

Re: Can't handle infected PC. Please Help!

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Source: <http://www.derkeiler.com/Newsgroups/microsoft.public.security/2006-04/msg00290.html>

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 - *Date:* Sat, 15 Apr 2006 10:45:01 -0700
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Thank you very much for your detailed answer. I will try as far as the second step, because I am not sure I can handle further.

I apologise for posting improperly. It was an ignorant mistake.

"Malke" wrote:

Slun4eva wrote:

Hi,

I'd be very grateful if s.o. could offer a solution to my problem. Yesterday I got a message that my Mozilla Firefox had installed an update and asked for restart, which I unsuspectingly did. Then the problems began. My PC sort of blocked and did not want to close any applications, nor call the Task manager bar, but finally, today I managed to shut down and restart. I tried to check for viruses with my Adware and eTrust EZ antivirus, but they were blocked and as a consequence all the icons of all my programs turned inactive (as if Windows does not recognise them). If I try to start e.g. e-explorer, the following box appears:

Windows cannot open this file:

To open this file Windows needs to know what program created it.....

etc.

I can't open anything except for some PPT, word, mp3, etc. documents. ANY links to Internet Explorer, as well as the Explorer itself, are inactive. I can't even burn my data on a CD, because the Nero Burning ROM is also inactive and can't open. I managed to transfer only part of the data on USB stick. Only the Mozilla Firefox works currently.

I can't download any malware programs, because they appear unrecognised by the system. Could any of you please give me advice on what may be the malware that I caught and how to proceed on. I am, as you've probably read between the lines, not very good at computers and computer language, so a more detailed explanation, from whoever has the time, would be helpful. Thank in advance for taking the time!

I have no idea what you installed or what happened. Things to try:

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1. Probably you'll have the same troubles in Safe Mode, but you should try anyway. Do this by repeatedly tapping the F8 key as the computer is starting up. This will get you to the right menu. Navigate using your Up arrow key; the mouse will not work here.
2. If you can get into Safe Mode, try doing a System Restore to before the problem started. If you can't run anything in Safe Mode, try booting into Safe Mode Command Prompt. Then at the command prompt, do:

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c:\Windows\System32\restore\rstrui.exe [enter]
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to start System Restore. If you can run System Restore from the command line but the issues aren't fixed, you can run antivirus/antimalware programs that way. Whether you are comfortable working without a graphical user interface (command line only) is a determination that only you can make.

3. If that doesn't work, you can try booting into Last Known Good Configuration (same way you got to Safe Mode).
4. If that doesn't work, I'd suggest taking the computer to a professional computer repair shop. It is completely possible to retrieve your data and perhaps even fix the computer, but that will need to be done outside of Windows using a rescue system such as Knoppix, a Bart's PE, or ERD Commander (expensive). Since you say you aren't computer-savvy (and it is wise to know your skill level), I don't believe you'll be able to do this yourself.

Malke

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MS-MVP Windows User/Shell
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"Don't Panic"