

## XP crashes when on-line

**Source:**

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.newusers/2004-04/0650.html>

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Your computer is now infected with the W32.Blaster.Worm or one of its variants. This happened because you have not been using an internet connection firewall and have apparently neglected to install the critical updates available at the Windows Update website.

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If your computer is constantly attempting to shutdown or reboot, quickly go to:

Start > Run and type: CMD , and hit enter.  
This opens the Command Prompt window.

Then type: shutdown -a , and hit enter.

This should halt the rebooting problem.

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Then immediately turn-on Windows XP's built-in Firewall:

<http://www.microsoft.com/security/protect/>

(To enable the built-in firewall, go to:

Control Panel, double-click Networking and Internet Connections, then click Network Connections. Right-click your connection, then

Click Properties, and on the Advanced tab, click the option "Protect my computer and network..." Note: the built in firewall only monitors incoming traffic not outgoing (ie spyware, trojans, etc.. you may have on your system).)

Special note if you use AOL:

America Online installs its own connection settings that override

the ones that come with Windows XP. America Online's connection settings don't include a way to turn on Windows XP's

built-in firewall.

What You Should Know About the Blaster Worm and Its Variants

<http://www.microsoft.com/security/incident/blast.asp>

A tool is available to remove Blaster worm and Nachi worm infections from computers that are running Windows 2000 or Windows XP  
<http://support.microsoft.com/?kbid=833330>

A security issue has been identified that could allow an attacker to remotely compromise a computer running Microsoft Windows and gain complete control over it. You can help protect your computer by installing this update from Microsoft.  
<http://www.microsoft.com/downloads/details.aspx?FamilyId=2354406C-C5B6-44AC-9532-3DE40F69C074&displaylang=en>

Above courtesy of MVP Carey

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\*\*\*Install a good firewall. ZoneAlarm is a free one you can install.  
Install a good anti-virus program making sure you keep it's definitions up to date! \*\*\*

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Microsoft Security Bulletin MS03-39  
<http://support.microsoft.com/?kbid=824146>

What You Should Know About the Blaster Worm  
<http://www.microsoft.com/security/incident/blast.asp>

Protect Your PC  
<http://www.microsoft.com/security/protect/default.asp>

W32.Blaster.Worm a.k.a. W32/Lovesan.Worm  
<http://www.symantec.com/avcenter/venc/data/w32.blaster.worm.html>

W32.Blaster.Worm Removal Tool  
<http://www.symantec.com/avcenter/venc/data/w32.blaster.worm.removal.tool.html>

W32.Welchia.Worm a.k.a. W32/Nachi.Worm  
<http://securityresponse.symantec.com/avcenter/venc/data/w32.welchia.worm.html>

W32.Welchia.Worm Removal Tool  
<http://www.symantec.com/avcenter/venc/data/w32.welchia.worm>

.removal.tool.html

>-----Original Message-----

>I have just recently installed XP and have had a continuing

>problem when I've been on-line. I keep getting an error

>message that says, " Windows must restart because Remote

>Procedure Call service terminated unexpectedly."

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>This happens while using either MS Internet Explorer or

>Netscape Navigator 7.1

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>This is most annoying. Fortunately, I have a partition with

>Windows ME on it so I can still work online.

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>Has anyone seen (or, more importantly, solved) this

>problem. Any suggestions would be most welcome.

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>Sincere thanks,

>Anu Skinner

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