

Re: In urgent need of expert help!

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Source: <http://www.derkeiler.com/Newsgroups/microsoft.public.security/2006-08/msg00265.html>

- *From:* Malke <notreally@xxxxxxxxxxx>
 - *Date:* Sun, 30 Jul 2006 06:00:28 -0700
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steven wrote:

Dear experts,

My computer is currently experiencing this huge problem with firewall. I have Windows XP SP2 Home Edition and Norton Antivirus 2004 installed in my pc. Few weeks ago, I have noticed that the norton antivirus icon (norton firewall) at the taskbar has disappeared. I tried to open up norton antivirus but there is no response (the norton antivirus window doesn't open up). I tried to run norton antivirus update in control panel and there is also no response. Then I opened up the security center in control panel and there error message showed up: The security center is currently unavailable because the "security center" service has not started or was stopped.

(snippage)

You should be focusing on why your NAV 2004 (outdated BTW and should be replaced – preferably not with another Norton product) has broken. First determine if the computer is clean by going through the preparatory steps at the link below and then scanning with Sysclean or Multi_AV:

http://www.elephantboycomputers.com/page2.html#Removing_Malware

http://www.elephantboycomputers.com/page2.html#TrendMicros_Sysclean

<http://www.ik-cs.com/multi-av.htm> – how to use Dave Lipman's Multi-AV

http://www.ik-cs.com/programs/virttools/Multi_AV.exe – Multi-AV download

http://pcdid.com/Multi_AV.htm – additional Multi_AV instructions

After you've done your scanning with one of those first-line antivirus tools, scan with Ewido. Then finish up with the rest of the malware removal steps from the first link. Now uninstall NAV 2004 and replace it with a current version av. I use F-Prot on my Windows machines; Kaspersky, NOD32, and Avast are all recommended. Get the definition updates and do a thorough scan.

As you will see from the instructions at the first link, all scans should be done in Safe Mode. Once you've established that you're working with a clean

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base, you can address the firewall issue, which is probably related.

If the procedures look too complex – and there is no shame in admitting this isn't your cup of tea – take the machine to a professional computer repair shop (not your local version of BigStoreUSA).

Malke

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

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