

Re: spyware removal problem

Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.basics/2005-02/0237.html>

From: Michael Solomon \((MS-MVP)\) (*user_at_#notme.com*)

Date: 01/28/05

Date: Thu, 27 Jan 2005 22:04:27 -0800

>From your original description you seem to be removing it but it keeps coming back. If that is correct, it begs the question, do you have a firewall installed or, at the very least, do you have the XP firewall turned on?

If you are running without a firewall, that might explain how it keeps returning. If you do have a firewall and it's turned on, my guess is you have downloaded some file that you and the spyware removal tools and antivirus have not identified, something which is the source and keeps infecting your system. Under such circumstances, Carey's response might be the right course of action assuming you don't restore it from some backup set. Carey was only trying to help, help which is free and contributed by him and others who simply volunteer. There's no need to castigate him because you don't like the response.

Whatever the case, msconfig is a symptom, not the cause.

You might try checking to see if something related appears to be listed in the running processes. Hit ctrl-alt-delete, go to the processes tab, if you see something that appears to be related, see if you can find it under services. Go to Control Panel, open Administrative Tools, open Services, check the list of running services for something similar to what you found under processes. Double click the item, and select disable from the dropdown list under startup type, then reboot and see if that resolves the issue.

It really doesn't end there but trying to root this out by trying to find a corresponding executable might be quite some work. Conversely, if you found some registry key, there's no way of knowing if removing it might cause some ripple effect on your system and that brings us back to clean install.

Not sure if you have done this, have you checked the startup folder on the start menu to see if there are any shortcuts there that might be responsible. I know that sounds rather simple but sometimes the simplest and most obvious possibilities are overlooked.

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microsoft.public.windowsxp.basics: Re: spyware removal problem

Michael Solomon MS-MVP

Windows Shell/User

Backup is a PC User's Best Friend

DTS-L.Org: <http://www.dts-l.org/>

"Don" <harley4don@npgcable.com> wrote in message

news:Oof8zrOBFHA.2112@TK2MSFTNGP09.phx.gbl...

> In other words - you have no idea of how to fix the problem because it too

> complicated for you and it's easier to tell me to start over. No thanks -

> I'll try and find the right person who can correct the problem instead of

> telling me to start over.

> "Carey Frisch [MVP]" <cnfrisch@nospamgmail.com> wrote in message

> news:unZ8QZOBFA.1200@tk2msftngp13.phx.gbl...

>> After performing a "Clean Install", consider purchasing and

>> installing a first-rate Internet Security program to help protect

>> your system from garbage internet web sites:

>>

>> Norton Internet Security 2005

>> http://www.symantec.com/sabu/nis/nis_pe/features.html

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>> Carey Frisch

>> Microsoft MVP

>> Windows XP - Shell/User

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