

Re: trouble with XP's deleting temp files

Source:

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"Gabriel" <anonymous@discussions.microsoft.com> wrote in message news:2323501c45e4e\$1d036bc0\$a301280a@phx.gbl...

- > *Hope someone can help me with this...*
- > *My sister hasn't cleaned out her cookies or her temp file*
- > *for ages..Now she is having problems in doing so..She has*
- > *a Windows XP Compac...It works when she cleans out her*
- > *cookies but when she clicks on Delete Temporary Files than*
- > *an hour glas comes up and never brings up the box where it*
- > *tells you to delete all Temporary Internet Files..*
- > *I don't know how to help her with it any more...We live*
- > *1500 miles apart so I can't go to her and see what else to*
- > *do..She says her computer is running slow too....*
- > *Please,I hope someone can help me...Thank you...*
- >
- > *Gabriele*

The first thing to understand is that you should always delete your temp files immediately after a fresh reboot. In normal cases, this will result in succesful deletion of all files. Any good software on your machine is not going to be running after bootup out of the temp folder. On the other hand, spyware, adware, and viruses often will. So if after attempting to delete after a fresh reboot, you still get errors, you should scan your system for spyware. If you don't have CURRENT virus software running, but some now.

Also, you should consider keeping your cookies and let Ad-Aware delete those too. You then would not lose your custom site settings, stored usernames and passwords, etc..

You can follow the directions below to remove spyware and adware from your system.

Good Luck

STEPS TO REMOVE EASY SPYWARE and ADWARE – TRY FIRST

1. Go to www.lavasoftusa.com and download a free copy of Ad-Aware. Install Ad-Aware and at the main program screen, click on Check for updates and download the latest update. (be sure and check for updates each new day that you scan as updates are released several times each month.)
2. Click Start to start the scan. When the scan has finished, hit Next. At the results screen, right-click on any check box and choose Select all objects. Hit Next or Finish to quarantine items found. Repeat the scan until zero objects are found. If repeated scans will not remove some spyware, jump to step 2 below.

STEPS TO REMOVE STUBBORN SPYWARE and ADWARE – TRY SECOND

1. Go to www.lavasoftusa.com and download a free copy of Ad-Aware. Install Ad-Aware and at the main program screen, click on Check for updates and download the latest update. (be sure and check for updates each new day that you scan as updates are released several times each month.) Close the program.
2. Right-click on My Computer and select Properties. Hit the System Restore tab and check the box to Disable System Restore. Hit OK and then shut down your computer.
3. Disconnect your network connection.

Upon rebooting and if your system is already set to show hidden files and folders, skip to step 5.

4. Open My Computer and click on View, Folder Options, View Options, and check the box to Show Hidden Files and Folders. Hit OK.
5. Browse to `c:\documents and settings\<username>\local settings\temp` and empty the folder. Browse to `c:\windows\temp` or `c:\winnt\temp` whichever the case may be and empty the folder. Empty your Recycle Bin.
6. Open your Internet Explorer (IE), click on Tools, Internet Options, and hit Delete Files. Close IE.
7. Start Ad-Aware and then start the system scan. When the scan finishes, hit Next. At the results screen, right-click on any check box and choose Select all objects. Hit Next or Finish to quarantine items found.

If you have more than one user account on your machine, repeat steps 5 through 7 while logged into each account.

8. IMPORTANT – Repeat the scan over and over and over until there are zero items found. Sometimes this may take 3 or more scans. If you get to a point where a stubborn few will just not remove, post a message at the Ad-Aware support forum at www.lavasoftsupport.com and an expert will gladly help you.

9. Right-click on My Computer, click the System Restore tab, and uncheck the box to Disable System Restore so that System Restore is now re-enabled. Reconnect your network connection.

Spyware/Adware Do's and Dont's

1. Be careful where you click. (weblinks, spam, etc..) FREE on the Internet in most cases means you will pay the price of spyware, adware, spam, etc. and everything that goes with it to repair your system. Particularly when it comes to installing FREE software.
2. READ Terms of Service (TOS) before you agree to anything. Particularly on company sites you are unfamiliar with. Example: www.abcnews.com most likely won't install spyware or adware on your system. A site like www.joesfreesoftware.net likely will install spyware or adware on your system.
3. Stay away from porno and casino sites. If you must, limit yourself to one reputable site each as these are some of the worst offenders.
4. Whenever you notice unexpected new toolbars on your browser, unexpected pop-up ads, changed home pages, scan your system with Ad-Aware. Stopping spyware in it's tracks immediately helps avoid it from multiplying and increased removal time and steps.
5. Look for the warning signs and scan your system early and also regularly with Ad-Aware. Don't wait for it get so bad that the spyware/adware overtakes your system and you are dead in the water.

NOTE: There are many different spyware detection programs available and Ad-Aware is just one of them. Program results from some of these other spyware programs are difficult for many pc users to understand. Removing the wrong files or registry settings with these programs can render other programs on your machine inoperable. Ad-Aware in my opinion is easiest for most users to understand and gets the job done. Some people may tell you that you need 3, 4, or even 5 different spyware programs installed to remove spyware from your machine. Nonsense. Follow the above steps and you will find that all you need is 1. Also, catch your spyware early enough and all you have to do is step 7 to get rid of spyware. But don't forget to check for updates each new day that you scan. The paid version of Ad-Aware will automatically check for updates for you.