

Re: Adware and Spyware won't go away

Source: <http://www.derkeiler.com/Newsgroups/microsoft.public.security.virus/2004-09/0574.html>

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Date: 09/10/04

Date: Fri, 10 Sep 2004 13:10:25 -0700

Gary W. Plourde Sr. wrote:

> I have an upstairs computer and downstairs computer, both connected by
> a
> wireless Linksys router. I run Windows XP, SP-2 upstairs, and an
> upgrade of
> Windows XP, SP-2, over Windows ME, downstairs (I know: I'd have
> rather had a clean install of XP too, but the tech who installed for
> me didn't do that
> and now I'm fighting it). Anyway, both computer have Norton Antivirus
> 2004,
> and the upstairs also has Norton Firewall. Both computer have the
> most
> recent versions of SpyHunter for Spyware, and, and Webroot's
> SpySweeper. No matter how recent my updates on any of those software,
> and I've run from Norton Foxtools such as FixSwen, FixSbigF, FixWelch,
> etc, I can't get rid of
> two Adware and ten Spyware in both computers. Norton won't delete
> them, and
> it won't or can't Quarantine them. I've gone to Norton's website,
> downloaded the various FixTool, and none have helped. As stated, I've
> tried several times with SpyHunter, and SpySweeper, and with Norton
> 2004, with the most recent updates to get rid of these twelve
> pains-in-the-ass, but nothing
> seems to work. Short of paying Norton \$39 for some many minutes and
> issue, I'm desperate to find a way to get rid of these two Adware and
> ten Spyware. Can anyone suggest a way or help me?

Get the following tools, all of which are free, from
<http://www.majorgeeks.com> under Spyware Tools:

Ad-aware
Spybot Search & Destroy
CWShredder
HijackThis
About:Buster

microsoft.public.security.virus: Re: Adware and Spyware won't go away

Install Ad-aware and Spybot on both machines. Update Ad-aware and Spybot before running them. Make sure NAV has the latest virus definitions. Disconnect all machines on the lan. Do not connect to the Internet or to the lan until both machines are clean. Follow these instructions for both machines:

Make sure you can view all hidden files by going to the View tab in Folder Options. Disable System Restore from the System Restore tab in the System applet in Control Panel and reboot. Now reboot once again and go into Safe Mode. Scan with all removal tools and NAV. When you are sure both machines are clean, install a firewall on the machine that is currently unprotected. Then you can reconnect the lan and the Internet.

Malke

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MS MVP - Windows Shell/User
Elephant Boy Computers
www.elephantboycomputers.com
"Don't Panic!"