Uninstalling Netintelligence

What is Netintelligence

Netintelligence is not malware; Netintelligence provides webfiltering protection when connected to the internet.

Netintelligence is found on computers that are/were used by educational institutions to help with the education of children. As such it was important to the educational institution to block access to undesirable content on the internet for the welfare of the child.

However, when these computers are repurposed the presence of NetIntelligence becomes a nuisance.

The Intended Way to uninstall Netintelligence

Netintelligence can be uninstalled using "Remove a Program" from your Windows Control Panel:

> Go to Start -> Control Panel -> Remove a program (Add or Remove Programs in Windows XP) -> Select Netintelligence from the list and double click it using the left mouse button.

When uninstalling Netintelligence, you will be prompted for your uninstall password. The uninstall password can be obtained by double clicking on the Netintelligence Icon on your desktop and logging in to your online control panel.

However, it is almost certain that you are reading this guidance because you do not have the uninstall password and do not have anyway to log into the Netintelligence online control panel to obtain the password.

Uninstalling Netintelligence

Uninstalling Netintelligence without the uninstall password is difficult because it is designed to reinstall itself. However, you should be able to remove all traces of Netintelligence as follows:

Part 1:   AutoRuns

> Download 'AutoRuns' from:

> > http://technet.microsoft.com/en-us/sysinternals/bb963902.aspx

> Unzip and extract files

> Right click 'autoruns.exe' and select 'Run as administrator'

> A window will be displayed showing a large number of tabs. The tab you want is 'Everything' (this will be preselected). The 'Everything' tab will show a list of files. Delete any entry that is identifiably related to Netintelligence.

> Go to the 'Users' tab. Go though each of the users, deleting the files that are from 'NetIntelligence'

or have the tree icon.

(For me this did not remove Net Intelligence in its entirety but it was much less intrusive. I may not have deleted all necessary entries (probably an entry that was not apparently related to Netintelligence had been left behind). However. Netintelligence did not appear to restoring itself.)

Part 2   Linux Live CD

Still unable to uninstall NetIntelligence in Program Files so deleted program folder from a Linux Live CD (I used Knoppix).

(This seemed to get rid of any current operational aspect of NetIntelligence but parts of NetIntelligence where still present on the system.)

Part 3:   service.msc

NetIntelligence comprises two services which act together to reinstall/restart if the other breaks. These services are called 'Netintelligence Client' (may not be exact wording) and 'Service Monitor'.

You need to open 'services.msc' and disable both services quickly, as they check with eachother every 20 seconds or so.

Go to Start button and click on the search programs and files. Type 'C:\Windows\System32' and press 'ok'.

In the 'System32' folder you can find 'services.msc'.

Right click 'services.msc' and select 'Run as administrator'

Find 'Netintelligence Client' and "Service Monitor" and stop these services.

(When I did this 'Netintelligence Client' was already gone but "Service Monitor" was still present).

Find the following files in the 'C:\Windows\System32' and delete them (you can now do this from windows without any difficulty):

        srvmon..exe

        srvmon.startuplog

Part 4:   LSP-Fix

NetIntelligence also has an LSP (Layered Service Provider) in the TCP/IP stack that intercepts URLs and sends them to the service for checking.

Once the 'Netintelligence Client' and 'Service Monitor' services are stopped download 'LSP-fix' from:

        http://www.cexx.org/lspfix.htm

AC 17/10/2013

Unzip and extract files.

Right click 'lispfix.exe' and select 'Run as administrator'

Look for "NIHLP.DLL" (or something very similar to that) and remove it.

(This was already gone by the time I did this and LSP-fix reported no problems find).

The advice I referred to stated: 'After a reboot, NetIntelligece' will be inert and the directory can be deleted'.

Part 4:   Deleting Remaining files

Deleted 'Netintelligence' from 'C:\Windows\ProgramData' (first you will need to go Folder Options in the Control Panel and select 'Show hidden files, folders, and drives' under the View tab).

Delete the 'Netintelligence'vfolder from the 'All Program' on the 'Start Menu'

Part 5:   winsock repair

Run 'cmd' as administrator, type 'netsh winsock reset' and press 'Enter'. This repairs winsock; resets the TCP/IP (networking) stack to it's original state.

(You don't have to leave this step to the end (you might enter this command whenever you think you've made progress), but it is probably to good idea to repeat it as a final step.)

Beware: If you are restoring backed-up data make sure that you are not inadvertently reintroducing 'NetIntelligence'.