

## Re: trojan

**Source:**

[http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.perform\\_maintain/2004-03/0181.html](http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.perform_maintain/2004-03/0181.html)

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**From:** markw (*anonymous\_at\_discussions.microsoft.com*)

**Date:** 03/01/04

Date: Mon, 1 Mar 2004 14:56:08 -0800

thank you very much for all your help, ad-ware sorted ouy alot of virus i didnt know i had. computer is working alot better.

----- Shenan Stanley wrote: -----

markw wrote:

- > *i have windows xp professional, i have a trojan virus in my computer*
- > *and am unable to get rid of it, do i have to format my hard drive to*
- > *get rid of it, if so what do i do?*

It would be UNUSUAL for you to HAVE to format to get rid of anything on a computer.

First – see if what you have is a Trojan or a Worm/Virus or a piece of Spy/Ad/Malware:

The Cleaner!

– <http://www.moosoft.com/>

(You can use the shareware part without purchasing (fully functional) for 30 days – enough time to rid yourself of your issues.)

Then continue on with this and see if it doesn't clean up your machine...

Turn on that firewall...

<http://www.microsoft.com/WindowsXP/home/using/howto/homenet/icf.asp>

(It has been reported that it now works with AOL 9.0+)

Make sure you have all the updates (critical) installed from:

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

(Scan for updates, Review and Install)

Get rid of the spy/ad/mal-ware..

(Yes – using MORE than one of these..

I recommend at least the first three.)

Spybot Search and Destroy

<http://www.safer-networking.net/>

Lavasoft AdAware

<http://www.lavasoft.de>

CWSShredder

<http://www.spywareinfo.com/~merijn/downloads.html>

Hijack This!

<http://mjc1.com/mirror/hjt/>

I also like "SpywareBlaster" and "SpywareGuard".

– <http://www.javacoolsoftware.com/>

These two are prevention mechanisms. I like SpywareGuard for those with enough processor to have something running like antivirus software – and it prevents browser hijacking quite well.

And Assortment of Others:

<http://www.merijn.org/downloads.html>

After you cleanup your PC somewhat of spy/ad/mal-ware, verify your antivirus software is updated and run a full scan of your computer. If you have no antivirus software – get one NOW! Grisoft AntiVirus:

[http://www.grisoft.com/us/us\\_dwnl\\_free.php](http://www.grisoft.com/us/us_dwnl_free.php)

Empty your Temporary Internet Files and shrink the size it stores to about 80 to 120MB (seems to be an optimal size for the normal user)

- Open ONE copy of Internet Explorer.
- Select TOOLS → Internet Options.
- Under the General tab in the "Temporary Internet Files" section, do the following:
  - Click on "Delete Cookies" (click OK)
  - Click on "Settings" and change the "Amount of disk space to use:" to something between 80MB and 120MB. (Betting it is MUCH larger right now.)
  - Click OK.
  - Click on "Delete Files" and select to "Delete all offline contents" (the checkbox) and click OK. (If you had a LOT, this could take 2–10 minutes or more.)
- Once it is done, click OK, close Internet Explorer
- Re-open Internet Explorer.

Uninstall any software you do not use often/ever. (If you have something installed but never use it, uninstall it.) If you go through Control Panel → Add/Remove Programs and see things you seldom if ever use, it is to

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your advantage to remove it.

Also, if you are tired of Web Page Pop-Ups/Unders.. You could try the Google Toolbar.

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<- Shenan ->

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