

Re: opening in safe mode

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*Source:*

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2007-03/msg08330.html>

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- *From:* "S S" <nonsense@xxxxxxxxxxxxxx>
  - *Date:* Sat, 31 Mar 2007 10:16:26 GMT
- 

"nass" <nass@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message  
<news:4F0622F8-938D-4B16-A877-38BCA93EAF3C@xxxxxxxxxxxxxxxxxxxx>

"S S" wrote:

"nass" <nass@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message  
<news:CA9E6FAE-CF58-4A60-B37A-1E7DAB3134D3@xxxxxxxxxxxxxxxxxxxx>

"S S" wrote:

"nass"  
<nass@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
wrote in message  
<news:0CBEC0DA-828C-440F-9A71-18817DB5F36F@xxxxxxxxxxxxxxxxxxxx>

"S S" wrote:

When I boot  
up my pc  
normally I  
have 2  
desktops.  
1 for others  
(guests) and  
1 for me  
(John) so

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there is a  
choice of  
2.  
When I boot  
in safe  
mode I get a  
choice only  
for  
administrator  
or  
others  
and  
not for me  
(John)  
If I go with  
administrator  
I cant  
access my  
desktop and  
the same  
with  
others, I  
tried going  
via C drive  
and and also  
switching  
users to  
no  
avail,  
it also  
denies me  
access if I  
try  
accessing  
this way. ( I  
am the  
admin  
account on  
the PC)  
How can I  
boot in safe  
mode on to  
my  
desktop?

thanks

What happen when you  
tried with the administrator,  
did it give an

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error  
message?  
Try to log with  
administrator and leave the  
Password blank unless  
you  
setup  
a password during  
installation of the OS enter  
this, if not then  
leave  
blank.  
Why you would like to log  
into safe mode and are you  
able to log  
into  
Normal  
mode ?, if yes try to create  
another account with admin  
privileges  
and  
see  
if that will log in both  
Modes, if so your account  
for (john) is  
corrupted  
and you need to copy the  
data from John to John1 <=  
your new account  
4  
example.  
How to copy data from a  
corrupted user profile to a  
new profile  
<http://support.microsoft.com/kb/811151>  
HTH.  
nass  
==  
www.nasstec.co.uk

There was no error message when I logged  
on as administrator.  
I have set a password and using it does give  
me access to admin.  
I was using safe mode in order to run some  
virus scan checks, I had  
downloaded the programme to my desktop  
but when in safe mode could not  
access my desktop, so had to scan in normal  
mode, so yes I can log in

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in  
normal mode.

If you can log into Normal Mode then try these cleaning steps:

Open a run command and type in;  
regedit click [OK]

On the Registry Editor locate this Keys:

[–]

HKEY\_CURRENT\_USER\Software\Microsoft\Windows\CurrentVersion\Run

=

Look in the Right Pane/Window and delete the entries for these programs

you

think it is malicious.

[–]

HKEY\_LOCAL\_MACHINE\Software\Microsoft\Windows\CurrentVersion\Run

=

Look in the Right Pane/Window and delete the entries for these programs

you

think it is malicious.

1... Click start >> Control Panel >> Double Click Network and Internet

Connections >> Double click Internet Options, on the IE Properties

window

you will see these Options:

General | Security | Privacy | Content | Connections |

Programs

| Advanced .

Click on General Tab (1st Tab on the left) and you will see a Button

called

[ Clear History ..] click on it to clear your History caches,

then

click

on

[Delete Files..] to delete Internet Files created over the time,

click

on

[

Delete Cookies...] to delete your cookies left by visiting websites.

= Then try to Disable the Add-Ons on your Browser somehow installed on

your

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browser, On how to disable the Add-ons follow this:  
Click on Programs Tab and then click the Manage Add-Ons Button there  
Disable  
the None/Not Verified Plug-ins/Add-ons ( you need to  
Renable them  
one-by-one  
later and see which is the culprit or you can send them here  
in your  
next  
post) and click [OK] to confirm your Changes.

Click on Advanced Tab and scroll down under the browsing option and  
uncheck  
this box:  
 Browsing  
 Enable Third-Party browser extensions (Req Rest) and  
click Apply  
then OK to close your IE Properties.

=Run a scan from here online:

<http://www3.ca.com/securityadvisor/virusinfo/scan.aspx>

Download Avast Cleaner from here:

<http://www.avast.com/eng/avast-virus-cleaner.html>

Lots of tools to download and disinfect your machine:

<http://www.bitdefender.co.uk/site/Downloads/browseFreeRemovalTool/>

2.... And also for malwares from here:

[http://www.lavasoft.com/products/ad-aware\\_se\\_personal.php](http://www.lavasoft.com/products/ad-aware_se_personal.php)

<http://www.safer-networking.org> ; for Spybot S&D

Run disk Clean Up and check all the boxes to clean up all temps.

3= If you still can't rid of infection download the Hijackthis and send

the

report to one of

many

forums for analysis and troubleshooting:

When all else fails, HijackThis v1.99.1

(<http://aumha.org/downloads/hijackthis.zip>) is the preferred tool to

use.

It will help you to both identify and remove any hijackware/spyware.

Post

your log to <http://aumha.net/viewforum.php?f=30>,

<http://castlecops.com/forum67.html>,

<http://forums.subratam.org/index.php?showforum=7>, or

other appropriate

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forums for expert analysis, not here.  
Please perform one step (1,2,3) at a time and see if the  
infection be  
eradicated from your system  
HTH.  
Let us know.  
Regards,  
nass  
-----  
[www.nasstec.co.uk](http://www.nasstec.co.uk)

Thanks nass,  
The reason for going in to safe mode was as a result of posting a Hijack  
log  
and following their advice with a couple of downloaded programmes, I am  
sure  
the virus has now gone (just waiting on a final analysis of log) I just  
discovered the `safe mode` issue as a result of this, it hasnt caused any  
real issues but will try and get it resolved.

Hi John,  
As I said try to create another account in Normal Mode with Admin  
Privileges  
and see, you may have a corrupted profile, but for your own sake let the  
forum you posted your log to know what you are thinking and you are  
facing,  
as I could give you an opposite harming Advice ( not meant to be but it  
will  
contradict with what they told you to do).  
Tell them that you are unable to install, it may be the program designed  
to  
not install in safe mode or it does not have a good installer to do so.  
But create a new account and see if you could install with account the  
software you wanted to install.  
Good luck.  
nass  
===  
[www.nasstec.co.uk](http://www.nasstec.co.uk)

Thanks for your help Nass.  
appreciated.