



Frequently Asked Questions

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## Introduction to HitmanPro.Kickstart

This document lists some common questions and their corresponding answers on using HitmanPro.Kickstart. The intention of this document is to offer a brief summary of common questions that you may have about using HitmanPro.Kickstart. For a more detailed description, please read the HitmanPro.Kickstart User Manual.

HitmanPro.Kickstart is a solution enabling you to start your computer from a USB flash drive to remove malware that has ransomed (locked) your computer and does not allow you to access it.

HitmanPro is a second opinion scanner, designed to rescue computers that have become infected with viruses, spyware, Trojans, rootkits, and other threats, despite real-time protection from up-to-date antivirus software.

## Q-00: Why do I need HitmanPro.Kickstart ?

A-00: HitmanPro.Kickstart is designed to remove ransomware. Ransomware is malware displaying a message, supposedly from the police, FBI or other authorities, demanding that a fine must be paid in order to unlock the computer. Most of the time, your desktop is no longer accessible and you cannot start any other program.

## Q-01: Can I use HitmanPro.Kickstart when the desktop is not accessible or fully blank?

A-01: HitmanPro.Kickstart can be used, even if the ransomware does not allow access to your normal desktop.

## Q-02: Does HitmanPro.Kickstart need to be installed?

A-02: It is not necessary to install HitmanPro.Kickstart. Just create a HitmanPro.Kickstart USB flash drive and let the ransomed PC boot from that USB flash drive.

## Q-03: Where do I obtain a HitmanPro.Kickstart USB flash drive?

A-03: You can create a HitmanPro.Kickstart USB flash drive yourself via HitmanPro if you have a regular USB flash drive. Note that to do this you need a computer that is not ransomed.

## Q-04: How much does HitmanPro.Kickstart cost?

A-04: HitmanPro.Kickstart is a free solution. You only might need a license for HitmanPro. If you use HitmanPro.Kickstart on a ransomed PC that has a valid license for HitmanPro, it will use that license. If you use HitmanPro.Kickstart on a ransomed PC that has never used HitmanPro, the 30-day free trial period of HitmanPro can be used to remove the ransomware (not available on business computers).

For more details about HitmanPro licensing, see [www.surfright.com/shop](http://www.surfright.com/shop)

## Q-05: Can I use the same HitmanPro.Kickstart USB flash drive to clean multiple ransomed PCs?

A-05: You can use the same HitmanPro.Kickstart USB flash drive on as many PCs as you like. Please see section Q-06 about entering the product key.

## Q-06: When do I enter the product key?

A-06: The product key must be entered in HitmanPro that was started via the HitmanPro.Kickstart USB flash drive. Should you want to use the license to clean a ransomed PC, the product key must be entered on that ransomed PC and not on the clean PC that was used to create the HitmanPro.Kickstart USB flash drive.

For more information about how to create HitmanPro.Kickstart USB flash drive, see the User Manual on [www.surfright.com/kickstart](http://www.surfright.com/kickstart)

## Q-07: Can I buy a license from within HitmanPro.Kickstart?

A-07: It is not possible to buy a license directly from within HitmanPro.Kickstart. You need to have access to a PC that is not ransomed and buy a license for HitmanPro on that machine via [www.surfright.com/en/shop](http://www.surfright.com/en/shop). Note: the product key associated with a license must be entered on the ransomed PC if you intend to use the license to clean the ransomed PC. See also Q-06.

## Q-08: Is it easy to rescue my computer from ransomware?

A-08: HitmanPro.Kickstart is designed as an easy solution for non-technical users to remove malware, including ransomware. It will do all the work for you. It's as simple as clicking a button. No need to manually modify the Windows registry or perform other possibly disastrous actions.

## Q-09: Do I need to know anything about Linux to be able to use HitmanPro.Kickstart?

A-09: HitmanPro.Kickstart is a Windows application started on your own installation of Windows. No Linux knowledge is required to use HitmanPro.Kickstart.

## Q-10: Does HitmanPro.Kickstart change the contents of my hard drive?

A-10: HitmanPro.Kickstart is designed to start from a USB flash drive. So it does not need to be installed on your hard drive, and it does not need to store any files on your hard drive.

## Q-11: Can I use HitmanPro.Kickstart with Grub or another bootloader?

A-11: If you want to use the bootloader (e.g. Grub) that is installed on your hard drive, please use HitmanPro.Kickstart's option 2 – 'Regular boot' to boot your PC.

## Q-12: How do I boot my PC from a USB flash drive?

A-12: Use the boot-menu from your BIOS (frequently accessible via F12/F11 or F8 while booting your PC, depending on your BIOS). Alternatively you can configure your BIOS to use an external USB device as the first device from which to boot.

For more information on booting the USB flash drive, see the document "Bootting from an external USB device", or check the HitmanPro.Kickstart website [www.surfright.com/kickstart](http://www.surfright.com/kickstart)

## Q-13: My system cannot boot from a USB device. Can I still use HitmanPro.Kickstart?

A-13: If your PC cannot boot from a USB flash drive you can use an alternative way to use HitmanPro.Kickstart, requiring our Sidekick CD/DVD. Please see the HitmanPro.Kickstart User Manual for more information on its use and how to obtain an ISO for this CD/DVD, or check the HitmanPro.Kickstart website [www.surfright.com/kickstart](http://www.surfright.com/kickstart)

## Q-14: Do I need to logon to Windows?

A-14: You do not need to logon to Windows. HitmanPro.Kickstart will start automatically after a few seconds on the logon screen when Windows wants you to enter the logon information. If you do logon as a user, e.g. automatically, HitmanPro.Kickstart will start once you are logged on.

## Q-15: Can I store my own files on the HitmanPro.Kickstart USB flash drive?

A-15: You can store your own files next to the files placed on the USB flash drive by HitmanPro. As long as you do not alter the files placed on the flash drive when creating the HitmanPro.Kickstart USB flash drive, this will not destroy the functionality of the USB flash drive.

## Q-16: Can I use the HitmanPro programs stored on the HitmanPro.Kickstart USB flash drive in Windows?

A-16: The files HitmanPro.exe and HitmanPro\_x64.exe located on the HitmanPro.Kickstart USB flash drive can be started in Windows. If you start these files manually, they execute HitmanPro in the same mode as if they were executed from any other disk. You can even use these files to create another HitmanPro.Kickstart USB flash drive.

## Q-17: I want to create a HitmanPro.Kickstart USB flash drive. What size must the flash drive be?

A-17: A USB flash drive with a capacity of at least 32 Mbytes (megabytes) is required to create a HitmanPro.Kickstart USB flash drive.

**Q-18: There's a new version of HitmanPro available. Do I need to create the HitmanPro.Kickstart USB flash drive all over again?**

A-18: That depends. If the release notes indicate that there are **no** changes made to HitmanPro.Kickstart, you can simply download the new release of HitmanPro and copy it to your existing HitmanPro.Kickstart USB flash drive. Note that the filenames must be HitmanPro.exe and HitmanPro\_x64.exe.

If a new release of HitmanPro has also changed something in the HitmanPro.Kickstart functionality, it is advised to create a new HitmanPro.Kickstart USB flash drive.

**Q-19: I get the error message 'Failed to boot!' – what's wrong?**

A-19: If you get this error, HitmanPro.Kickstart cannot determine what the active Windows partition on your hard drive is. Unfortunately you cannot use HitmanPro.Kickstart in this case. Please contact support at [support@hitmanpro.com](mailto:support@hitmanpro.com) for more information.

**Q-20: Can I use HitmanPro.Kickstart with a fully encrypted hard drive?**

A-20: HitmanPro.Kickstart will not boot from a disk that has been fully encrypted with e.g. Bitlocker, TrueCrypt, or any other encryption program. If you try to do so, a failure message 'Non-NTFS partition or encrypted disk detected' will be displayed.

**Q-21: What versions of Windows are supported?**

A-21: Currently HitmanPro.Kickstart can be used on Windows XP, Windows Vista, Windows 7 and Windows Server 2008.

Currently Windows 8 is not supported.

## Revision History

Version	Author	Remarks
1.0	EE	Initial release