

Procedure for Removing Spyware and Resolving Firewall issues

Service Pack 2 (SP2) for Windows XP has kindly integrated both a firewall and pop-up blocker. Both can be easily turned off from the firewall icon that sits in the system tray (bottom right corner). The pop-up blocker is integrated with the Internet Explorer (IE) browser as a new button on the toolbar that can be toggled.

The inability to type in the "Reply" box from within a "Discussion Thread" can be caused by (1) Incorrect browser settings; (2) A firewall issue; or (3) "Spyware" programs. These little insidious programs are downloaded to the user's computer from what seem to be innocent offers to speed up the user's computer, get free music, etc. What the programs really do is pass information back to the host regarding your surfing habits, etc.

There are three steps you can take to remove Spyware programs:

Step One: If the user feels uncomfortable with trying to troubleshoot and remove programs, have them download and install Netscape (if they don't already have it). The website is: <http://www.netscape.com>. If Netscape doesn't improve the situation, the user will need to use Netscape for Step Three.

Step Two:

Most Spyware can be removed by going to the **Control Panel >**

Add Remove / Programs. Search for and remove Spyware programs listed below (Note: this is by no means a complete list for like viruses new Spyware comes out every day!) After these programs have been removed, reboot the computer.

- | | |
|------------------------------|---|
| ➤ Alexa (through 5.0) | ➤ HotBar |
| ➤ Attune | ➤ Interstitial AdDelivery by Ncase |
| ➤ Aureate (1.0 2.0 and 3.0) | ➤ Ipswitch for WS_FTP |
| ➤ Comet Cursor (through 3.0) | ➤ MarketScore |
| ➤ Cydoor | ➤ mjuice |
| ➤ Doubleclick | ➤ newdotnet |
| ➤ DSSAgent | ➤ Offer Companion (associated with Gator) |
| ➤ EzUla | ➤ OnFlow |
| ➤ EverAd | ➤ savenow |
| ➤ Expedioware | ➤ TimeSink (through 5.0) |
| ➤ Flyswat | ➤ Transponder |
| ➤ Fonesync | ➤ Web3000 |
| ➤ Gator | ➤ Webcelerator |
| ➤ Gratisware | ➤ Webhancer |

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Step Three: Some of the more sophisticated **Spyware** programs won't let you go to the websites that have **programs/utilities** to remove them through an infected browser. The newly downloaded version of Netscape comes in handy for this step. There are three popular utilities to try:

1. Have them go to <http://www.kephyr.com> and download Bazooka. Run the program and reboot. It might take several times to get rid of everything.
2. There's another website <http://www.safer-networking.org/> where you can find another utility called Spybot, which will do the same thing.
3. And finally: <http://www.lavasoftusa.com/software/adaware/> to download and run Ad-Aware.

After one of the above programs has been downloaded, installed, and run, reboot the computer.

Popup blocker may be installed on the computer. While these are not necessarily bad programs, they will prevent certain functions of Vista from working. The popup blockers can be downloaded from the web, but also can be associated with a Firewall. Here's a list of some of the user firewalls that might have popup blockers (those installed by a single user, and are not associated with a company firewall):

- Black Ice
- WinProxy
- WinGate
- SyGate

With regards to a firewall, you might have to list **UmassOnline.net** as a trusted site and add the following address - URL address is: <http://amherst.umassonline.net>

It may be necessary to disable their firewall temporarily in order to troubleshoot this issue. If, when the firewall is disabled - the problem actions are resolved - then the issue resides with the firewall and you should work with the firewall support staff to resolve this problem. **Ports that need to be opened: 80 and 2304** (chat).

Java Script and **Java** may need to be enabled in order to run specific tasks. Also, if necessary it may be required that the most recent version of Java has been downloaded and is installed. To determine whether your version of java is up to date go to: <http://java.com/en/download/help/testvm.jsp>