

Re: Spyware/Adaware infestation

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DougM wrote:

- > A Dell computer, running XP Home, is infested with spyware to the
- > point that it is practically useless. Spybot and Ad-Aware will not
- > touch them. Webroot's SpySweeper does little good, they keep coming
- > back. I tried to boot the computer to Safe-Mode (F8) to run the above
- > and found I could not get Safe-Mode up. I finally noticed that each
- > time the computer started booting up the Num/Lock key on the keyboard
- > lit up which stops my booting to Safe-Mode. This is really scary.
- > Can anyone offer some suggestions on where to go from here.

CWS shredder, Bazoooka Scanner, MS AntiSpyware BETA (testing, but works well), and HijackThis are a place to start.

Make sure that with LavaSoft Ad-Aware, you are running SE, not 6. Also make sure you do a FULL System Scan, not smartscan.

Otherwise you may consider backing up and redoing your system if you cannot get it clean and you have no friend (locally) who can help you out with the cleanup.

You said you could not get into Safe Mode – why not?

And Num-Lock – that is not really an issue. That could be a registry setting or a BIOS setting.

Tip 10 lists AntiSpyware apps. Tip 9 lists AntiVirus. Do a full scan with some of the online antivirus softwares too. Make sure your FIREWALL is enabled during all of it and leave NO exceptions.

Microsoft has these suggestions for Protecting your computer from the various "bad things" that could happen to you/it:

Protect your PC

<http://www.microsoft.com/security/protect/>

Although those tips are fantastic, there are many things you should know above and beyond what is there as well as other methods and applications you can use to protect yourself. Below I have detailed

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out many steps that can not only help you cleanup a problem PC but keep it clean and secure as well as running at its top performance mark.

I know this list can seem intimidating – it is quite long and a lot to take in for a novice – but I assure you that one trip through this list and you will understand your computer and the options available to you for protecting your data much better and that the next time you review these steps, the time it takes will be greatly reduced.

Let's take