

Re: Blaster Symptoms but no worm found ?

Source:

http://www.derkeiler.com/Newsgroups/microsoft.public.windowsxp.security_admin/2003-08/5973.html

From: Dragonteeth (*Dragonteeth_at_Dragonteeth.cjb.net*)

Date: 08/17/03

Date: Sat, 16 Aug 2003 19:51:14 -0700

"MC" <Wally1@yahoo.com.au> wrote in message
news:03ab01c36461\$a1c937f0\$a301280a@phx.gbl...

> *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 registeries 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-----

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> >
> > "MC" <markcapotondi@iprimus.com.au> wrote in message
> > news:057501c363af\$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 .
> > >
> > > -----
> > >

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> >> *I'm running IE 6 ?*
> >>
> >> *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 get onto 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).
> >> >Sooooooo, 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

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> >The menus on the left can be very helpful in finding a
> direction in which to
> >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/735050b77b1f
> cece88256bc7005c3bc6/2dd3f0d5c9e3861165256c470073981f?
> OpenDocument](http://service1.symantec.com/SUPPORT/nip.nsf/735050b77b1fcece88256bc7005c3bc6/2dd3f0d5c9e3861165256c470073981f?OpenDocument)
> >
> >I believe you should uninstall NIS.... it may be fine on
> it's 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/e584eff20b61
> 1f7988256a9b007e63c1/23bda5412ae1a49688256abe00615e20?
> OpenDocument](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

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> *slate, so to speak,*
> *>and pave the way for a clean installation.*
> >
> >
> >=====

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

Greetings MC!

I am delighted you are in excellent shape now! I forgot to mention the RNAV tool. I've had to use that, too. But you were on top of things :o)

It was a pleasure to help out. I am glad you did not find all those links too daunting. Thinking of computer-work as more of an investment in one's self (whether for lessons in patience or studies in sleuthing), seems to get me further than thinking of it as a source of frustration.

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Also, the more human-like computers become, the more pain-in-the-arse-like they will become....

Best Regards!