

Re: Infected plz help

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- *From:* comphelp@xxxxxxxxxx (Todd H.)
 - *Date:* 03 Jul 2007 09:54:53 -0500
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JimmyKalor <JimmyKalor.2t39ri@xxxxxxxxxxxxxxxx> writes:

I was infected with either a virus or spyware earlier today. I was able to use system restore to get to where I am functioning again but I do not believe all is well. I ran adaware, Norton and spybot. Spybot had some artifacts that it could not remove. Norton found two entries. I have yet to reboot for fear that the malware will reappear. I need desperate help. Thanks in advance for any help.

Unfortunately, the quickest way to being back to a known clean point is to reformat and reinstall Windows from original media. Try to get your data off to an external drive first.

Reinstall windows, run windows update and reboot about 20 times in teh process from behing a hardware firewall of some sort until you're completely up to date, install a reputable antivirus program, and only then mount the external drive with your data, have the AV clean that, then move the data back to your newly installed system.

It might take you a day, but the alternative apparently isn't working any better, and you'll never know that you're truly clean at this point.

Best Regards,

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Todd H.

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