

## Re: Deleting Troublesome Adware

**Source:** <http://www.derkeiler.com/Newsgroups/comp.security.misc/2004-11/0292.html>

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**From:** Robert McClenon ([robert.mcclenon\\_at\\_verizon.net](mailto:robert.mcclenon_at_verizon.net))

**Date:** 11/28/04

Date: Sun, 28 Nov 2004 15:32:29 GMT

On 27 Nov 2004 17:59:15 -0600, Chuck <none@example.net> wrote:

>On Sat, 27 Nov 2004 18:18:05 GMT, Robert McClenon <\*email\_address\_deleted\*>

>wrote:

>

[snip]

>>

>>Thank you. I tried it, but I didn't find any of the registry entries.

>>

>> -- Bob McClenon

>

>Bob,

>

>For spyware, running the Windows Uninstaller, and manually deleting registry  
>entries, is a waste of time. HijackThis, and expert advice, is essential.

>

>Start by downloading each of the following free tools:

>AdAware <<http://www.lavasoftusa.com/>>

>CWShredder <<http://www.majorgeeks.com/download4086.html>>

>HijackThis <<http://www.majorgeeks.com/download.php?det=3155>>

>LSP-Fix <<http://www.cexx.org/lspfix.htm>>

>WinsockXPFix <<http://www.spychecker.com/program/winsockxpfix.html>>

>Spybot S&D <<http://www.safer-networking.org/index.php?page=download>>

>Stinger <<http://us.mcafee.com/virusInfo/default.asp?id=stinger>>

>TrendMicro Engine <<http://www.trendmicro.com/download/dcs.asp>>

>TrendMicro Signatures <<http://www.trendmicro.com/download/pattern.asp>>

>TrendMicro Instructions <<http://www.trendmicro.com/ftp/products/tsc/readme.txt>>

>

>Create a separate folder for HijackThis, such as C:\HijackThis – copy the  
>downloaded file there. Create a separate folder for the two TrendMicro files,  
>such as C:\TrendMicro – copy the downloaded files there (unzipped if necessary).  
>AdAware, CWShredder, and Spybot S&D have install routines – run them. The other  
>downloaded programs can be copied into, and run from, any convenient folder.

>

>First, run Stinger. Have it remove any problems found.

>

>Next, close all Internet Explorer and Outlook windows, and run CWShredder. Have  
>it fix all problems found.

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>  
>Next, disable System Restore.  
><<http://vil.nai.com/vil/SystemHelpDocs/DisableSysRestore.htm>>  
>Boot your computer into Safe Mode.  
><http://support.microsoft.com/?id=315222>  
>Run C:\TrendMicro\Sysclean.com. Delete any infectors found. Reboot your  
>computer, and re enable System Restore.  
>  
>Next, run AdAware. First update it ("Check for updates now"), configure for  
>full scan (<<http://forums.spywareinfo.com/index.php?showtopic=11150>>), then  
>scan. When scanning finishes, remove all Critical Objects found.  
>  
>Next, run Spybot S&D. First update it ("Search for updates"), then run a scan  
>("Check for problems"). Trust Spybot, and delete everything ("Fix Problems")  
>that is displayed in Red.  
>  
>Then, run HijackThis ("Scan"). Do NOT make any changes immediately. Save the  
>HJT Log.  
><<http://forums.spywareinfo.com/index.php?showtopic=227>>  
><<http://forums.spywareinfo.com/index.php?showtopic=11150>>  
>  
>Finally, have your HJT log interpreted by experts at one or more of the  
>following security forums (and please post a link to your forum posts, here):  
>Aumha: <<http://forum.aumha.org/index.php>>  
>Net-Integration: <<http://forums.net-integration.net/>>  
>Spyware Info: <<http://forums.spywareinfo.com/>>  
>Spyware Warrior: <<http://spywarrior.com/index.php>>  
>Tom Coyote: <<http://forums.tomcoyote.org/>>  
>  
>If removal of any spyware affects your ability to access the internet (some  
>spyware builds itself into the network software, and its removal may damage your  
>network), run LSP-Fix and / or WinsockXPFIx.

I will refer back to your post any time that I have a problem with spyware again. I did remove the spyware this time. What I did was to restart Windows, then open the Task Manager and cancel all of the processes that I didn't recognize, and then drag the spyware/adware to the Recycle Bin, and then empty the Recycle Bin, and then restart Windows. That seems to have worked.

Thank you for your advice.

-- Bob McClenon