

# Clarifying questions!

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*Source:*

[http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.perform\\_maintain/2007-01/msg00281.htm](http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.perform_maintain/2007-01/msg00281.htm)

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- *From:* Junior Junk <[JuniorJunk@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:JuniorJunk@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Fri, 12 Jan 2007 15:05:00 -0800
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Nass,

Ok, some questions from me to make sure I understand...

1. Disconnect from the internet and, in safe mode, uninstall (or stop using the run command) the Paint shop photo album application listed in the error messages? I can see this application in the list for Control Panel > Add/Remove Programs. So, I can uninstall there, correct?

2. While still disconnected from the internet and in Safe mode...Stop the microsoft fax service via the run command. (Run cmd: services.msn) That should allow me to stop the fax service, correct?

3. While still disconnected from the internet and in Safe mode...Stop the sony cybershot application. Does this mean I should go to Run and use...  
Run cmd: net share Sony Cybershot /delete  
That was the language from the error message. If not that, I am not sure what to do with that.

4. Next in your message you have the HELPCTR.EXR paragraph. You ask me:

= Do you have window live OneCare installed:

<http://forums.microsoft.com/WindowsOneCare/ShowPost.aspx?PostID=465863&SiteID=2>

I do not believe I do. I assume I should install it. Should I then do something with it or does it provide some kind of patch?

5. Next you have the application hang explorer.exe paragraph. This paragraph directs me to visit this url and run a scan, correct?

Scan from here:

<http://safety.live.com/site/en-US/default.htm> ?

6. Next you have the PSP9 paragraph. I should reinstall Jasc Paint Shop Pro, or uninstall it and use something else. If there is an alternative, I can just use that...Correct?

7. I believe I am failing to understand the meaning of the following:

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<http://forums.spywareinfo.com/index.php?showtopic=90246>

= MsiInstaller then Paint shop with the clsid=

{CC000127-5E5D-4A1C-90CB-EEAAAC1E3AC0}

<http://www.bleepingcomputer.com/forums/lofi/version/index.php/t72247.html>

8. Norton just expired, honest. I think I went five days without it. It shows you a message to remind you when it is expired!!! :) I assume five days was long enough...

9. Visit one or all of the following for virus scanning?

<http://www.pandasecurity.com>

<http://www.sophos.com>

<http://www.avast.com>

<http://www.trendmicro.com>

10.

For malwares:

install, then run the updates to get the new definitions and scan for malwares:

[http://www.lavasoft.com/products/ad-aware\\_se\\_personal.php](http://www.lavasoft.com/products/ad-aware_se_personal.php)

<http://www.safer-networking.org> for Spybot S&D

I should install something available from those two web pages? One thing from both pages? Then I should run one or both applications and scan for malwares, correct?

11. Now, this I understand! :)

Backup your data on a removable storage you may need to perform a clean installation.

Thank you for your post. I appreciate your taking the time to help me. I m sorry if I am insufficiently advanced to have understood your first attempt to explain what I should do. Hopefully, with these questions answered I will be able to follow your advice! :) I really do feel badly that I have to ask more questions as you have been so helpful. I hope you don t mind.

Thanks again.

JJ

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