

## Re: symantec website

**Source:**

[http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.network\\_web/2004-04/3937.html](http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.network_web/2004-04/3937.html)

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**From:** Chuck (*none\_at\_example.net*)

**Date:** 04/30/04

Date: 29 Apr 2004 19:20:12 -0500

On Thu, 29 Apr 2004 16:23:22 -0700, "stacey"  
<anonymous@discussions.microsoft.com> wrote:

>I cannot connect to symantec website using windows xp. I  
>have norton antivirus and firewall, but cannot do live  
>updates because when I try to sign on to symantec website,  
>I get rerouted to lycos. Does anybody know what this  
>could be. I also, tried to go on norton website and when  
>I click on technical support the same thing happens. ??????

Stacey,

This sounds like a dns or browser hijack.

Search your entire system drive, including hidden and system folders, for file "hosts". There is one legit copy, in C:\WINDOWS\system32\drivers\etc\. The others are bogus, and part (but just part) of the problem. Also, examine the contents of the legit copy, using Notepad, too.

Try these free online virus scans:

<<http://www.bitdefender.com/scan/license.php>>

<[http://www.pandasoftware.com/activescan/com/activescan\\_principal.htm](http://www.pandasoftware.com/activescan/com/activescan_principal.htm)>

<[http://housecall.trendmicro.com/housecall/start\\_corp.asp](http://housecall.trendmicro.com/housecall/start_corp.asp)>

Now check for, and learn to defend against, additional carriers of infection.

First, download LSP-Fix and WinsockXPFIx from <<http://www.cexx.org/lspfix.htm>>, and CWShredder from <<http://www.majorgeeks.com/download4086.html>>. All are free.

Next, run CWShredder. Have it fix all variants.

Now check for, and remove, spyware. Get HijackThis

<<http://www.majorgeeks.com/download.php?det=3155>> and Spybot S&D

<<http://www.safer-networking.org/index.php?page=download>>. Both free.

1) Install and run Spybot. First update it ("Search for updates"), then run a scan ("Check for problems"). Trust Spybot, and make all recommended deletions.

2) Install and run HijackThis. Do NOT make any changes immediately. Save the HJT Log.

3) Have your HJT log interpreted by experts at one or more of the following forums (and post it here):

<<http://forums.net-integration.net/>>

<<http://www.spywareinfo.com/forums/>>

<<http://forums.tomcoyote.org/>>

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

If removal of any spyware affects your ability to access the internet (some spyware builds itself into the network software, and its removal may damage your network), run LSP-Fix and / or WinsockXPFIx.

Harden your browser. There are various websites which will check for vulnerabilities, here are three which I use.

<http://www.jasons-toolbox.com/BrowserSecurity/>

<http://bcheck.scanit.be/bcheck/>

[https://testzone.secunia.com/browser\\_checker/](https://testzone.secunia.com/browser_checker/)

Harden your operating system. Check at least monthly for security updates.

<http://windowsupdate.microsoft.com/>

Block possibly dangerous websites with a Hosts file. Three Hosts file sources I use:

[http://www.accs-net.com/hosts/get\\_hosts.html](http://www.accs-net.com/hosts/get_hosts.html)

<http://www.mvps.org/winhelp2002/hosts.htm>

(The third is included, and updated, with Spybot (see above)).

Cheers,

Chuck

Paranoia comes from experience – and is not necessarily a bad thing.