

Re: SW wont delete; msconfig;

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Lori wrote:

- > Shut down PC Friday. Opened Sunday to check email and a Power Scan
- > SW(get rid of porn) appeared on my pc along with ClockSync and
- > something else. I ran AdAware and quarantined of any reference files
- > to unknown SW. I did NOT download this SW, do not visit porn sites,
- > and have no idea where it came from.

Sometimes garbage comes in bundled with legit software. RealPlayer is a huge culprit here....but it isn't the only one.

Nobody else uses PC. All of

- > them come from a marketing site that utilizes all the SW that is now
- > present on my PC. Startup folder had about 30 items in it and were
- > ALL checked. This a new PC (got Xmas) from IBM and only loaded MS
- > Office Pro Suite, MS Project, Visio, etc., on it. Complimentary
- > Norton AV already on it. No games, no junk, no porn.
- >
- > While on PC Friday afternoon, just before getting off, Norton came up
- > with two separate error msgs that it found and deleted a possible
- > virus.

What virus?

Not sure if it was all the Power Scan SW or not. Tried to

- > delete all references to PowerScan and ClockSync SW, but it will not
- > delete. Get error msg each time that it "cannot delete:access
- > denied. Make sure file is write protected or not in use."

Did you try Spybot Search&Destroy also? Sometimes it finds things AdAware doesn't (and vice versa).

- >
- > Went into history, deleted references, Temp Int Files, and deleted
- > all, but still have a problem. This software still appears each time
- > I startup pc. Looked in msconfig, and unchecked reference in
- > there(how do I delete these comments out of msconfig). Wanted to
- > uncheck other than tray items, but saw so many(10) references to

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- > **tray or tray* line items that I thought it safer to not uncheck at*
- > *this time until advised. Have Norton AV till end of month. Will be*
- > *loading Norton System Works Pro by then.*
- >
- > *Summary:*
- > *1. Power Scan, Clock Sync, etc...is this a legit SW or is this*
- > *something that needs to be deleted. Does not show in SW*
- > *installed list, so it came in through something else via internet.*

Agreed, it is not part of Windows, and if you don't want it, you should get rid of it.

- > *2. How do I get rid of it, especially at startup, and throughout*
- > *pc. It wont allow a delete.*
- > *3. msconfig startup references....what to check vs uncheck(startup*
- > *takes an eternity). Not sure of all tray items to keep.*

Really depends what you're running. Make sure you keep your Norton in there, above all.

- > *4. How delete items out of msconfig, not just uncheck*

Uninstalling the adware/spyware/malware should make it disappear. If AdAware and/or Spybot can't get rid of it, you can try removing the junk from the registry, but you will want to be very very careful....

- >
- > *Believe me, I want this PC to stay as clean as possible. Dont allow*
- > *unknown downloads to occur. Only get Microsoft and IBM downloads,*
- > *and AntiVirus Definitions. No shareware type things. No Music*
- > *downloads. Only have AdAware.*

You've enabled your firewall and also made sure you run WU regularly, I trust? You sound like the sort of person who is careful in these matters, but I have to ask.

- >
- > *Thanks so much,*
- > *Lori*