

Crossing the Digital Divide (v97)

“Wake Up!”

By Joseph Feigon
For the Observer

The Internet is a big place, where things happen quickly. Electrons flying at near the speed of light hip hop across the country, continent and world, and sometimes cause havoc, whether intentional or otherwise.

Saturday morning was a nightmare. My phone was ringing, my email flashing, the coffee not working quickly enough. I use Malwarebytes and encourage others to do so, as I've found the utility an exceptional front-line defense against the major form of threat the home user is likely to encounter. The utility, for those with licensed copies, updates automatically, keeping your computer safe from malicious websites. They made a slight error with the update Saturday. No one lost their passwords, social security numbers, bank accounts, or databases. It was a huge inconvenience for many, and a high stress morning for IT support everywhere. The problem has been fixed, and easy to do so. Here's what the folks at Malwarebytes wrote:

In the early morning of Saturday, January 27, 2018, a faulty Web Protection update was released which caused a connection issue for many of our customers. As a side effect of the web protection blocks, the product also spiked memory usage and possibly caused a crash. We triaged the issue quickly and pushed a protection update on Saturday, January 27, 2018 at 10:48a PST.

The affected products were Malwarebytes 3 Premium, Malwarebytes Management Console (MBMC), and Malwarebytes Endpoint Protection (aka Malwarebytes Cloud Console). Malwarebytes for Mac, Android, AdwCleaner, Incident Response and Breach Remediation were not and are not affected.

Please note endpoints were not affected if they were turned off before Saturday, Jan 27, 2018 and then were not turned back on until after Saturday, Jan 27, 2018 at 11am PST. For affected endpoints, this thread is intended as recovery guidance.

Guidance below applies to home users and/or Malwarebytes 3 Premium users.

For home users and/or Malwarebytes 3 Premium users

1. Restart PC - note it may take up to three restarts after the update to stabilize the system

In most cases, 1-3 restarts will solve the issue. If after the restarts you're still experiencing high RAM usage and/or Web Protection is not starting, please continue below.

1. If restarting does not solve the issues, please download and run MB-CLEAN
2. Download location https://downloads.malwarebytes.com/file/mb_clean
 - Close all open applications
 - Double-click and run mb-clean-3.1.0.1031.exe
 - A prompt with an option to clean up the system will appear: click Yes

- Yes - will proceed with backing up the license key (Malwarebytes 3.x only) and initiating the cleanup process
- Once the cleanup process is completed, a prompt will appear:
 - Yes - will proceed and post reboot you will be prompted to continue with the downloading, installation and activation of latest version of Malwarebytes 3
 - No - will exit the utility and you will not be prompted (post reboot) to download, reinstall and re-activate (**not recommended**)
 - We recommend rebooting immediately. Additionally, stopping at this step is not recommended and will most likely not resolve your issue(s).
- Upon reboot, a prompt will appear: click Yes
 - Yes - will download, install and activate the latest version of Malwarebytes 3
 - No - will exit the utility and Malwarebytes 3 will not be downloaded, reinstalled or re-activated (**not recommended**)

Some might want to hang Malwarebytes for their error and the inconvenience many experienced. Some business owners might have lost a sale, but they weren't hacked like some suspected. The collective stress of LOW MEMORY warnings was harsh enough. Software security and network defense requires constant attention. Most end-users have neither time nor inclination to build firewall rules, anti-virus scanners, and malware blockers. A software vendor with demonstrated responsiveness, frequent product updates, and a well honed, specialized (affordable) product, deserves some slack. They fixed the problem within hours.

Control those things you can, and keep the surprises to a minimum!