

Re: home page

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6.browser/2004-09/4313.htm>

From: Jim Byrd (jrbyrd_at_spamlessadelphia.net)

Date: 09/18/04

Date: Sat, 18 Sep 2004 12:17:39 -0700

Hi Pat – You'll make out better if you'll post your problem in microsoft.public.windows.inetexplorer.ie6_outlookexpress newsgroup.

Your current description of your problem is too informative for me, so post your problem there with a complete explanation, to include your Operating System and which Service Packs (SP's) you have installed, which version of IE and OE you're using to include the SP level and current hotfixes (see IE|Help|About and OE|Help|About for that), a detailed description of the problem to include when it started (after installing/uninstalling something?), what you do, what happens, any error messages, etc., what corrective steps you've tried, what Anti-Virus and Firewall you're using, any recent programs you've installed, and so forth. The more detailed (but not unnecessary) information you can provide, the better the "gurus" in that forum will be able to assist you.

See here for more info about Making a Good Newsgroup Post:

<http://www.dts-l.org/goodpost.htm> and here:

<http://home.satx.rr.com/badour/html/post.html>

There's some possibility that your problem may be due to a malware infestation. You might want go to this page at Jim Eshelman's site, here: <http://aumha.org/a/noads.htm> or here: <http://inetexplorer.mvps.org/parasite.htm> and wait a little bit (be patient), while 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 or later, 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. If anything shows up, then include that information in your post in .ie6_outlookexpress, and someone will help with the removal.

As a general measure, you might also want to try the following:

Download and run Stinger.exe, here:

<http://download.nai.com/products/mcafee-avert/stinger.exe> or from the link on this page: <http://vil.nai.com/vil/stinger/>

Download sysclean.com , from Trend Micro, here:
<http://www.trendmicro.com/download/dcs.asp> along with the latest pattern file, here: <http://www.trendmicro.com/download/pattern.asp> (You might also want to get Art's updater, SYS-UP.Zip, here for future updating of these: <http://home.epix.net/~artnpeg/>). Be sure to read the "How to Use", here: <http://www.trendmicro.com/ftp/products/tsc/readme.txt>. Place them in a dedicated folder after appropriate unzipping, and then run. (If you download and use SYS-UP updater from the beginning, it will handle downloading the other files for you.) Note that the sysclean scan may take some time, as it's VERY thorough since it addresses a number of malware problems as well as the normal AV viruses/torjans/worms, etc.

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Please respond in the same thread.

Regards, Jim Byrd, MS-MVP

In news:08A405EA-252C-40B2-AD03-887FA9E57D97@microsoft.com,

Pat O'Leary <ghoffleith@discussions.microsoft.com> typed:

> Jim: I've been reading your response to Dee. Thanks for taking the
> time to inform us. I will definitely print out your reply. I have a
> thread on "Email Jumps to the Desktop". No one is responding. Would
> you have an answer? I will be typing a message. If I "undo" it (or
> out of the blue) I will find the typed message on my desktop. Email
> is also scanned on the desktop. Would there possibly be a button
> clicked on that shouldn't be or some such abnormality? I am in the
> wrong thread I know. Sorry, Dee. Jim, if you can help, I'd really
> appreciate it. Please reply in my thread. Thanks!

>

> "Jim Byrd" wrote:

>

>> Hi Dee - It sounds like you might need some assistance removing this
>> particular malware.

>>

>> Download HijackThis, free, here:

>> <http://209.133.47.200/~merijn/files/HijackThis.exe> (Always download
>> a new fresh copy of HijackThis [and CWS shredder 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.)

>>

>> Place HijackThis.exe or unzip HijackThis.zip into its own dedicated
>> folder at the root level such as C:\HijackThis (NOT in a Temp folder
>> or on your Desktop), reboot to Safe mode, start HT 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

>>

>>

>> 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>

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>>
>> 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
>> Eric Howes' IESpyAds, SpywareBlaster and SpywareGuard here to help
>> prevent this kind of thing from happening in the future:
>>
>> IESpyads - <https://netfiles.uiuc.edu/ehowes/www/resource.htm>
>> "IE-SPYAD adds a long list of sites and domains associated with
>> known advertisers, marketers, and crapware pushers to the Restricted
>> sites zone of Internet Explorer. Once you merge this list of sites
>> and domains into the Registry, the web sites for these companies
>> will not be able to use cookies, ActiveX controls, Java applets, or
>> scripting to compromise your privacy or your PC while you surf the
>> Net. Nor will they be able to use your browser to push unwanted
>> pop-ups, cookies, or auto-installing programs on your PC." Read
>> carefully.
>>
>> <http://www.javacoolsoftware.com/spywareblaster.html> (Prevents
>> malware Active X installs) (BTW, SpyWareBlaster 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. All three Very Highly
>> Recommended
>>
>> Next, install and keep updated a good HOSTS file. It can help you
>> avoid most adware/malware. See here:
>> <http://www.myvps.org/winhelp2002/hosts.htm> (Be sure it's
>> named/renamed HOSTS - all caps, no extension) Additional tutorials
>> here:
>>
>> <http://www.bleepingcomputer.com/forums/index.php?s=14f3f9225081133297a8acdd11137c5b&showtutorial=>
>> (detailed) and here:
>> <http://www.spywarewarrior.com/viewtopic.php?t=410> (overview)
>>
>>
>>
>> Finally, go to Windows Update and ensure that ALL Critical updates
>> are installed.
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>> --
>> Please respond in the same thread.
>> Regards, Jim Byrd, MS-MVP
>>
>>
>> In news:0b8301c49ccb$3ddfd570$a501280a@phx.gbl,
>> dee <dee@discussions.microsoft.com> typed:
>>> I get a blank page everytime i try to go to my home page
```