

## Re: Need to repair or reinstall IE6

**Source:**

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6.browser/2004-06/3832.htm>

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**From:** BobV (*robowa\_at\_comcast.net*)

**Date:** 06/14/04

Date: Mon, 14 Jun 2004 08:54:18 -0700

Hi Jim

Thanks so much. I did implement many of your suggestions, and now everything is back to normal.

The WinSock XP Fix got the browser working again, CWShredder found some infected files, and then SpyBot took care of some SLOTCH hijacking files. It is very nice after many hours of troubleshooting, and days without IE to be back to normal.

I will look at the rest of your suggestions, and hopefully will not get reinfected.

Thanks Again, Bob

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"Jim Byrd" <jrbyrd@spamlessadelphia.net> wrote in message news:uH1I\$7YUEHA.2520@TK2MSFTNGP10.phx.gbl...  
> Hi Bob - Download and run WinSock XP Fix 1.2 from here:  
> <http://www.spychecker.com/program/winsockxpfix.html> If you can't download  
> it from another computer and transfer it by floppy, post back here, and if  
> your email server will let you accept a 1.4 MB attachment, I'll email it to  
> you as an attachment. (Since you're on XP, run this even if you've already,  
> as you say, run lspfix). Since you don't state the steps you took to remove  
> Incredifind, (and it can be particularly difficult to remove if you miss  
> even one thing), I would suggest that you do the following in order once you  
> restore on-line access.  
>  
> (Run CWShredder then AdAware, SpyBot, and HijackThis (if needed), below, in  
> that order). Do the following:  
>  
>  
>  
> Before you try to remove spyware using any of the programs below, download a

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> copy of LSPFIX from any of the following sites:  
>  
> <http://www.cexx.org/lspfix.htm>  
> <http://www.mvps.org/sramesh2k/winsock.htm>  
> <http://www.spychecker.com/program/winsockxpfix.html> (if your OS is XP)  
> The process of removing certain malware may kill your internet connection.  
> If this should occur, this program, LSPFIX, will enable you to regain your  
> connection.  
>  
>  
>  
> Download, UPDATE before running, and run:  
> <http://209.133.47.200/~merijn/files/CWS shredder.exe> to remove the parasite.  
> Be sure to close all instances of IE and OE. You may also get it here if  
> that link is blocked: <http://www.zerosrealm.com/downloads/CWS shredder.zip>  
>  
> BE SURE that you get v.158 or later!  
>  
> You will need to show Hidden files first and then at the end clear the  
> malware garbage from your System Restore backups after you've cleaned up.  
> It's best to perform CWS shredder (and most other malware fixers too) from  
> Safe mode and then reboot. AFTER cleaning things up, then you can disable  
> and then re-enable System Restore. See \*\*\*\*\* below.  
>  
> The following links give instructions on how to do these various  
functions:  
>  
>  
> HOW TO Restart in Safe Mode  
>  
> <http://servicel.symantec.com/SUPPORT/tsgeninfo.nsf/docid/2001052409420406>  
>  
> HOW TO Enable Hidden Files  
>  
> <http://servicel.symantec.com/SUPPORT/tsgeninfo.nsf/docid/2002092715262339>  
>  
> HOW TO Disable/Flush System Restore (do this at the end AFTER cleaning or  
> use the suggested procedure for XP at the \*\*\*\*\*'s)  
>  
> <http://servicel.symantec.com/SUPPORT/tsgeninfo.nsf/docid/2001111912274039>  
> (WinXP)  
>  
> <http://servicel.symantec.com/SUPPORT/tsgeninfo.nsf/docid/2001012513122239>  
> (WinME)  
>  
>  
>  
> Then download and run:  
> [http://www.kellys-korner-xp.com/regs\\_edits/iegentabs.reg](http://www.kellys-korner-xp.com/regs_edits/iegentabs.reg) to restore your  
> tabs and remove any restrictions that the parasite has put in place.  
>  
> Now download and run:  
> [http://www.kellys-korner-xp.com/regs\\_edits/RestoreSearch2.REG](http://www.kellys-korner-xp.com/regs_edits/RestoreSearch2.REG) to restore  
> your search functions if they've been affected (as they probably will have  
> been).  
>  
>  
> Be sure that you also download and install hotfix Q816093, here:  
>  
> <http://support.microsoft.com/?kbid=816093>  
>  
> which blocks the exploit upon which this parasite family depends.

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>  
>  
>  
> However, this also indicates that you may have acquired some other malware  
> along the way. If you go to this page at Jim Eshelman's site, here:  
> <http://aumha.org/a/noads.htm> and wait a little bit (be patient), an  
analysis  
> of a number of possible parasites on your machine will be made to help you  
> identify and remove them. NOTE: You will need to disable Ad Blocking in  
Zone  
> Alarm 3.x, if present or any other Ad Blocking software which interferes  
> with Java Scripting for this scan to work. You should get a message  
between  
> the two lines of \*\*\*\* giving the results of the scan.  
>  
> Get Ad-Aware 6.0, Build 181 or later, here:  
> <http://www.lavasoftusa.com/support/download/>. UPDATE and run this  
regularly  
> to get rid of most "spyware/hijackware" on your machine. If it has to  
fix  
> things, be sure to re-boot and rerun AdAware again and repeat this cycle  
> until you get a clean scan. The reason is that it may have to remove  
> things which are currently "in use" before it can then clean up others.  
>  
> Another excellent program for this purpose is SpyBot Search and Destroy  
> available here: <http://security.kolla.de/> SpyBot Support Forum here:  
> <http://www.net-integration.net/cgi-bin/forums/ikonboard.cgi>. I recommend  
> using both normally. After UPDATING and fixing things with SpyBot S&D, be  
> sure to re-boot and rerun SpyBot again and repeat this cycle until you get  
a  
> clean "no red" scan. The reason is that SpyBot sometimes has to remove  
> things which are currently "in use" before it can then clean up others.  
>  
> Note that sometimes you need to make a judgement call about what these  
> programs report as spyware. See here, for example:  
> <http://www.imilly.com/alexa.htm>  
>  
> Both of these programs should normally be UPDATED and run after doing any  
> other fix such as CWSredder and, as a minimum, normally at least once a  
> week.  
>  
>  
>  
> If they don't fix it then start here:  
>  
> Download HijackThis, free, here:  
> <http://209.133.47.200/~merijn/files/HijackThis.exe> (Always download a new  
> fresh copy of HijackThis [and CWSredder also] - It's UPDATED frequently.)  
> You may also get it here if that link is blocked:  
>  
<http://www.majorgeeks.com/downloadget.php?id=3155&file=3&evp=3304750663b552982a8baee6434cfc13>  
>  
> In Windows Explorer, click on Tools|Folder Options|View and check "Show  
> hidden files and folders" and uncheck "Hide protected operating system  
> files". (You may want to restore these when you're all finished with  
> HijackThis.)  
>  
> Unzip the downloaded HijackThis to any convenient folder, start it then  
> press Scan. Click on SaveLog when it's finished which will create  
> hijackthis.log. Now click the Config button, then Misc Tools and click on  
> Generate StartupList.log which will create Startuplist.txt

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>  
> Then go to one of the following forums:  
>  
> Spyware and Hijackware Removal Support, here:  
> <http://216.180.233.162/~swicom/forums/>  
>  
> or Net-Integration here:  
>  
> <http://www.net-integration.net/cgi-bin/forum/ikonboard.cgi?s=d3c2c886d536d57b5f65b6e40c55365e;act=ST;f=27;t=6949>  
>  
> or Tom Coyote here: <http://forums.tomcoyote.org/index.php?act=idx>  
>  
> Sign in, then copy and paste both files into a message asking for  
> assistance, Someone will answer with detailed instructions for the removal  
> of your parasite(s).  
>  
>  
> \*\*\*\*\*  
> ONLY IF you've successfully eliminated the malware, you can now make a  
> new,  
> clean Restore Point and delete any previously saved (possibly infected)  
> ones. The following suggested approach is courtesy of Gary Woodruff: For  
> XP  
> you can run a Disk Cleanup cycle and then look in the More Options tab.  
> The  
> System Restore option removes all but the latest Restore Point. If there  
> hasn't been one made since the system was cleaned you should manually  
> create  
> one before dumping the old possibly infected ones.  
> \*\*\*\*\*  
>  
>  
> Once you get this cleaned up, you might want to consider installing the  
> SpywareBlaster and SpywareGuard here to help prevent this kind of thing  
> from  
> happening in the future:  
>  
> <http://www.javacoolsoftware.com/spywareblaster.html> (Prevents malware  
> Active  
> X installs) (BTW, SpyWare Blaster is not memory resident ... no CPU or  
> memory load - but keep it UPDATED) The latest version as of this writing  
> will prevent installation or prevent the malware from running if it is  
> already installed, and it provides information and fixit-links for a  
> variety  
> of parasites.  
>  
> <http://www.javacoolsoftware.com/spywareguard.html> (Monitors for attempts  
> to  
> install malware) Keep it UPDATED. Both Very Highly Recommended  
>  
>  
> Finally, go to Windows Update and ensure that ALL Critical updates are  
> installed.  
>  
> --  
> Please respond in the same thread.  
> Regards, Jim Byrd, MS-MVP  
>  
>  
>  
> In news:O\$PQft8TEHA.3332@TK2MSFTNGP12.phx.gbl,

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> BobV <robowa@comcast.net> typed:  
> > Unfortunately my browser was hijacked by Incredifind. Using directions  
I  
> > found on the net I was able to remove it, but it left me a browser that  
> only  
> > gives me the -- can't display page-- message.  
> >  
> > I have tried to uninstall and reinstall IE using regedit with no luck.  
I  
> > also reinstalled XP as an upgrade with no luck. I downloaded a new copy  
> of  
> > IE6 from the net and installed also with no success. I was able install  
> XP  
> > on another partition, and this works fine. I am now using Netscape  
(Ugh)  
> as  
> > my browser on my original partition, but am not all that happy with  
either  
> > of the two solutions.  
> >  
> > I have spent considerable time searching on the net including MS  
Knowledge  
> > Base with no fix.  
> >  
> > lspfix didn't help either  
> >  
> > Any ideas?  
> >  
> > Thanks in advance, Bob  
>