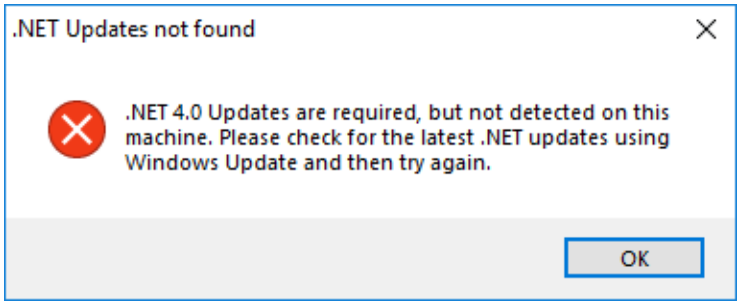
This error typically occurs when the Malwarebytes Support Tool is unable to extract its necessary runtime files to a directory in %temp%. Verify write access is allowed for %temp%\mwb*.tmp or contact Malwarebytes Support for further assistance.

.NET Framework not found



The application runs on the .NET Framework and requires at least 4.0 (with the 4.0.3 update) to be installed on the computer. If the required .NET Framework is not found, an error will be displayed. Click **OK** to open the Microsoft download page in your default web browser and follow the prompts to download and install the required .NET Framework version.

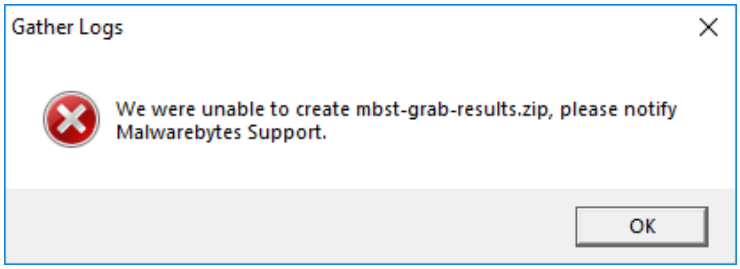
.NET Updates not found



The Malwarebytes Support Tool requires the .NET Framework 4.0.3 update to run. If .NET Framework 4.0 is installed, but the 4.0.3 update is not, the following error displays.

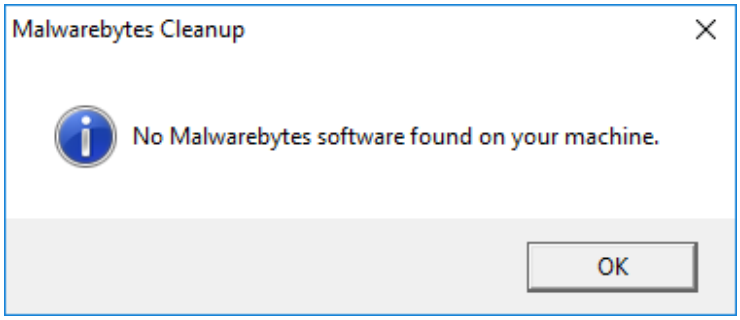
To install the 4.0.3 update, run Windows Update or download the installer directly from the Microsoft website: https://www.microsoft.com/en-us/download/details.aspx?id=3556

Unable to create mbst-grab-results.zip



This error typically occurs if an existing mbst-grab-results.zip file exists on the Desktop and is locked when the Malwarebytes Support Tool attempts to create an updated version of the file. Click **OK**, restart your computer and try again or contact Malwarebytes Support for further assistance.

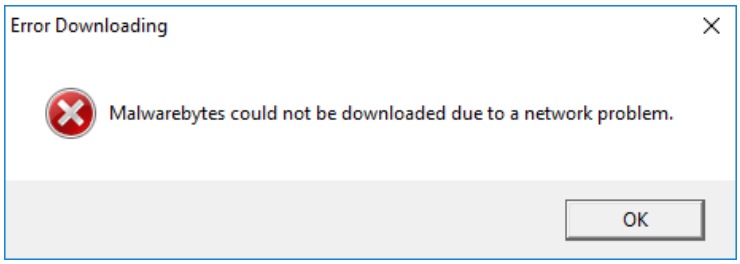
No Malwarebytes software found



This message displays if the *Malwarebytes Support Tool* does not detect any Malwarebytes software on your computer to remove.

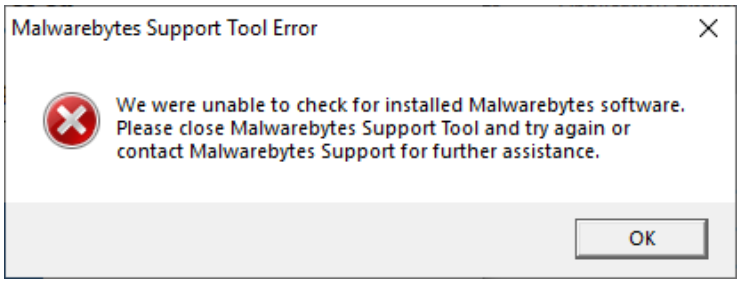
If you believe this is in error and Malwarebytes software is still present on your computer, please contact Malwarebytes Support for further assistance.

Error Downloading



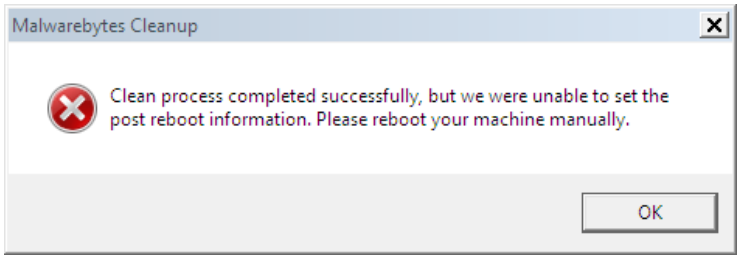
If the **Clean** option encounters a network problem when attempting to download the setup file for the latest Malwarebytes for Windows version, the following error displays. Please contact Malwarebytes Support for further assistance.

Unable to check for installed Malwarebytes software



In this event, close the Malwarebytes Support Tool and reopen it. If the error persists, download a new copy of the tool and try again. If you still encounter the error, please contact Malwarebytes Support for further assistance.

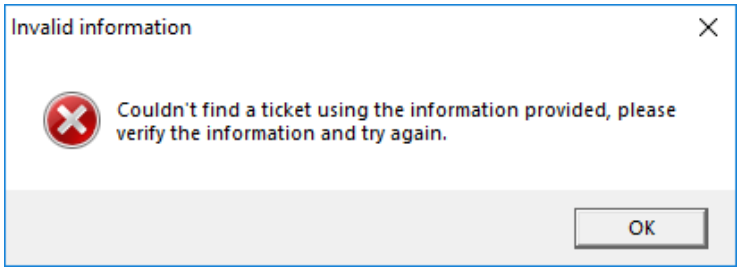
Unable to set the post reboot information



This message indicates the Malwarebytes Support Tool was unable to configure the settings needed to automatically launch the application after the computer has rebooted. The computer should be manually rebooted using the Restart option found in the Windows Start menu.

In this event, the tool cannot automatically reinstall the latest version of Malwarebytes for Windows. For assistance with manually reinstalling Malwarebytes for Windows, please contact Malwarebytes Support.

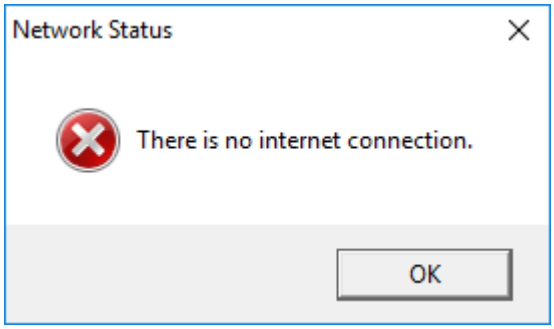
Invalid Information



This error indicates the Malwarebytes Support Tool was unable to find a valid support ticket using the email address and ticket number entered.

Ensure both the ticket number and email address match the same support ticket.

Network Status



This error indicates the Malwarebytes Support Tool did not detect an active Internet connection on the computer. As a result, certain functionality within the tool will not be available.

Ensure the computer is connected to the Internet to restore normal functionality.