

Instructions for removing Webhancer Customer Companion

WebHancer Customer Companion provides a traffic measurement service that uses a client agent installed on user machines that gathers detailed data about sites visited, their performance, and most importantly, what the user actually does while there. WebHancer is [reportedly](#) on ten million user desktops in 192 countries, placed there by partner companies, such as companies that provide free software on the Web. Most users running WebHancer are not aware they are running it, since Webhancer's installation is transparent, bundled with unrelated software. For example, if you download an MP3 player, you may also load the WebHancer agent. AudioGalaxy and Bearshare, which are both post-Napster P2P programs, also install WebHancer.

While installation is transparent, incorrect removal procedures destroy your Internet connection. WebHancer is an ill-behaved LSP component that modifies and corrupts the Winsock Protocol Catalog, such that no other well-behaved LSP (such as Neoteris W-SAM) can load and run correctly. The WebHancer installation process alters critical Registry keys relating to Windows Sockets, causing the system's Internet connection capabilities to break if the user tries uninstalling it.

The running WebHancer process appears on the Task Manager **Processes** tab (press Ctrl+Alt+Delete) as "**Whagent.**" Also, any of the following files in your Windows directory indicate the presence of WebHancer:

- webhdll.dll
- whagent.inf
- whInstaller.exe
- whInstaller.ini

WebHancer's suggested removal method is to make sure WebHancer is installed and then remove it using the Windows Add/Remove Software feature.

To uninstall WebHancer:

1. From the Windows **Start** menu, select **Settings > Control Panel**.
2. Double-click **Add/Remove Programs**.
3. Select the WebHancer application.
4. Click the **Add/Remove** button.
5. After the program is uninstalled, click the **OK** button and then reboot your computer to complete the removal process.

After uninstalling WebHancer and then rebooting your machine, please search for the following files and delete them if found:

- C:\program files\webhancer\programs\sporder.dll
- C:\program files \webhancer\programs\wbhshare.dll
- C:\program files \webhancer\programs\whagent.exe
- C:\program files \webhancer\programs\whagent.ini

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- C:\program files \webhancer\programs\whieh1pr.dll
- C:\program files \webhancer\programs\whieshm.dll
- In the Windows directory (either C:\winnt or C:\windows):
 - webhdll.dll
 - whagent.inf
 - whInstaller.exe
 - whInstaller.ini
- atlansi.dll
- atlunicode.dll
- license.txt
- regwebh.dll
- sporder.dll
- wbhshare.dll
- webhdll.dll
- whAgent.exe
- whAgent.inf
- whAgent.ini
- whiedc.dll
- whieh1pr.dll
- whieh1pr.ini
- whieshm.dll
- whInstaller.exe
- whInstaller.ini
- The WebHancer folder in the Program Files directory. (A sharing violation for wbhshare.dll occurs if you have not rebooted the machine, because the .dll is still loaded. You must reboot before deleting this directory).

After uninstalling WebHancer and then rebooting your machine, please delete any WebHancer Registry keys:

- Any key here: My Computer\HKEY_LOCAL_MACHINE\Software\Webhancer
- HKEY_LOCAL_MACHINE,\software\classes\typelib\{c8cb3870-cdfe-11d3-976a-00e02913a9e0}
- HKEY_LOCAL_MACHINE,\software\classes\interface\{c89435b0-cdfe-11d3-976a-00e02913a9e0}
- HKEY_LOCAL_MACHINE,\software\classes\clsid\{c900b400-cdfe-11d3-976a-00e02913a9e0}
- HKEY_CLASSES_ROOT,\software\microsoft\windows\currentversion\explorer\browser helper objects\{c900b400-cdfe-11d3-976a-00e02913a9e0}

Note:

If W-SAM was installed prior to removing WebHancer from the computer, we recommend that you uninstall the currently installed version of W-SAM before connecting to the IVE again. Then, re-install W-SAM the next time you sign in to the IVE. To remove all traces of W-SAM from your client, please run the samclean.exe utility that is available from the Neoteris Support Site. This removal process requires that you reboot your machine, after which you may connect to the IVE and download and install the new version of W-SAM.