

Re: Trojan Virus Attack

Source: <http://www.derkeiler.com/Newsgroups/microsoft.public.security.virus/2004-08/1746.html>

From: Neil110609 (*anonymous_at_discussions.microsoft.com*)

Date: 08/30/04

Date: Mon, 30 Aug 2004 10:15:13 -0700

Chris – we did not run the anti-viral programs in safe mode; we are still trying to work through ad-aware challenge (freezes at IE favorites file) before progressing to spybot. Do you think we should run spybot and then ad-aware?

>-----Original Message-----

>

>Apart from some other problems one possible reason may be that you have too

>much unnecessary information related to your IE on your PC. If it took

>several seconds to delete your temp files in the way I explained before, I

>guess that you hadn't done the cleaning for a long time.

Right? To remove

>completely some other unnecessary temp files which could be causing this

>problem try the following:

>

>Go to Start / Run (Execute) to write the expression %temp% as it is (with

>the symbols.) Delete everything. It's just your Temp file. Back to CONFIG 1

>(you should see it on your left) and in Temp Internet Files in Content.IES

>delete everything except index file which is impossible to delete.

>

>If for some reason you can't delete all these files in that way, find them

>in your explorer and try to delete them. Then run your updated Ad-Aware

>better in Safe Mode.

>

>It's not clear from your post whether you could reach safe mode or not.

>Remember that it's better to run antivirus and antispy

programs in safe
>mode. They are more effective.
>
>Did all this help you?
>
>"Neil110609" <anonymous@discussions.microsoft.com>
escribió en el mensaje
>news:2cc501c48eaa\$0dee1db0\$a601280a@phx.gbl...
>Hey Chris – thanks for the quick response. Although it
>did not solve our current problem, at the guidance of
>Microsoft, we did clean up the Internet temp files and
>cookies and you were right – it did take several minutes.
>Do you have any suggestions as to why ad-aware freezes at
>the IE folder? We restarted the program several times and
>it stops at the same place each time.
>
>Thanks – Neil
>>-----Original Message-----
>>Probably SpyBoy won't fix this but try to run it to see
>what happens.
>>
>>
>>Also try to go to your Internet Explorer browser /
>Tools / Internet Options
>>/ General.
>>In Temporary files of internet / eliminate files /
>tick "eliminate all the
>content" and accept. This may take some seconds. In the
>same place eliminate
>cookies (on the left). Then in "History" (below) delete
>history and close
>>this window.
>>
>>Then delete your recycle bin (your waste basket.) You
>should find an icon in
>>your desktop.
>>
>>Independently the results you get with this start your
>computer in safe mode
>>to run your previously updated (if possible) antivirus
>and antispy–programs
>>also updated. Start you computer and immediately press
>repetedly
>>the key "F8" at the top of your keyboard. Press it twice
>a second or so.
>>Then you will find a screen with several possibilities.
>Choose "Start in
>>Safe Mode" (or similar expression.) In that moment you
>can run your updated
>>antivirus AND your updated antispy programs on after the
>other.

>>
>> *When finished restart in normal mode and comment results.*
>>
>>
>> *"Neill10609" <anonymous@discussions.microsoft.com>
>escribió en el mensaje
>>news:2b8201c48ea4\$ca597ea0\$a501280a@phx.gbl...
>>> Help from a person who is not very computer savey!
>>>
>>> Our home PC was hit with a trojan virus – Norton
>detected
>>> it but could not isolate it. We have now lost access
to
>>> the internet (AOL) and Explorer, cannot open programs
>>> with the icon shortcuts (i.e. excel and word), cannot
>>> open Norton anti-virus, and have lost several
functions
>>> off the start menu (i.e. the "run" function). We tried
>to
>>> run ad-aware but it froze on the IE Favorite files
>>> ("busy"). We did not run spybot yet at Microsoft help
>>> desk instructed us to run ad-aware 1st.
>>>
>>> Any suggestions and/held would be GREATLY appreciated.
>>
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>>.br/>>>
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>
>.br/>>*