

Re: Strange IE problems, Please help!

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6.browser/2004-09/4746.htm>

From: Jan Il (abuse_at_localhost.com)

Date: 09/20/04

Date: Mon, 20 Sep 2004 07:37:29 -0700

Hi Jenn :-)

- > *I did use a different computer to get the programs, that's*
- > *how I ran them all. I'll try CWShredder tonight but to be*
- > *honest I'm not very confident if none of the others did*
- > *anything.*
- > *I can install a backup browser, but that too will have to*
- > *be put on cd and moved to my computer. my browser does not*
- > *work and i cannot download anything.*
- > *Do you have any idea what could be wrong with my browser?*

Yes.....it appears to have been hijacked by a very nasty variant of the CoolwebSearch and other serious malware, and it will not be easy to clean. What is happening is part of how this malware works. It may be one of the variants that continues to replicate itself if not cleaned properly. It is necessary to get the CWShredder removal tool installed on your machine so it can be run to clean your system. If not, your only choice may be to do a complete reformat, or wipe, of your hard drive to remove the malware and then reinstall everything from the ground up. You will also have to back up all your data files before doing so or they will be lost. Please be aware that a reinstall or repair will not get rid of the malware.

I understand this is frustrating for you, and perhaps confusing, however, it may take a bit on both our part, but, I am sure we can get you back up and running again without having to do the extreme once we can get the CWShredder run. :-)

Jan :)

Smiles are meant to be shared,
that's why they're so contagious.

Please reply to the newsgroup so others may benefit.
Replies are posted only to the newsgroup for the benefit or other readers.

How to make a good newsgroup post:

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

microsoft.public.windows.inetexplorer.ie6.browser: Re: Strange IE problems, Please help!

>

>> -----Original Message-----

>> Hi Jenn :-)

>>

>>> Thanks for the tips. I ran Ad-Aware and Spybot, but not
>>> CWShredder, because when I tried to download it, the page
>>> did not work. I also ran Hijackthis. I cleaned
>>> everything up. I also ran winsock fix (i do have win xp)
>>> in case there was a problem with my winsock.dll file.
>>> my IE worked for about 2 minutes, but I still get "not
>>> responding" whenever I try to do anything! Any idea? This
>>> is so frustrating! Thank you.

>>

>> Try downloading the CWShredder from here

>> <http://www.majorgeeks.com/downloadget.php?>

> id=4086&file=2&evp=6742c4ccda2599a3d6c5901960cc6e24

>>

>> If you don't already have a backup browser installed, if you can,
>> download and install Netscape for now so that you can access the
>> necessary websites and download and install the removal programs.

>>

>> Free Netscape -

>> <http://channels.netscape.com/ns/browsers/download.jsp>

>>

>> If you can not download these programs from the Internet, if your PC
>> has CD read capabilities, go to another computer with CD-ROM burning
>> capabilities. Create a folder on the hard drive of the other
>> computer called HOLD, download the programs to that folder, then
>> burn that folder to a CD. Copy the HOLD folder to your HD and then
>> install the programs from there and run them. After you have IE
>> access again, update all programs where possible to get the latest
>> definitions and run them again to be sure there are no lingering
>> items on the system.

>>

>> Please post back here with the results, and if you need help or have
>> questions give a holler back.

>>

>> Jan :)

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>>>> -----Original Message-----

>>>> Hi Jenn :-)

>>>>

>>>> You may have a hijacker, malware, spyware or parasites on your
>>>> system causing this problem. In addition to running your updated
>>>> anti-virus program, you should do the following to be sure none of
>>>> these are present on your system. Some variants of malware can
>>>> replicate themselves over and over if not removed properly. Follow
>>>> all instructions carefully to be sure your system is thoroughly
>>>> cleaned:

>>>>

>>>> Dealing with Unwanted Spyware and Parasites:

>>>> <http://mvps.org/winhelp2002/unwanted.htm>

>>>> Be sure to run CWSredder, Ad-aware and Spybot.

>>>> Also be sure to use the HijackThis. Please do not post your log to
>>>> this newsgroup, but to the SpywareInfo or the Aumha HiJackThis
>>>> forums <http://forum.aumha.org/viewforum.php?f=30>, to allow the
>>>> experts there to evaluate your log and advise you of the necessary
>>>> steps to clean your system.

>>>>

>>>> CAUTION!!!! Before you try to remove spyware using any of the
>>>> programs below, download a copy of LSPFIX from any of the following
>>>> sites: <http://www.cexx.org/lspfix.htm>
>>>> <http://www.spychecker.com/program/winsockxpfix.html>
>>>> (if your OS is Win2k or 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.

>>>>

>>>> Also, get a copy of WINSOCKFIX available at:

>>>> <http://www.spychecker.com/program/winsockxpfix.html>

>>>> and

>>>> WinsockXP Fix- WinXP

>>>> <http://www.spychecker.com/program/winsockxpfix.html>

>>>> Also, with instructions, at

>>>> <http://www.iup.edu/house/resnet/winfix.shtm>

>>>> also

>>>> From LavaSoft- all versions of Windows-

>>>> <http://digital-solutions.co.uk/lavasoft/whndnfix.zip>

>>>>

>>>> and.....

>>>>

>>>> AdAware SE

>>>> <http://www.lavasoftusa.com/support/download/>

>>>> Update immediately after installing before using

>>>>

>>>> Additional information on how to protect your PC:

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>>>> *The Parasite Fight* <http://www.aumha.org/a/quickfix.htm>
>>>> *More security tips at*
> <http://www.aumha.org/a/parasite.htm>
>>>> *Bugs, Glitches & Stuffups:*
>>> <http://www.mvps.org/inetexplorer/Darnit.htm>
>>>>
>>>>
>>>> *If these steps do not resolve your problem, please post back to*
>>>> *this thread with the details and any error messages.*
>>>>
>>>> *Hope this helps*
>>>>
>>>> *Jan :)*
>>>> *Smiles are meant to be shared,*
>>>> *that's why they're so contagious.*
>>>>
>>>> *Please reply to the newsgroup so others may benefit.*
>>>> *Replies are posted only to the newsgroup for the benefit or other*
>>>> *readers.*
>>>>
>>>> *How to make a good newsgroup post:*
>>>> <http://www.dts-l.org/goodpost.htm>
>>>>
>>>>
>>>>
>>>>> *hi,*
>>>>>
>>>>> *My IE 6 has been working fine up until about two weeks*
>>>>> *ago. Suddenly I started getting a ton of pop up ads (which*
>>>>> *Google toolbar always did a terrific job of blocking), and*
>>>>> *this message would pop up that said something*
>>>>> *about "Advanced INF installer needs to restart your*
>>>>> *computer." I always clicked on no. I tried running ad-*
>>>>> *aware, and removed what it found, but that did not help. I*
>>>>> *ran Sym. Anti virus but it didn't find any viruses. I also*
>>>>> *tried un-installing this Advanced INF program, but it*
>>>>> *keeps coming back.*
>>>>>
>>>>> *Now, my IE will not work. Whenever I open it, it is very*
>>>>> *very slow and often freezes ("not responding). Friday*
>>>>> *night I thought, maybe it's a network issue and I switched*
>>>>> *the cable for my computer from one port in my router to*
>>>>> *another. that night IE worked great! It never froze and*
>>>>> *all the pages loaded quickly. But Saturday morning when I*
>>>>> *tried to use it again, it went back to the same old*
>>>>> *freezing/slow loading (it mostly just freezes). I tried*
>>>>> *to re-install IE6, but after downloading and trying to run*
>>>>> *setup I got this message: "The procedure entry point*
>>>>> *InternetGetConnectedState could not be located in the*
>>>>> *dynamic link library wininet.dll."*
>>>>>

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>>>>> *Does anybody have any idea why my IE is no longer working*
>>>>> *and what I can do to remedy this situation? I'm very*
>>>>> *frustrated and missing my computer. Any advice would be*
>>>>> *greatly appreciated, thank you very much.*
>>>>> *Jenn*
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