

## Re: Everytime I try to search in the address bar, my browser gets spyware...

**Source:**

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6.browser/2004-07/1365.htm>

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**From:** Bill Peng [MSFT] (*v-bpeng\_at\_online.microsoft.com*)

**Date:** 07/05/04

Date: Mon, 05 Jul 2004 08:25:43 GMT

Hi Mina,

Thanks for posting here!

I understand that the issue to be: You're not able to change your home page back. If I misunderstood your concern, please don't hesitate to let me know.

According to my experience, you need to format the disk and reinstall the system after being attacked by the spyware sometimes. Spyware that has deceptive characteristics may not follow standard practices for installation; some spyware will add some registry keys or files in Windows and reload itself when the system restarts. Therefore, it is hard to entirely remove some Spyware. We and some third-party companies, such as Ad-ware or Spybot, are fighting for totally deleting spyware.

The issue about Spyware has been addressed in the following KB article:  
Unexplained computer behavior may be caused by third-party software  
<http://support.microsoft.com/default.aspx?scid=kb:en-us:827315>

In addition, I would like to list the following article for your reference:  
5 tips for spurning spyware and browser hijackers  
[http://www.microsoft.com/smallbusiness/issues/marketing/privacy\\_spam/5\\_tips\\_for\\_spurning\\_spyware\\_and\\_browser\\_hijackers.msp](http://www.microsoft.com/smallbusiness/issues/marketing/privacy_spam/5_tips_for_spurning_spyware_and_browser_hijackers.msp)

What you should know about spyware  
<http://www.microsoft.com/security/articles/spyware.asp>

Based on my research, please follow these steps to troubleshoot the issue:

Step1: Refer to the following article to perform a Clean Boot

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310353 – How to Perform a Clean Boot in Windows XP  
<http://support.microsoft.com/default.aspx?scid=kb:en-us:310353>

Step 2: Clean Startup Items

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- 1. Launch Registry Editor by run Regedit
- 2. Navigate to the following registry keys:  
HKEY\_LOCAL\_MACHINE\Software\Microsoft\Windows\CurrentVersion\Run  
HKEY\_CURRENT\_USER\Software\Microsoft\Windows\CurrentVersion\Run  
HKEY\_LOCAL\_MACHINE\Software\Microsoft\Windows\CurrentVersion\RunOnce  
HKEY\_CURRENT\_USER\Software\Microsoft\Windows\CurrentVersion\RunOnce

3. Remove all suspicious items from the registry.  
**WARNING:** Using Registry Editor incorrectly can cause serious problems that may require you to reinstall Windows. Microsoft cannot guarantee that problems resulting from the incorrect use of Registry Editor can be solved. Use Registry Editor at your own risk.

Step 3: Restore IE and disable 3rd party extension

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- 1. Open Windows Explorer and find the C:\Program Files\Internet Explorer\PLUGINS folder.
- 2. Create a new folder on the desktop and move all the plug-ins in the PLUGINS folder to the new folder.
- 3. Open Control Panel->Internet Options.
- 4. On the General tab, click Delete Files within the Temporary Internet files section.
- 5. Select the Delete all offline content check box, click OK.
- 6. Click Delete Cookies, and click OK.
- 7. Click Clear History within the History section, click Yes.
- 8. Click the Advanced tab and uncheck Enable third-party browser extensions.
- 9. Click OK.
- 10. Find and delete the following registry key.  
HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Explorer\Browser Helper Objects
- 11. Find and delete the all the sub keys in the following registry key (don't delete the following registry key).  
HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Internet Explorer\Plugins\Extension

Step 4: Lock the registry

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Please change permissions on the following registry key so that the home page will not be modified:  
HKEY\_CURRENT\_USER\Software\Microsoft\Internet Explorer\Main  
Click Edit menu->Permission->Delete all accounts so that no one can change the home page.

Step 5: Clean Adware/Spyware

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I understand that you've already perform this step before. However, please download and launch at least two tools below to remove Adware/Spyware again to make sure that there won't be any Spyware/Adware on the system. (Please launch these tools under Safe Mode)

microsoft.public.windows.inetexplorer.ie6.browser: Re: Everytime I try to search in the address bar, my browser gets spyware...

Ad-Aware:

<http://www.lavasoft.de/software/adaware/>

Spybot:

<http://www.spykiller.com/index4.asp?ref=2400>

HijackThis direct Download:

<http://209.133.47.200/~merijn/files/HijackThis.exe>

CWShredder direct Download:

<http://209.133.47.200/~merijn/files/CWShredder.exe>

**\*IMPORTANT\***: Please ONLY visit Microsoft.com, msn.com for hours to see if the issue persists since in most cases, home page will be changed when you visit certain favorite website. In other word, you will be hijacked again unconsciously when you visit favorite websites.

If you have any questions or concerns, please feel free to let me know.

Have a great day!

Best regards,

Bill Peng  
MCSE 2000, MCDBA  
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Get Secure! – [www.microsoft.com/security](http://www.microsoft.com/security)

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