

Re: to reformat or to try manual removal...

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| that is my question. When confronted with adware (or malware/viruses
| whatever) that cannot be removed by Norton, Spy Sweeper whoever, do I keep
| following the rabbit trail at the third-party software website to try and
| manually remove each malware, in the hope that it will actually get fixed,
| or should I cut my losses right up front and just reformat? Is there some
| guidelines you can give? I'm more and more often being asked to help friends
| that get hit, and I can't tell you how much time I feel I've wasted by
| manually removing stuff, that then show up again a day later. I'm currently
| going with the "if I scan and find just ADWARE/SPYWARE that say, Norton can't
| fix, then I'm just going to not worry about it, and if I find VIRUSES that
| Norton can't fix I'm thinking I'm going to go straight for the reformat".
| What do you recommend? The tech support guy at Norton said, just let them
| walk me thru it (for \$70), and that it won't take very long and would be much
| faster than a reformat...that after waiting 78 min's just to talk with him!
| Hmmmm...
|
| Any advice would be much appreciated!
|
Thanks!
kc stark

It depends upon the number of infectors and the severity of the infectors. If one practices Safe Hex then NO infectors should get on the PC. If one doesn't practice Safe Hex then all the software in the world won't help.

That being said...

If the number of viruses are too high than a format is recommended. This is rare and attempts at removal should be done. At some point there a cost benefit analysis needs to be performed on the removal process and that will guide you to the format decision. It should be only done if a backup is made so important data can be restore. Of course after the PC has the OS updated, secured and anti virus software installed so that data restored is scanned for viruses.

The following is a good tool for removing viruses, Trojans and some other malware...

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Download MULTI_AV.EXE from the URL --

http://www.ik-cs.com/programs/virttools/Multi_AV.exe

It is a self-extracting ZIP file that contains the Kixtart Script Interpreter { <http://kixtart.org> Kixtart is CareWare } three batch files, five Kixtart scripts, one Link (.LNK) file, a PDF instruction file and two utilities; UNZIP.EXE and WGET.EXE.