

RE: XP Problem can't open Task Manager and a few others

Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2004-11/4190.html>

From: Malke (malke_at_nospoonnotreally.com)

Date: 11/06/04

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harryp wrote:

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> *"Bill L" wrote:*
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>> *All of a sudden, Task manager won't stay open. It blinks and then
>> disappears. Anti-virus software and
> 577
> "Hi-jack This" won't stay open either.
>> Can't run MSCONFIG or REGEDIT. F8 doesn't work during start-up.
>> There are no System Restore points before this happened. Please help.*

You need to go to another machine that is unconnected to the sick computer. That machine needs an Internet connection and a cd burner. Download TrendMicro's Sysclean, burn to cd-r, and take it to the sick machine. You need to copy the Sysclean folder from the cd-r to the hard drive of the machine needing the scanning. While you are at the clean, unconnected machine, download updated virus definitions for the full-featured av you own and also the other malware removal tools you will need for full cleanup (see below). Burn to the same cd-r on which you saved Sysclean.

TrendMicro's Sysclean is an extensive antivirus tool which has the advantage of not needing to be installed. It requires two parts – the scanning engine and the virus pattern files.

1. Create a new folder on your Desktop or the C: drive named something useful like "Sysclean".
2. Go here and download the two parts of the program to that folder:

<http://www.trendmicro.com/download/dcs.asp> – Sysclean

<http://www.trendmicro.com/download/pattern.asp> – virus pattern files

The pattern files will be zipped – extract them with your unzipper (like

WinZip) or if you have XP, you can just open the folder. You need to put the extracted files in the Sysclean folder you made.

3. Restart your computer in Safe Mode. Get into Safe Mode by repeatedly tapping the F8 key as the computer is starting up to get to the proper menu.*
4. Go to the Sysclean folder you made and double-click on sysclean.com. Start the scan. After the scan is finished, look at the log. You may need to make a note of where any viruses were found if they were not able to be removed so you can manually delete them.

*Many times people say they can't get into Safe Mode with F8 because they are not hitting the very brief window of time when you need to do this. Try:

1. As the computer is starting up, repeatedly tap the F8 key to get to Safe Mode.
2. If F8 doesn't work, try F5.

After you have scanned with Sysclean, you should be able to run or uninstall/reinstall your full-featured antivirus program. Use the updated definitions you got for it that are on the cd-r. Do not connect the infected machine to the Internet or any lan yet. Do a full scan in Safe Mode with your av.

After you've removed the viruses, continue your cleaning by using other malware removal tools (Number item not shown is to scan with av in Safe Mode):

2) remove spyware with Spybot Search & Destroy (www.safer-networking.org) and Ad-aware (www.lavasoftusa.com). These programs are free, so use them both since they complement each other. There is a new version of CWShredder from http://www.intermute.com/spysubtract/cwshredder_download.html. I would not install the other Intermute programs, however. Alternately, there are CoolWebSearch malware removal steps at http://www.silentrunners.org/sr_cwsremoval.html. A combination of HijackThis and About:Buster (<http://www.majorgeeks.com>) works well in removing homepage hijackers. Always read the instructions before running a spyware removal tool. Be sure to update these programs before running, and it is a good idea to do virus/spyware scans in Safe Mode. Make sure you are able to see all hidden files and extensions (View tab in Folder Options);

3) If you are running Windows ME or XP, you should disable/enable System Restore because malware will be in the Restore Points. With ME, you must disable System Restore completely. With XP, you can delete all but the most recent (presumably clean) System Restore point from the More Options section of Disk Cleanup (Run>cleanmgr).

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4) make sure you've visited Windows Update and applied all security patches. Do not install driver updates from Windows Update;

5) run a firewall.

Malke

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MS-MVP Windows User/Shell
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