

Re: No Desktop, No icons, No START, No Taskbar

Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2006-11/msg06092.html>

- *From:* "Kerry Brown" <kerry@xxxxxxxxxxxxxxxxxxxxx*a*m>
 - *Date:* Sat, 18 Nov 2006 08:32:25 -0800
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You have to use MULTI_AV several times. Run each scanner in regular mode and download all the signature files but don't bother scanning. Reboot to safe mode and run all four scanners. Reboot to safe mode again and run all four scanners again. It was half way through the second safe mode run before no more malware was found. Once there is no malware reported reboot into normal mode, then reboot into safe mode and try at least a couple of the scanners again to confirm that nothing came back. It's a real pain, it takes many hours, and it all has to be done through a cmd prompt from the Task Manager as Explorer is not working. If you don't get rid of the malware first the repair install will fail. Once Explorer is working again running the anti-spyware programs will clean the registry of most of the entries the malware that MULTI_AV found put in there. There may be some manual cleaning of the registry needed as well.

Once again many thanks to David Lippman for his excellent utility.

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Kerry
MS-MVP Windows - Shell/User
www.vistahelp.ca

lousaint wrote:

Thanks Kerry,
I'll now work the links you provided and follow the steps you took.
Galen, thanks for tuning in.
I'll post what happens.

"Kerry Brown" wrote:

I just worked a customer's computer with an identical problem. It was caused by malware. There was a lot of malware on the system but the one causing the problem with Explorer was a randomly generated

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filename in the root directory. There was other processes involved as that file would come back on reboot. I was able to fix it by running a cmd prompt from the task manager and using David Lippman's MULTI_AV program to get rid of the viruses and trojans then doing a repair install of Windows. After the repair install Explorer would run so I then used several anti-spyware programs to clean up the rest of the malware.

<http://www.ik-cs.com/v2/got-a-virus.htm>

<http://michaelstevensstech.com/XPrepairinstall.htm>

<http://www.superantispyware.com/>

<http://www.lavasoft.com/>

<http://www.safer-networking.org/en/index.html>

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Kerry
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lousaint wrote:

Win XP Pro boots fine but when I select one of our two users, the blue screen appears and then hangs. No icons, no taskbar, no Start button. The cursor is the normal pointer, not an hourglass. The only thing I can do is bring-up Task Manager via CTRL/ALT/DEL. Poking around in Task Manager reveals 1) no processes are running, yet 2) CPU usage is 100%. From there I can select File/New Task and run any program I want, so at least I can get at stuff. And, of course, I can shut down and reboot from there. But I cannot get to control panel or settings. I can get to windows explore and view my directories, folders, files. I cannot get to the internet. BTW, a support case was opened about a week ago but I've heard nothing. Any ideas? Thanks.

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