

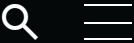
Search Threat Encyclopedia



# Ransom.BAT.ZARLOCK.A

August 01, 2019





OVERALL RISK RATING:

DAMAGE POTENTIAL:

DISTRIBUTION POTENTIAL:

REPORTED INFECTION:

INFORMATION EXPOSURE:

Low Medium High Critical

Threat Type: Ransomware	Destructiveness: No	Encrypted: No	In the wild: Yes

OVERVIEW

TECHNICAL DETAILS

SOLUTION

Minimum Scan Engine: 9.850  
FIRST VSAPI PATTERN FILE: 15.252.07  
FIRST VSAPI PATTERN DATE: 23 Jul 2019  
VSAPI OPR PATTERN File: 15.253.00  
VSAPI OPR PATTERN Date: 24 Jul 2019

Step 1

Before doing any scans, Windows 7, Windows 8, Windows 8.1, and Windows 10 users must **disable *System Restore*** to allow full scanning of their computers.

Step 2

Note that not all files, folders, and registry keys and entries are installed on your computer during this malware's/spyware's/grayware's execution. This may be due to incomplete installation or other operating system conditions. If you do not find the same files/folders/registry information, please proceed to the next step.

Step 3

Search and delete this file

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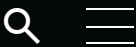
There may be some files that are hidden. Please make sure you check the *Search Hidden Files and Folders* checkbox in the "More advanced options" option to include all hidden files and folders in the search result. **DATA\_GENERIC**

- Once located, select the file then press *SHIFT+DELETE* to delete it.

**\*Note:** Read the **following Microsoft page** if these steps do not work on Windows 7 and Windows Server 2008 (R2).

Step 4

Scan your computer with your Trend Micro product to delete files detected as



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Step 5

Restore encrypted files from backup.

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