

Re: ddraw.dll error followed by iexplore closedown

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6.browser/2005-05/msg0079>

- *From:* "Jan II" <abuse@xxxxxxxxxxxxxx>
 - *Date:* Mon, 9 May 2005 15:13:14 -0400
-

Hi flusters :-)

Win 98:

Pocket Killbox: Scroll down to Killbox here: 95-XP
<http://forums.subratam.org/index.php?showtopic=2681>

BHODemon: Read the information at this download site:
<http://www.majorgeeks.com/download3550.html>

HiJackThis - Yes, it is safe for Win98 - XP

In spite of the fact that you may have already run SpyBot, AdAware, AVG or others, it is very important that you run them again in Safe Mode according to the instructions. Running them in Safe Mode will insure that some malware and pests cannot use files that are being used by Windows to keep from being detected or removed. Perform all the scanning and removal steps as outlined, as there are some variants that can replicate themselves repeatedly if not removed properly. Please follow all the instructions carefully:

Hope this helps :-)

Jan :)
MS MVP - IE/OE
Smiles are meant to be shared,
that's why they're so contagious.

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How to make a good newsgroup post:
<http://www.dts-1.org/goodpost.htm>

Hi Jan :-)

Wow. Thanks so much. I will work through your suggestions in order.

Incidentally, I run AVG permanently, also with a daily full test and an automatic check for daily updates. Zone Alarms and Spyware Blaster are also running and kept updated. The following are run at least twice a week and are kept updated:-
SpyBot, AdAwareSE, CCleaner, CW Shredder, PCBug Doctor.

However, stupidly, I realise that I have not disabled AVG and ZA when repairing IE6. In addition, I have repaired it from Settings>Control Panel>Add/Remove Programs>MSIE6SP1 and Internet Tools>Repair IE. Will follow your suggestion to the letter - also with the reinstallation of DirectX 9.
This is my stupidity, could be the cause of the problem.

Presume BHO Demon, PocketKillbox and HiJackThis will all run with Win98SE and not cause conflicts with any of my existing programs.

Really appreciate your guidance and help.

Flusters:-)

"Jan Il" <abuse@xxxxxxxxxxxxxxxx> wrote in message
<news:uP7xH9KVFHA.544@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>

Hi flusters :-)

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It is possible that this file has become corrupted and needs to be

replaced.

Try reinstalling the DirectX, if possible. See the information here:
<http://www.computerhope.com/directx.htm#a10>

also...

How to Repair Windows 98

Be sure that your AV and firewall is disabled before starting:

The Internet Explorer Repair Tool
http://inetexplorer.mvps.org/answers_5.htm#repair_tool
or
Quick Repairs for Windows 98
<http://www.mvps.org/serenitymacros/repair.html>

and....

If you have not already done so, then you might try a repair of IE6 as follows:

<http://support.microsoft.com/default.aspx?scid=http://support.microsoft.com>

or
<http://snipurl.com/6s3r>

It is also possible that you have scumware on your system that can cause this problem. In addition to updating and running your AV, download,

install

and run the programs below in Safe Mode with Hidden Files enabled. This will remove the nasty you have and any others it may have let in the back

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door. Some malware can replicate itself repeatedly if not removed

properly,

so run them again according to the information below so that Windows is

not

operating to hide any files 'in use' Follow all instructions carefully:

First, Clear the TIF's and empty the recycle bin:

<http://www.mvps.org/winhelp2002/delcache.htm>

Also&empty your Recycle bin.

Then do the following:

WARNING>>>> Backup all documents and files before removing any spyware!!

How to properly scan for scumware (read first, if possible)

<http://aumha.org/forum/viewtopic.php?t=5878>

Download and install BHODemon from

<http://www.definitivesolutions.com/bhodemom.htm>

Your problem may be caused by a bad BHO.

Most importantly, download install and run CWSredder here

<http://www.majorgeeks.com/download3019.html>

and About Buster, which searches for hidden .dlls that recreate the

malware.

<http://www.majorgeeks.com/download4289.html>

Then visit these two sites to test for parasites and help basic cleaning:

On-Line Check

<http://aumha.org/a/noads.htm>

and

Quick-Fix Protocol.

<http://aumha.org/a/quickfix.php>

Basically, throw everything here at your "infection".

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Then download, install and immediately update these three programs before running:

AdAware SE - Update immediately after installing

<http://www.download.com/3000-2144-10045910.html?part=69274&subj=dlpage&tag>

AdAware Tutorial -

<http://www.bleepingcomputer.com/forums/index.php?showtutorial=48>

SpyBot S &D - Update immediately after installing

<http://www.majorgeeks.com/download2471.html>

SpyBot S&D Tutorial -

<http://www.bleepingcomputer.com/forums/index.php?showtutorial=43>

Microsoft Windows Antispyware Program (Beta)

<http://www.microsoft.com/athome/security/spyware/software/default.mspx>

Also download, install and run CWSredder:

<http://www.majorgeeks.com/downloadget.php?id=3019&file=11&evp=9e0433de9f8f>

Next, do an Online scan here (if possible) -

http://www.pandasoftware.com/activescan/com/activescan_principal.htm

Make sure that you choose "fix" or "clean".

Download PocketKillbox from

<http://www.thespykiller.co.uk/files/killbox.exe>

and put it on the desktop where you can find it easily

Download, install, and run HiJackThis - it is one of the most important tools to help clean your system of scumware. Follow the instructions carefully:

How to download and install HiJackThis: (it does not need to be updated)

<http://www.bleepingcomputer.com/forums/topict309.html>

Please DO NOT post your log to this newsgroup. It is important that you

go

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to one of the HiJackThis Support Forums below and allow the experts there to analyze it for you.
AumHa HiJackThis Forum
<http://forum.aumha.org/viewforum.php?f=30>
or Bleeping Computer Forum
<http://www.bleepingcomputer.com/forums/forum22.html>
to allow the experts there to evaluate your log and advise you of any necessary steps to clean your system.
(Note: You will have to Register before posting on these Forums. Please follow all posting instructions carefully to avoid having your log deleted or ignored.)

Also, please post a link to the forum where you post your HJT log back to this thread so that we can follow your progress there.

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/winsockxpfif.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.

You should also get a copy of WINSOCKXPFIF available at:
<http://www.spychecker.com/program/winsockxpfif.html>
and

WinsockXP Fix- WinXP

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

with instructions, at

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

also... From LavaSoft- all versions of Windows-

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

(NOTE: It is reported that in XP SP2, the command netsh winsock reset will fix this problem without the need for these programs.)

or Winsock Fix Utility

<http://www.dfwonline.net/files/WinsockFix.zip>

How to Restart in Safe Mode

<http://servicel.symantec.com/SUPPORT/tsgeninfo.nsf/docid/2001052409420406>

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How to Show Hidden Files
<http://snipurl.com/6rl8>

Hope this helps :-)

Jan :)
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How to make a good newsgroup post:
<http://www.dts-l.org/goodpost.htm>

> Hi Jan :-)
>
> Unfortunately it does not appear to be the answer as I am running

DirectX

> 9.0c. But thanks anyway for the idea.
>
> Flusters :-)
>
> "Jan Il" <abuse@xxxxxxxxxxxxxxx> wrote in message
> news:uvo%23xSJVfHA.928@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
>> Hi flusters :-)
>>
>> Check the information here and see if it helps:
>>
>> Ddraw.dll May Cause an Error Message
>> http://www.kbalertz.com/kb_0317814.aspx
>>
>> Hope this helps :-)
>>
>> Jan :)
>> MS MVP - IE/OE
>> Smiles are meant to be shared,
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>> readers.
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>>
>>
>> > Can anyone help me please? I am running Win98SE and IE6 without

problem

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>> > until past 24 hours.
>> >
>> > When running IE6, I receive message popup
saying MS error. This >> > error
>> > report
>> > sent to MS says it occurs in "iexplore.exe
ddraw.dll 6.0.2800.1106
>> > mod.ver.
>> > 4.9.0.904 offset:0002d3fa".
>> > I send the error report and this is followed
by another close
>> > down/error
>> > message as follows:
>> >
>> > "IEXPLORE executed an invalid instruction in
>> > module <unknown> at 0000:83a7a2e0.
>> > Registers:
>> > EAX=000000b7 CS=00bf EIP=83a7a2e0
EFLGS=00010206
>> > EBX=80a0169c SS=00b7 ESP=80a01690 EBP=80a0169c
>> > ECX=206f06bc DS=00b7 ESI=809f3850 FS=4e1f
>> > EDX=000083a7 ES=00b7 EDI=83a7a2e0 GS=0000
>> > Bytes at CS:EIP:
>> > ff ff ff ff ff ff ff ff ff ff ff ff ff ff
ff
>> > Stack dump:
>> > 809876ba 809f3850 206f06bc 00000000 0000cde6
0c5f0016 00000000
```

00200040

```
>> > 00000000 0000001e 00000001 0000524c 00000004 00800000 32534753
>> > 00000040"
>> >
>> > This has happened four times in 24 hours. Each time, I have repaired
>> > IE6
>> > and
>> > restarted.
>> >
>> > Any ideas on the solution?
>> >
>> > Thanks
>> >
>> > Flusters
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>> >
```

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