

Re: cannot receive or send emails

Source:

http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6_outlookexpress/2004-07/3

From: PA Bear (PABear_at_mvps.org)

Date: 07/22/04

Date: Wed, 21 Jul 2004 20:22:29 -0400

Always post back to your original thread, Holly.

With NAV's LiveUpdate not working, your problem is probably related to a hijacker or Trojan. Check your system for "hijackware":

Help with Hijackware

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

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

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

<http://inetexplorer.mvps.org/Darnit.htm>

CoolWebSearch Chronicles

<http://www.spywareinfo.com/~merijn/cwschronicles.html>

Run these tools in the following order with nothing else running in background:

1. CWSshredder (fix all found)
2. Ad-Aware (fix all found)
3. Spybot (RTFM but generally fix everything in red)

Important: You *must* seek updates for Ad-Aware, Spybot, etc., before each and every use, even "right out of the box". But even they can't catch everything, 24/7. When all else fails, HijackThis

(<http://www.spywareinfo.com/~merijn/files/HijackThis.exe>) is the preferred tool to use. It will help you to both identify and remove any hijackware/spyware. ****Post your files to <http://forums.spywareinfo.com/> or <http://forum.aumha.org/viewforum.php?f=30> for expert analysis, not here.****

[Alternate download pages for many of the above tools may be found at <http://aumha.org/a/parasite.htm>.]

Also:

1. Download and run Stinger (<http://vil.nai.com/vil/stinger/>); then...

microsoft.public.windows.inetexplorer.ie6_outlookexpress: Re: cannot receive or send emails

2. Update your virus definitions, enable Show Hidden Files

(<http://service1.symantec.com/SUPPORT/tsgeninfo.nsf/docid/2002092715262339>)

and then run a full system scan in Safe Mode

(<http://service1.symantec.com/SUPPORT/tsgeninfo.nsf/docid/2001052409420406>)

with nothing else running in background. Note the files identified and removed then find the corresponding page for the file at your AV maker's online support pages (e.g.,

<http://securityresponse.symantec.com/avcenter/venc/data/adware.winfavorites.html>)

and follow all Removal steps.

WinXP Only (WinME similar): If this scan finds anything, create a new Restore Point then Disk Cleanup > More options > Delete all but the most recent Restore Point.

3. Check in at Windows Update.

So How Did I Get Infected Anyway?

<http://boards.cexx.org/viewtopic.php?t=957>

--

HTH - Please Reply to This Thread

~Robear Dyer (PA Bear)

MS MVP-Windows (IE/OE), AH-VSOP

AumHa Forums

<http://forum.aumha.org>

What You Should Know About Spyware

<http://www.microsoft.com/mscorp/twc/privacy/spyware.mspx>

Holly Robertson wrote:

> Hi I had a reply back yesterday from Jim Pickering
> regarding this major problem i am having with my e-mail.I
> kept getting an error msg appearing reading "Msimn.exe has
> generated errors and will be closed by Windows.You will
> need to restart the program.An error log is being created".
>

> I was advised by Microsoft to follow the steps to Ensure
> the DBX Files are not 'read only' and also to Regenerate
> the Identities Registry Key.

> I have followed these steps and still cannot send or
> receive e-mails.When i go into the registry now,under
> HKEY_CURRENT_USER there are a few folders one of them
> being 'Identities'.This Identites folder also is in 'My
> Documents' and is a icon on Desktop???I am a little unsure
> whether i have done the correct thing or not???

>

> I am using Windows 2000 Pro.

>

> I had Symantec Anti - Norton virus installed but i spoke
> to them and they advised me to uninstall it as my Live
> Update was not working either and reinstall once i have
> fixed this e-mail problem,could this have anything to do
> with not being able to do anything with e-mails????

>

> Any help or advise would be much appreciated.

>

> Thnks,

> Holly

Re: cannot receive or send emails