

Re: Some images displayed while others are notHelp!

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Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6.browser/2006-01/msg0200>

- *From:* "Jan II" <abuseSPAM@xxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Tue, 31 Jan 2006 11:27:54 -0500
-

Hi storm :-)

Thank you for the updates. You are doing a great job on your detective work. As you are finding out, it often takes more than one or two programs to find the various variants of some malware, Trojans, spyware, as there are new variants from mutations and those newly introduced into the cyber world. And, often the removals are not easy.

Thank you for posting your continued updates and references for us to follow your progress, and for the benefit or other readers who may have a similar problem and may also learn from your experience.

Jan :)

MS MVP – IE [DTS/AumHa]

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

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 Jan

> This is just an update, I have posted another post in a different thread

> in

> the same forum as the above forum. I was finally able to run a antivirus

> scan

> with another program that found a Trojan Virus. Here is the link to my new

> post

>

> <http://forums.spywareinfo.com/index.php?showtopic=68279>

>

> This is the site that I ran a virus scan using their free online scanner

>

> <http://www.kaspersky.com/virusscanner>

>

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> This was the only virus scan that I have run either from a downloaded
> program or a free online scanner that actually detected something. I dont
> know if it is what is causing my problem but I am waiting to hear back
> from
> one of the helpers on the forum as to how I would remove the 2 infected
> files
> as the Kaspersky and Symantec websites did not have any removal tools for
> it.
> After running the Kaspersky scan I also ran additional scans again at
> Trend
> Micro, and in safe mode with my antivirus, spybot s & d and ad-aware and
> again this programs did not detect anything.
>
> "storm" wrote:
>
>> Hi Jan,
>> I was wondering if you could tell me what you see in my log as I only
>> saw 2
>> or 3 things that I did not recognize, 1 being an active x control call
>> spybouncer that I dont know and upon checking on it in the manage add ons
>> option, found it to be unsigned so I promptly disabled it, 1 is a start
>> up
>> file called PCTVOICE or something like that, and another is one that says
>> "files are missing" at the end of it. I have tried to repair IE but I am
>> unable to as it keeps asking me to insert the Win Xp pro with sp2 disk
>> and I
>> do not have the Win XP pro disk with sp2, all I have is a restore disk
>> with
>> sp1 on it and it wont accept that, I get an error message stating I have
>> inserted the incorrect disk (laptop was given to me from a friend who
>> got it
>> second hand as part of a trade in on his desk top but didnt need it and
>> the
>> original disk was not included when he received it) There are some other
>> files in the start up menu that I dont recognize but they are from
>> microsoft
>> and I guess that is where they belong, I am pretty knowledgable about
>> which
>> files and stuff should or should not be there but with the microsoft
>> files I
>> guess I dont recognize them since this is a pro version and I have always
>> used win 98SE or Win Xp home so I know what those start up files looked
>> like.
>>
>> "Jan II" wrote:
>>
>>> Hi storm :-)
>>>
>>>> Hello Jan,
>>>>
>>>> I know they are very busy, there is a link on the thread where I

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>>>> posted my
>>>> HJT log that tells you that if you dont get a response to your
>>>> problem
>>>> after
>>>> 3 days or more to notify them in another thread. This problem has to
>>>> be
>>>> caused by some type of malware, maybe something so new nothing is
>>>> detecting
>>>> it yet, as I have tried using MSN explorer and Netscape and I have
>>>> the
>>>> same
>>>> problem with them as well so what ever is causing this to happen is
>>>> not
>>>> isolated to just Internet Explorer.
>>>
>>> I took a look at your log and although I am not an expert at analyzing
>>> the
>>> logs, there were a few things that were pretty obvious. There are
>>> likely
>>> more that my yet untrained eye does not recognize. And yes, if the
>>> other
>>> browsers are having the same problem, then it is most likely not just
>>> an IE
>>> related problem. I'll monitor the link so I can follow along.
>>>
>>> Jan :)
>>> MS MVP – IE [DTS/AumHa]
>>> Smiles are meant to be shared,
>>> that's why they're so contagious.
>>>
>>>
>>>>
>>>> "Jan II" wrote:
>>>>
>>>>> Hi storm :-)
>>>>>
>>>>> Thank you for the update and the link. The folks at the forums are
>>>>> very
>>>>> busy, as you can imagine, and they may take a day or more to get to
>>>>> you,
>>>>> so
>>>>> please be patient. If there is anything ugly causing the problem
>>>>> that
>>>>> may
>>>>> not have been found by these other programs, then I am sure they
>>>>> will be
>>>>> able to help you find it and get rid of it. You may have a Trojan
>>>>> or
>>>>> other
>>>>> more malicious variant and it will take a different type of program
>>>>> to

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>>>> remove it. So, let's see what they come up with and recommend.
>>>>
>>>> Hope this helps.
>>>>
>>>> Jan :)
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>>>> Smiles are meant to be shared,
>>>> that's why they're so contagious.
>>>>
>>>> Replies are posted only to the newsgroup for the benefit or other
>>>> readers.
>>>> How to make a good newsgroup post:
>>>> <http://www.dts-1.org/goodpost.htm>
>>>>
>>>>
>>>>> Hello Jan,
>>>>>
>>>>> Thank you for your suggestions, I ran a scan last night with
>>>>> HiJackThis, a
>>>>> scan this morning with Trend Micro which came up clean and ran
>>>>> scans in
>>>>> safe
>>>>> mode with SpyBot, Ad-Aware, and my Antivirus and all came up clean
>>>>> yet
>>>>> the
>>>>> problem persists. The link to my thread where I posted my HJT log
>>>>> file
>>>>> came
>>>>> be found here
>>>>> <http://forums.spywareinfo.com/index.php?showtopic=68145>
>>>>>no
>>>>> replys to it yet tho I did post a updated reply letting whoever
>>>>> reads
>>>>> it
>>>>> know
>>>>> that I preformed the scans you suggested with no results. I am at
>>>>> a
>>>>> loss
>>>>> as
>>>>> to how to fix this problem.
>>>>>
>>>>>
>>>>> "Jan II" wrote:
>>>>>
>>>>>> Hi storm :-)
>>>>>>
>>>>>>> You may have a malware variant that can replicate itself over and
>>>>>>> over
>>>>>>> if
>>>>>>> not properly cleaned. I suggest that you do the following:
>>>>>>>

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>>>>> Download, install and run these in Safe Mode with Hidden files
>>>>> enabled:
>>>>>
>>>>> AdAware SE – Update immediately after installing
>>>>> <http://www.download.com/3000-2144-10045910.html?part=69274&subj=dlpage&tag=button>
>>>>> SpyBot S &D – Update immediately after installing
>>>>> <http://www.majorgeeks.com/download2471.html>
>>>>> SpyBot S and D Tutorial
>>>>> <http://www.bleepingcomputer.com/forums/tutorial43.html>
>>>>>
>>>>> How to Restart in Safe Mode
>>>>> <http://service1.symantec.com/SUPPORT/tsgeninfo.nsf/docid/2001052409420406>
>>>>> How to Show Hidden Files
>>>>> <http://snipurl.com/6rl8>
>>>>>
>>>>> Download and install HiJackThis. This step is one of the most
>>>>> important.
>>>>> Follow all instructions carefully. This program should be run in
>>>>> Normal
>>>>> mode. After running the above programs, restart your computer
>>>>> and let
>>>>> it
>>>>> load in a normal manner and then run HTJ from the Icon on your
>>>>> desktop.
>>>>>
>>>>> How to download and install HiJackThis: Win 98-XP
>>>>> http://www.download.com/HijackThis/3000-8022_4-10227353.html
>>>>>
>>>>> Please.. DO NOT post your log HiJackThis log to this newsgroup.
>>>>> It is
>>>>> important that you go 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>
>>>>> <http://castleops.com/forums.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.
>>>>>
>>>>> Please post the link to your post at the forum where you post
>>>>> your log
>>>>> back
>>>>> here in this thread so that we can follow along.

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>>>>>
>>>>> Hope this helps.
>>>>>
>>>>> Jan :)
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>>>>> 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>
>>>>>
>>>>>
>>>>> "storm" <stormdancer_36@xxxxxxxx> wrote in message
>>>>> <news:A2D5BA0C-EC3B-4B88-BE8F-E0CCD581240A@xxxxxxxxxxxxxxxxxxxx>
>>>>> > Ok I had this problem fixed or so I thought. I had used system
>>>>> > restore
>>>>> > to
>>>>> > fix
>>>>> > it twice but it keeps coming back. To determine what is causing
>>>>> > this
>>>>> > to
>>>>> > happen I have disabled .. my pop up blocker, my firewall, my
>>>>> > antivirus,
>>>>> > my
>>>>> > spyware program and have changed my internet options for
>>>>> > security
>>>>> > and
>>>>> > privacy
>>>>> > to the lowest settings. The only thing I havent done is disable
>>>>> > java.
>>>>> > With
>>>>> > everything disabled and set at the minimum settings, I am still
>>>>> > getting
>>>>> > images that will appear on pages while other images on the same
>>>>> > page
>>>>> > will
>>>>> > not, they either appear as red x's or have a message that says
>>>>> > "the
>>>>> > page
>>>>> > cannot be displayed" most of the images that I seem to have
>>>>> > this
>>>>> > problem
>>>>> > with
>>>>> > are animated rotating images or ads/ banners on webpages. Its
>>>>> > not
>>>>> > happening
>>>>> > on specific web sites, its happening on all websites that I go
>>>>> > to

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>>>>>> including
>>>>>> msn.com, microsoft.com, pogo.com, google.com, yahoo.com and any
>>>>>> other
>>>>>> site
>>>>>> I
>>>>>> go to. Java has been uninstalled and reinstalled several times,
>>>>>> I
>>>>>> have
>>>>>> uninstalled java and gone to these sites to see if it was a
>>>>>> java
>>>>>> problem
>>>>>> but
>>>>>> of course anything needing java is not showing up as well as
>>>>>> the
>>>>>> same
>>>>>> images
>>>>>> that dont show up with it installed. At this point I dont have
>>>>>> any
>>>>>> more
>>>>>> ideas
>>>>>> on how to fix this. I have been reading alot of other posts
>>>>>> that
>>>>>> seem
>>>>>> to
>>>>>> be
>>>>>> having the same problem so now I am beginning to wonder if its
>>>>>> not
>>>>>> some
>>>>>> kind
>>>>>> of malware that hasnt been detected yet since all virus scans
>>>>>> and
>>>>>> spyware
>>>>>> scans come up clean. Hope someone can help me get this fixed.
>>>>>>>
>>>>>>> "storm" wrote:
>>>>>>>>
>>>>>>>>> I am running win xp home on a Dell C400 Latitude laptop with a
>>>>>>>>> Mobile
>>>>>>>>> Intel
>>>>>>>>> Pen 3 CPU-M, 1000Mhz, 256 mb ram. I use Microsoft AntiSpyware,
>>>>>>>>> Microsoft
>>>>>>>>> Firewall and use eTrust Anti Virus. I also have Yahoo tool bar
>>>>>>>>> which
>>>>>>>>> is
>>>>>>>>> disabled and Yahoo companion has been uninstalled, Macromedia
>>>>>>>>> flash
>>>>>>>>> and
>>>>>>>>> shockwave were uninstalled and reinstalled serveral times as
>>>>>>>>> was
>>>>>>>>> Sun
>>>>>>>>> Java.

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>>>>>>> The problem I am having is with every web page I go to
>>>>>>> including
>>>>>>> Microsoft.com, some images will appear on my screen but others
>>>>>>> on
>>>>>>> the
>>>>>>> same
>>>>>>> page will not. I either get the famous red x's and/or "The
>>>>>>> page
>>>>>>> cannot
>>>>>>> be
>>>>>>> displayed" error message. This has been happening for the past
>>>>>>> 3
>>>>>>> days.
>>>>>>> I
>>>>>>> do
>>>>>>> not have Toggle Images.exe installed, all security and privacy
>>>>>>> settings
>>>>>>> in
>>>>>>> Internet Options are set at the default settings of medium, I
>>>>>>> use
>>>>>>> MSN
>>>>>>> dial up
>>>>>>> for my ISP which does have web accelerator available for
>>>>>>> download
>>>>>>> but
>>>>>>> I
>>>>>>> have
>>>>>>> not downloaded it. I have tried to fix the problem by using
>>>>>>> the
>>>>>>> suggestions
>>>>>>> in <http://support.microsoft.com/?kbid=283807> but these
>>>>>>> suggestions
>>>>>>> have
>>>>>>> not
>>>>>>> worked either. I am at my wits end! I have run virus and
>>>>>>> spyware
>>>>>>> scans
>>>>>>> with
>>>>>>> my installed programs and free ones offered by other sites and
>>>>>>> all
>>>>>>> come
>>>>>>> up
>>>>>>> clean. Why all of a sudden does it appear as if I have an ad
>>>>>>> blocker
>>>>>>> turned
>>>>>>> on? Does Microsoft's Firewall or AntiSpyware have an ad
>>>>>>> blocker
>>>>>>> that I
>>>>>>> havent
>>>>>>> found yet? Can anyone help me get this fixed? Thanks for any
>>>>>>> assistance

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