

Re: virus trouble... need assistance

Source: <http://www.derkeiler.com/Newsgroups/comp.security.misc/2005-05/0368.html>

From: Keme (KEMEsixtwonullsix_at_start.no)

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dizz@canada.com wrote:

- > *I recently was infected with a computer virus. Norton AntiVirus 2003*
- > *initially caught the virus and it supposedly deleted it, so I was not*
- > *concerned with the message details. However, almost immediately after*
- > *receiving the message I realized the virus was not completely removed.*
- > *A DOS window popped up two or three times and then Norton shutdown. I*
- > *tried opening Norton again but it would not open. I then tried*
- > *uninstalling and reinstalling but it would not reinstall. I tried the*
- > *Windows Update site and the page shows no content. Any ideas on how to*
- > *identify the virus so I can take steps to remove it?*
- >
- > *I'm running Windows XP Pro with SP1.*
- >
- > *Thanks*
- >

Several AV companies have a web service for free scan, and some remove viruses found, too. Trend Micro "HouseCall" is one that comes to mind. Properly installed AV utilities can do a more thorough job, though.

If all else fails, F-prot has a DOS AV utility. It should work from a bootable CD (create that disk on a different computer, if possible). F-prot website says the DOS utility works in Windows versions up to -98. Might work for later versions too, when booting to DOS. If your disks are NTFS, though, you'll probably need additional tools to get access to the disks from DOS.