

## Re: HELP! About:Blank Problem

**Source:** <http://www.derkeiler.com/Newsgroups/microsoft.public.security.virus/2004-08/1103.html>

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**From:** David H. Lipman (*DLipman~nospam~\_at\_Verizon.Net*)

**Date:** 08/21/04

Date: Fri, 20 Aug 2004 22:48:10 -0400

Maybe she might not be able to access the AV web sites but we don't know until she replies.

At least the web sites represent the ~100,000 known infectors. You suggested Stinger. Stinger is NOT a investigational tool. Stinger is a removal tool that only targets ~45 infectors and their variants.

I have noticed that too many individuals are suggesting Stinger as an investigational tool. I think this is completely wrong for multiple reasons.

1. It only targets ~45 infectors
2. It has to be downloaded each time since the signature files are embedded within the executable
3. It may convey a false sense that there are no infectors

If you must, point them to a downloadable scanner, point them to F-Prot or some other tool that can be downloaded and will target the ~100K known infectors.

If there wasn't a license issue, I would tell \*ALL\* how to download and use the McAfee Command Line Scanner.

Dave

"Malke" <malke@nospoonnotreally.com> wrote in message  
news:uAxQ3OyhEHA.3264@tk2msftngp13.phx.gbl...

| She may not be able to get to the av sites to scan. Laurie, first check  
| your hosts files:

- | 1. If you have XP, go to Search preferences, set the files and folders  
| handling to Advanced, and then check the box that will make Search look  
| in hidden files/folders. For older os's, you just have to go to Find.  
| Make sure in all cases that you've enabled showing all hidden files and  
| file extensions (Folder Options>View).
- | 2. Now enter the search term "hosts" without the quotes.
- | 3. You will get several hosts and lmhosts files. Double-click each one  
| to open it. When you do this, you'll get a Windows dialog box saying  
| that Windows cannot open this file, do you want to use the web or  
| select from a list to find the proper program. Choose "select from a  
| list" and highlight Notepad. Make sure the box to always use this  
| program to open this type of file is not checked.

| 4. Now carefully examine the file. Lines that begin with a # are  
| comments and don't count. Leave them alone. Unless you know you use a  
| proxy server to get to the Internet or you added entries yourself, the  
| only uncommented entry that should be there is:

| 127.0.0.1 localhost

| If you see any other entries, delete them and Save the file. Make sure  
| you scroll all the way down to the bottom of the window if there is a  
| scrollbar. Do this for each file you found. Now you should be able to  
| get to antivirus and spyware-fighting websites. Start by downloading  
| Stinger, a standalone antivirus here:

| <http://vil.nai.com/vil/stinger/>

| Scan in Safe Mode.

| Continue your cleanup by removing spyware with Spybot Search & Destroy  
| from [www.safer-networking.org](http://www.safer-networking.org) and Ad-aware from [www.lavasoftusa.com](http://www.lavasoftusa.com). Be  
| sure to update these programs before running them. These programs are  
| free, so run them both since they complement each other. You may also  
| want to run CWSHredder and HijackThis from  
| <http://aumha.org/freeware.htm>. Although CWSHredder is no longer being  
| updated, it will still clean older variants of the CoolWebSearch  
| malware. A combination of HijackThis and About:Buster (MajorGeeks)  
| works well on the about:blank problem. Always read the instructions  
| before running a spyware removal tool. These tools require skill and  
| knowledge. If you feel uneasy about running any of them, take the  
| machine to a good local repair shop.

| Malke

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| MS MVP – Windows Shell/User  
| Elephant Boy Computers  
| [www.elephantboycomputers.com](http://www.elephantboycomputers.com)  
| "Don't Panic!"