

microsoft.public.windowsxp.security_admin: Re: Blaster Symptoms but no worm found ?

Re: Blaster Symptoms but no worm found ?

Source:

http://www.derkeiler.com/Newsgroups/microsoft.public.windowsxp.security_admin/2003-08/5951.html

From: MC (Wally1_at_yahoo.com.au)

Date: 08/17/03

Date: Sat, 16 Aug 2003 18:48:18 -0700

Hi once again DT

Firstly, a HUGE thanks for your help, if there were more people out there like you this place we call earth would be a much better place to live and enjoy.

OK, as at 11.30am Sunday the 17th of August 2003 my PC is back to what it was like before I updated from NIS 2002 to 2003, and before this worm.

I had to run Rna2003 to remove all residue of NIS 2002, the RNIS left a few hidden registries and files. I attempted to reinstall NIS 2003 but got error messages about a previous version installed. Rnav2003 removed that.

Reinstalled NIS 2003, but then could not access the net with NIS Firewall running, went to the sites you suggested and found an entry on the exact same problem, I did what they said and it fixed the problem.

I didn't need to fix IE6 because when I fixed the NIS problem that was stopping me from running update, it fixed the IE6 problem also.

The LAN thing I was worried about is as you said, I run Pinnacle Studio 200 for movie editing, that needs that LAN thing to run.

So, thanks again DT. If there is ever anything I can do to help you let me know.

MC from Down Under (Sydney Australia)

>-----Original Message-----

>

> "MC" <markcapotondi@iprimus.com.au> wrote in message

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>news:057501c363af\$ade46940\$a601280a@phx.gbl...

>> *Thanks again DT*

>>

>> *I'm running Nortons Internet Security 2003, I have the*

>> *personal firewall feature enabled as well as the XP*

>> *firewall.*

>>

>> *I have tried disabing nortons and the XP one (not both*

at

>> *the same time) and still no difference in the problem.*

>>

>> *When I try and access windowsupdate.com I get the*

>> *following message :*

>>

>> -----

>> *Thank you for your interest in Windows Update*

>>

>> *Windows Update is the online extension of Windows that*

>> *helps you get the most out of your computer.*

>>

>> *You must be running a Microsoft Windows operating*

system

>> *in order to use Windows Update.*

>>

>> -----

>>

>> *When I try to access hotmail.com, the following message*

>> *appears.*

>>

>>

>> *Browser Limitations*

>> -----

>>

>> *Web Browser Software Limitations*

>> *Your Current Software Will Limit Your Ability to Use*

>> *Hotmail*

>>

>> *Hotmail supports the following web browsers:*

>>

>> *Microsoft Internet Explorer – version 4.0 or higher.*

>>

>> *Netscape Navigator versions 4.7 and higher.*

>> *We recommend that you upgrade your web browsing*

software

>> *and invite you to download Microsoft Internet Explorer*

>> *6 .*

>>

>> -----

>>

>> *I'm running IE 6 ?*

>>

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>> *I'm new to XP so i'm still finding my way around, I did
>> notice in the Network Connections I have a Dial-up and
a
>> LAN or High-Speed Internet connection - 1394.
>> I only have a dialup connection ! I don't remember
>> setting up the other connection ?
>>
>> My head is starting to throb, it might be time to take
a
>> break and go for a walk.
>>
>> thanks again DT
>>
>>
>>
>> >-----Original Message-----
>> >
>> >"MC" <markcapotondi@iprimus.com.au> wrote in message
>> >news:07e901c363a6\$8bfcfe40\$a101280a@phx.gbl...
>> >> Thanks for the link, followed the suggestions but
still
>> >> unable to getonto windowsupdate.com.
>> >>
>> >> thanks anyway, I have been working on this for 12
hours
>> >> now, I'm getting frustrated....
>> >>
>> >>
>> >> >-----Original Message-----
>> >> >
>> >> >"MC" <markcapotondi@iprimus.com.au> wrote in
message
>> >> >news:0aa501c36385\$f0153df0\$a001280a@phx.gbl...
>> >> >> Have performed all the checks sugested my
Microsoft
>> >> &
>> >> >> Symantec, Virus software doesn't pic up any
>> >> >> blaster, I
>> >> >> have the current update from symantec.
>> >> >>
>> >> >> The microsoft patch is installed but still
unable to
>> >> >> access windowsupdate.com or hotmail through
>> >> >> explorer ?
>> >> >>
>> >> >> Any suggestions ?
>> >> >>
>> >> >>
>> >> >>
>> >> >>
>> >> >>
>> >> >>
>> >> >>*

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>> >> >Here's a link to the Windows Update Troubleshooter:
>> >> ><http://v4.windowsupdate.microsoft.com/troubleshoot/>
>> >> >
>> >> >
>> >> >.
>> >> >
>> >
>> >Hang in there, MC...
>> >
>> >If you were able to get to the troubleshooting page...
>> then *you* are able
>> >to get to the Update server.... (note their
addresses).
>> >Soooooo, if you are having other problems, then at
least
>> you know
>> >'server-access' isn't it.
>> >
>> >What other info can you share? What firewall are you
>> using? Are you
>> >getting a specific error? When you say you cannot get
>> to Hotmail, do you
>> >mean *your* account? or simply Hotmail.com....
>> >
>> >Have you somehow blocked Microsoft sites via your
>> firewall, or browser? To
>> >experiment, try adding www.hotmail.com to your trusted
>> sites.
>> >
>> >Please post back with more info.... it sounds like a
>> setting has been
>> >changed, rendering these problems.
>> >
>> >
>> >.
>> >
>
>Hi MC,
>
>Indeed... nothing like a good walk :o)
>
>I am glad you included the precise error messages...
here are some links
>that should assist you:
>
>About the firewall:
>1) A generally good link for any future issues regarding
Microsoft software:
>www.microsoft.com/technet
>The menus on the left can be very helpful in finding a
direction in which to

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>search... Also, the "Advanced Search" link (under the Search field) will
>allow you to search for errors more easily, since you can seek help based
>upon the exact phrase... this can be very effective.
>
>2) Here is a link found via Google, using the exact phrase 'You must be
>running a Microsoft Windows operating system
>in order to use Windows Update.' :
><http://www.jsiinc.com/SUBN/tip6500/rh6560.htm> Based upon this information,
>
>3) Here is a link to Symantec that describes your error exactly:
><http://service1.symantec.com/SUPPORT/nip.nsf/735050b77b1f6cece88256bc7005c3bc6/2dd3f0d5c9e3861165256c470073981f?OpenDocument>
>
>I believe you should uninstall NIS.... it may be fine on its own terms, but
>it sounds like registry entries for it have been corrupted... It may be
>alright enough to not generate an error when you launch it, but registry
>entries for it may be damaged in a way that prevents you from getting
>through normally... I can only speak very broadly here, of course, because
>I do not know your installation history. I can tell you that I have used
>NIS on my XP machine without trouble.
>
>4) To assure you have removed it thoroughly, I strongly recommend, that you
>use RNIS (Remove Norton Internet Security) tool to get rid of it. Don't
>bother with uninstall in Windows... RNIS it is from Symantec, it's free, and
>it does a great job of getting every last vestige of it out of your Registry
>file. I have used it myself. Here is the link to download it:
><http://service1.symantec.com/SUPPORT/nip.nsf/e584eff20b611f7988256a9b007e63c1/23bda5412ae1a49688256abe00615e20?OpenDocument>
>Just click the icon, part way down the page.... download the utility, then
>run it. It's quick, and works great. It will clean the slate, so to speak,
>and pave the way for a clean installation.

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>
>
>=====

>Now, about Hotmail....

>General troubleshooters for IE 6:

>[http://support.microsoft.com/default.aspx?scid=FH;](http://support.microsoft.com/default.aspx?scid=FH;[LN];ie&)
[LN];ie&

>

>This link will guide you in repairing IE 6:

>[http://support.microsoft.com/default.aspx?scid=kb;en-](http://support.microsoft.com/default.aspx?scid=kb;en-us;q318378)
us;q318378

>

>

>It seems as though some registry entries have been
damaged, or corrupted....

>Have you had other problems?

>

>Regarding your 1394 Network connection... you must have
a Firewire device...

>that is what that is about...

>Digital camera perhaps? Scanner? I doubt it's there in
error.

>

>

>I hope these links help you... I know you will get good
results if you stick

>to it. If it is any consolation, yours has not been
the typical

>experience... use, RNIS, and reinstall your Norton
firewall.. that should

>take care of **that** problem. Then do a repair on IE6...

>

>Please post back with your results.

>

>Regards

>

>

>

>

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