

## Re: possible virus please help

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*Source:*

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2008-07/msg04045.html>

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- *From:* Malke <[malke@xxxxxxxxxxxxxxxxxxxx](mailto:malke@xxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Mon, 21 Jul 2008 07:33:11 -0700
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will h wrote:

Hi I wonder if anyone can help me. I recently scanned my computer using norton antivirus and found a hacktool and downloader virus which I quarantined. I have NOrtion anti virus.

Problem is that whenever I use my computer again it slows down and crashes as if it is still infected even though the scans show there is nothing on.

Also, whenever i try and shut down the computer I get an error message saying "SVChost.exe DLL application failed to initialize as the windows station is shutting down." Also when I am online in safe and normal mode the internet connection intermittently terminates.

I suspect that a virus is still on there... Any help would be most appreciated.

I think that you are quite right that your computer is still infected. Go through these general malware removal steps systematically – [http://www.elephantboycomputers.com/page2.html#Removing\\_Malware](http://www.elephantboycomputers.com/page2.html#Removing_Malware)

Include scanning with David Lipman's Multi\_AV and follow instructions to do all scans in Safe Mode.

<http://www.elephantboycomputers.com/page2.html#Multi-AV> – instructions  
<http://tinyurl.com/yoeru3> – download link and more instructions

When all else fails, get guided help. Choose one of the specialty forums listed at the first link. Register and read its posting FAQ. PLEASE DO NOT POST LOGS IN THE MS NEWSGROUPS.

Standard disclaimer: I can't see and test your computer myself, so these are just suggestions based on many years of being a professional computer tech; suggestions based on what you've written. You should not take my suggestions as a definitive diagnosis. If you can't do the work yourself (and there is no shame in admitting this isn't your cup of tea), take the machine to a professional computer repair shop (not your local equivalent of BigComputerStore/GeekSquad). Please be aware that not all local shops are skilled at removing malware and even if they are, your computer may be

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so infested that Windows will need to be clean-installed. If possible, have all your data backed up before you take the machine into a shop.

Malke

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MS-MVP

Elephant Boy Computers – Don't Panic!

FAQ – <http://www.elephantboycomputers.com/#FAQ>

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