

# HELP

**Source:** <http://www.derkeiler.com/Newsgroups/microsoft.public.win2000.security/2004-06/0094.html>

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**From:** maryan ([maryanp\\_at\\_msn.com](mailto:maryanp_at_msn.com))

**Date:** 06/02/04

Date: Wed, 2 Jun 2004 11:48:39 -0700

Hello Maryan,

Thank you for writing to MSN Internet Access Technical Support.

This is Deanne and I understand that you are getting shut downs from your home computer. You mentioned that it said C/Windows/system//sass.exe. Error number 128. I realize how frustrating this is for you. I am happy to help you.

The Local Security Authority Subsystem Service (LSASS) is used to authenticate users locally and in client-server environments. Errors that arise from this process trigger buffer overrun vulnerability. A new worm-virus is said to set off this behavior.

Things to do:

>>>*If you have Windows XP in your home computer.*

Note: Make sure that you restart your computer before performing the steps below.

I. Prevent your system from shutting down

1. Click on 'Start'
2. Click on 'Run'.
3. Type in the box 'shutdown -a' (without the apostrophes), and then click on 'Ok'

II. Create a manual connection and enable its connection firewall

1. Click 'Start', and then click 'Control Panel'. Make sure that you are in 'Classic view'.
2. Double click 'Network Connections'.
3. Under 'Network Tasks' pane, click 'Create a new connection'.
4. In the New Connection Wizard, click 'Next'.
5. Click 'Connect to the Internet', and then click 'Next'.
6. Click 'Set up my connection manually', and then

click 'Next'.

7. Select 'Connect using a dial-up modem', and then click 'Next'.

8. In the 'ISP Name' box, type 'MSN Test' (without the apostrophes), and then click 'Next'.

9. In the 'Phone Number' box, type a seven-digit phone number, or type a ten-digit phone number if you must dial the area code for a local phone number.

Please contact your telephone company to confirm that the numbers you select to connect to MSN are local to your area.

You may also get MSN access numbers at

<http://support.msn.com/accessnumbers.aspx> or call MSN

Customer Service at 1-800-386-5550. The hours of operation are from 8 am – 1 am EST on weekdays and from 8 am – 8 pm EST on weekends.

10. In the 'User Name' box, type 'MSN/' and your user name. If your MSN Internet Access e-mail address is primary@msn.com, you should enter 'MSN/primary' (without the quotes).

11. Type in your password twice. Be sure to remove the check from 'Turn on Internet connection firewall' and then click 'Next'.

12. Click 'Next', and then click 'Finish'.

13. Right click on the 'MSN Test' icon, choose 'Properties'.

14. Click on the 'Advanced' tab, and then put a check beside 'Protect my computer and network by limiting or preventing access to this computer from the Internet'.

III. To check and delete any process that is executed to shut down your computer

1. Press 'Ctrl', 'Alt', and 'Delete' all at once.

2. Click 'Task Manager'.

3. Click the 'Processes' tab.

4. Look for the following processes:

– avserve.exe;

– avserve2.exe;

– btnserve.exe (try to look for this if you cannot find avserve.exe in the task manager)

– skynet.exe;

– skynetav.exe

– Any process with a name consisting of 4 or 5 digits followed by \_up.exe.

– hkey.exe

– msiwin84.exe;

– wmiprvsw.exe

5. Once the process has been found, click on it to highlight, and then click 'End Process'.

6. Click on the red 'x' to close the Task Manager window.

#### IV. Download Windows Update and Sasser removal tool

1. Connect using 'MSN Test'.
2. Launch Internet Explorer (the program represented by the blue 'e' icon).
3. Go to <http://microsoft.com/downloads>
4. Click on the first update 'Security update for Windows XP (KB835732).
5. On the right portion of the page, click on 'Download'.
6. Click on 'Save'.
7. A new window will appear, click on 'desktop', and then click on 'Ok'. Wait for the file to be downloaded to your computer.
8. Launch Internet Explorer.
9. Go to <http://microsoft.com/downloads>
10. Click on the second update, 'Sasser (A-F) Worm Removal Tool (KB841720)'.
11. On the right portion of the page, click on 'Download'.
12. Click on 'Save'.
13. A new window will appear, click on 'desktop', and then click on 'Ok'.
14. After downloading the two files, click on the Windows update on your desktop and install the file. After installing the file restart your computer then run the Sasser removal tool.

>>>*If you have Windows 2000 in your home computer*

Note: Make sure that you restart your computer before performing the steps below.

#### I. Prevent your system from shutting down

1. Click on 'Start'
2. Click on 'Run'.
3. Type in the box 'shutdown -a' (without the apostrophes), and then click on 'Ok'

#### II. Create a manual connection

1. From the desktop screen, left click on the 'Start' button.
2. Click 'Settings' and open 'Control Panel'.
3. Double click on the 'Network And Dial-Up Connections' icon then click on 'Make New Connection'.
4. You will be brought to Network Connection wizard. On the 'Welcome Screen', click on 'Next'.
5. You will then be in the 'Network Connection Type' screen. Select 'Dial-Up To The Internet' and press 'Next'.
6. You will be prompted to choose how to set up your connection. Put a dot next to 'I want to set up my Internet connection manually'.
7. Next, you will be prompted to type an access number. Type a seven-digit phone number, or a ten-digit phone number if you must dial the area code for a local phone

number.

Please contact your telephone company to confirm that the numbers you select to connect to MSN are local to your area.

You may get MSN access numbers at

<http://support.msn.com/accessnumbers.aspx> or call MSN Customer Service at 1-800-386-5550. The hours of operation are from 8 am – 1 am EST on weekdays and from 8 am – 8 pm EST on weekends.

8. Type in your user name with 'MSN/' before your user name. If your MSN Internet Access e-mail address is primary@msn.com, you should enter 'MSN/primary' (without the apostrophes). Click on 'Next'.

9. You will be prompted for a name for the connection. Please enter 'MSN test' and then press next.

10. You will now be asked if you want to set up an Internet mail account. Please put a dot next to 'No' and then press 'Next'.

11. You will see the 'Completing the Internet connection wizard' screen. Click 'Finish' on this screen. The new connection will then be displayed in the network and dial-up connection portion of control panel.

III. To check and delete any process that is executed to shut down your computer

1. Press 'Ctrl', 'Alt', and 'Delete' all at once.

2. Click 'Task Manager'.

3. Click the 'Processes' tab.

4. Look for the following processes:

– avserve.exe;

– avserve2.exe;

– btnserve.exe (try to look for this if you cannot find avserve.exe in the task manager)

– skynet.exe;

– skynetav.exe

– Any process with a name consisting of 4 or 5 digits followed by \_up.exe.

– hkey.exe

– msiwin84.exe;

– wmiprvsw.exe

5. Once the process has been found, click on it to highlight, and then click 'End Process'.

6. Click on the red 'x' to close the Task Manager window.

IV. Download Windows Update and Sasser removal tool

1. Connect using 'MSN Test'.

2. Launch Internet Explorer (the program represented by the blue 'e' icon).

3. Go to <http://microsoft.com/downloads>

4. Click on the first update 'Security update for Windows XP (KB835732)'.

5. On the right portion of the page, click on 'Download'.
6. Click on 'Save'.
7. A new window will appear, click on 'desktop', and then click on 'Ok'. Wait for the file to be downloaded to your computer.
8. Launch Internet Explorer.
9. Go to <http://microsoft.com/downloads>
10. Click on the second update, 'Sasser (A-F) Worm Removal Tool (KB841720)'.
11. On the right portion of the page, click on 'Download'.
12. Click on 'Save'.
13. A new window will appear, click on 'desktop', and then click on 'Ok'.
14. After downloading the two files, click on the Windows update on your desktop and install the file. After installing the file restart your computer then run the Sasser removal tool.

The above information should resolve your issue. Should you have questions or other concerns, please feel free to write us back and we will be more than happy to serve you again.

Have a nice day!

Thank You,

Deanne  
MSN Internet Access Technical Support

MSN Internet Access has comprehensive online help available to you. For more information on MSN Internet Access features, functions, and issues, click on 'Help and Settings' in your MSN software, and then click on 'Get Help'.

For immediate concerns, you may also contact us via 'live chat' support by visiting <http://msn.webhelp.com/msntech/member/Login.execute.j?action=reactive>

For online help with Password Change and Reset, .Net Passport Profile, Billing, Access Number, and Network Status you can go online to <http://support.msn.com>, where you will also find help and support for many MSN services.

----- Original Message -----

From: maryanp@msn.com  
To: ts\_sykes@css.one.microsoft.com  
Sent: Fri May 21 09:44:37 PDT 2004  
Subject: RE: CST159750583ID – RE:Microsoft Billing and

Customer Service: : : MaryanP@msn.com:

Hello Eugene,  
I am using MSN Hotmail with dial up access from Omaha Nebraska. I get the shut down error whenever I attempt to connect to the internet from my home computer. The error I receive is This system is shutting down.  
C:/Windows/system//sass.exe. Error number 128. Thats all I can remember.

>From: "MSN Subscriber Online Support"  
>To:  
>Subject: CST159750583ID – RE:Microsoft Billing and Customer Service: : :  
>MaryanP@msn.com:  
>Date: Tue, 18 May 2004 21:20:09 –0700  
>  
>Hello Maryan,  
>  
>Thank you for writing to MSN Internet Access Technical Support.  
>  
>This is Eugene handling your service request.  
>  
>We appreciate the time you spent in writing to us. We are very sorry,  
>but we need more information about your inquiry. Please send us another  
>e-mail and restate your inquiry in a different manner.  
Let us know  
>exactly what you did step-by-step, and where the process failed. The  
>more specific details you include (Operating System, MSN dial up  
>software version, E-mail program that you are using to access e-mail,  
>exact error numbers and error messages), the better our chances will be  
>of understanding and resolving your issue.  
>  
>Please reply to us by clicking on the Reply button and we would be glad  
>to assist you further. As soon as we receive your reply, we will attend  
>to it immediately.  
>  
>Thank you for your patience!  
>  
>

>Sincerely,  
>  
>  
>  
>Eugene  
>MSN Internet Access Technical Support  
>  
>MSN Internet Access has comprehensive online help  
available to you. For  
>more information on MSN Internet Access features,  
functions, and issues,  
>click on 'Help and Settings' in your MSN software, and  
then click on  
>'Help on MSN'.  
>  
>For immediate concerns, you may also contact us via 'live  
chat' support  
>by visiting  
>[http://msn.webhelp.com/msntech/member/Login.execute.j?  
action=reactive](http://msn.webhelp.com/msntech/member/Login.execute.j?action=reactive)  
>  
>For online help with Password Change and Reset, .Net  
Passport Profile,  
>Billing, Access Number, and Network Status you can go  
online to  
><http://support.msn.com>, where you will also find help and  
support for  
>many MSN services.  
>  
>--- Original Message ---  
>From: MaryanP@msn.com  
>To: email\_us\_cs@css.one.microsoft.com  
>Sent: Mon May 17 10:37:55 PDT 2004  
>Subject: Microsoft Billing and Customer Service: : :  
MaryanP@msn.com:  
>  
>  
>Name:  
>Maryan  
>Full sign-in name:  
>MaryanP@msn.com  
>What e-mail address would you like a response sent to?:  
>MaryanP@msn.com  
>  
>Primary email address/member id associated with the  
account you are  
>inquiring about::maryanp@msn.com  
>  
>First and last name for the primary member on the  
account::Maryan  
>Pollard

>  
>*Telephone number (including area code) associated with  
the*  
>*account::402-932-5361*  
>  
>*Please describe your inquiry::I have been unable to to  
log onto the*  
>*browser. I get an error and the computer shuts down. The  
error is*  
>*numberd 128? Help!*  
>  
>*Service: Microsoft Billing and Customer Service*  
>*Type of issue::*  
>  
>  
>  
>  
>*Which operating system are you using?: Mozilla/4.0  
(compatible; MSIE*  
>*6.0; Windows NT 4.0; Hotbar 4.4.2.0)*  
>*Which browser are you using: IE6*

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