

Forum:[Hack Forums](#)

Thread: [Task Manager and Regedit not starting up](#)

Sywren - February 5, 2019, 1:47 pm

Task manager and regedit aren't opening. No error is coming up. Already tried restarting my pc.

I ran a windows defender scan and nothing came up.

5chn4pp - February 5, 2019, 1:54 pm

(Feb 5, 2019 02:47 PM)Sywren Wrote: [\[CITE\]](#) Task manager and regedit aren't opening. No error is coming up. Already tried restarting my pc.

I ran a windows defender scan and nothing came up.

I can help you with that:

Please download [Farbar Recovery Scan Tool](#) and save it to your Desktop.

Note: You need to run the version compatible with your system. If you are not sure which version applies to your system download both of them and try to run them. Only one of them will run on your system, that will be the right version.

Right click to run as administrator. When the tool opens click Yes to disclaimer.

Press Scan button, do not change any settings.

It will produce logs called FRST.txt and Addition.txt in the same directory the tool is run from.

Please copy and paste the logs to [pastebin.com](#) and post the url back here.

Sywren - February 5, 2019, 2:02 pm

(Feb 5, 2019 02:54 PM)5chn4pp Wrote: [\[CITE\]](#) I can help you with that:

Please download [Farbar Recovery Scan Tool](#) and save it to your Desktop.

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<https://pastebin.com/NHeqPjZs>

5chn4pp - February 5, 2019, 2:13 pm

(Feb 5, 2019 03:02 PM)Sywren Wrote: [\[CITE\]](#) <https://pastebin.com/NHeqPjZs>
I'll also need the Addition.txt to fully remove the malware.

Sywren - February 5, 2019, 2:32 pm

(Feb 5, 2019 03:13 PM)5chn4pp Wrote: [\[CITE\]](#) I'll also need the Addition.txt to fully remove the malware.

<https://pastebin.com/uY6GnU57>

5chn4pp - February 5, 2019, 2:44 pm

(Feb 5, 2019 03:32 PM)Sywren Wrote: [\[CITE\]](#) <https://pastebin.com/uY6GnU57>
Download [fixlist.txt](#) file and save it to the Desktop.

NOTE: It's important that both files, FRST.exe/FRST64.exe and fixlist.txt are in the same location or the fix will not work.

NOTICE: This script was written specifically for this user, for use on that particular machine. Running this on another machine may cause damage to your operating system

Run FRST/FRST64 and press the Fix button just once and wait.

If the tool needs a restart, please make sure you let the system restart normally. After that let the tool complete its run.

When finished FRST will generate a log on the Desktop (Fixlog.txt). Please copy and paste the log to [pastebin.com](#) and post the url back here.

Sywren - February 5, 2019, 3:10 pm

(Feb 5, 2019 03:44 PM)5chn4pp Wrote: [\[CITE\]](#) Download [fixlist.txt](#) file and save it to the Desktop.

NOTE: It's important that both files, FRST.exe/FRST64.exe and fixlist.txt are in the same location or the fix will not work.

NOTICE: This script was written specifically for this user, for use on that particular machine. Running this on another machine may cause damage to your operating system

Run FRST/FRST64 and press the Fix button just once and wait.

If the tool needs a restart, please make sure you let the system restart normally. After that let the tool complete its run.

When finished FRST will generate a log on the Desktop (Fixlog.txt). Please copy and paste the log to [pastebin.com](#) and post the url back here.

<https://pastebin.com/SybLTqJP>

5chn4pp - February 5, 2019, 10:25 pm

(Feb 5, 2019 04:10 PM)Sywren Wrote: [\[CITE\]](#) <https://pastebin.com/SybLTqJP>
How about now? Can you access Task manager now?

Please download [RogueKiller](#) and save it to your desktop.Quit all running programs.

Right-click on the program and select Run as Administrator to start and when prompted allow it to run.

Read and accept the EULA (End User License Agreement)

Click Scan to scan the system.

When the scan completes select "Report", a log will open. Close the program > Don't Fix anything!

Post the contents of the log in your next reply.

Sywren - February 12, 2019, 1:20 pm

(Feb 5, 2019 11:25 PM)5chn4pp Wrote: [\[CITE\]](#) How about now? Can you access Task manager now?

Please download [RogueKiller](#) and save it to your desktop. Quit all running programs.

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Read and accept the EULA (End User License Agreement)

Click Scan to scan the system.

When the scan completes select "Report", a log will open. Close the program > Don't Fix anything!

Post the contents of the log in your next reply.

RogueKiller Anti-Malware V13.1.4.0 (x64) [Feb 4 2019] (Free) by Adlice Software

mail : <https://adlice.com/contact/>

Website : <https://adlice.com/download/roguekiller/>

Operating System : Windows 10 (10.0.17134) 64 bits

Started in : Normal mode

User : yousef [Administrator]

Started from : C:\Program Files\RogueKiller\RogueKiller64.exe

Signatures : 20190204_072850, Driver : Loaded

Mode : Quick Scan, Scan -- Date : 2019/02/12 16:13:29 (Duration : 00:00:29)

Switches : -refid 3

Processes

Process Modules

Services

Tasks

Registry

>>>>> O4 - Run

[PUP.WebCompanion|PUP.Gen1 (Potentially Malicious)] (X64)

HKEY_USERS\S-1-5-21-2083272560-3757559252-2022931987-1001\Software\Microsoft\Windows\CurrentVersion\Run\Web Companion -- C:\Program Files (x86)\Lavasoftware\Web Companion\Application\WebCompanion.exe --minimize (missing) -> Found

[PUP.WebCompanion|PUP.Gen1 (Potentially Malicious)] (X86)
HKEY_USERS\S-1-5-21-2083272560-3757559252-2022931987-1001\Software\Microsoft\Windows\CurrentVersion\Run|Web Companion -- C:\Program Files (x86)\Lavasoft\Web Companion\Application\WebCompanion.exe --minimize (missing) -> Found
>>>>> O23 - Services
[PUP.Gen0 (Potentially Malicious)] (X64)
HKEY_LOCAL_MACHINE\System\ControlSet001\Services\WCAssistantService -- (Lavasoft Limited) "C:\Program Files (x86)\Lavasoft\Web Companion\Application\Lavasoft.WCAssistant.WinService.exe" -> Found

WMI

Hosts File

Files

Web browsers

5chn4pp - February 12, 2019, 1:34 pm

(Feb 12, 2019 02:20 PM)Sywren Wrote: [\[CITE\]](#) RogueKiller Anti-Malware V13.1.4.0 (x64) [Feb 4 2019] (Free) by Adlice Software

I recommend that you uninstall the following programs using your control panel:

Search the Web - Yahoo
Web Companion - Lavasoft

Also, can you access task manager and regedit now?

Sywren - February 12, 2019, 1:54 pm

(Feb 12, 2019 02:34 PM)5chn4pp Wrote: [\[CITE\]](#) I recommend that you uninstall the following programs using your control panel:

Search the Web - Yahoo
Web Companion - Lavasoft

Also, can you access task manager and regedit now?
yeah

5chn4pp - February 12, 2019, 3:00 pm

(Feb 12, 2019 02:54 PM)Sywren Wrote: [\[CITE\]](#) yeah

Alright, now do a last scan with FRST. Make sure to check the "addition.txt" box when you run the scan.

Then paste the FRST.txt and Addition.txt logs back here.