
	AhnLab, Inc.			Core Technology Team
	Category	Version	Issue Date	
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HackShield for Online Game 2.0

Technical Guide

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About This Document

This technical guide has been written for technical support for HackShield for Online Game 2.0.




	AhnLab, Inc.			Core Technology Team
	Category	Version	Issue Date	
	Confidential	1.0	2009-04-09	

Table of Contents

1. INTRODUCTION	5
1.1. FEATURES.....	5
<i>Features from HackShield Pro for Online Game.....</i>	<i>5</i>
<i>New Features</i>	<i>6</i>
1.2. SYSTEM SPECIFICATIONS	7
Software.....	7
Hardware.....	7
Others	7
1.3. FILE TYPES	7
HackShield 2.0 files	7
HackShield update files.....	8
2. SOLVING ERRORS.....	10
2.1. HACKSHIELD INSTALLATION ERROR.....	10
<i>[ErrorCode: 0x00000101] Failed to install HackShield file.....</i>	<i>10</i>
2.2. HACKSHIELD DRIVER ERROR	10
<i>[ErrorCode: 0x00000102] Failed to initialize HackShield driver.....</i>	<i>10</i>
<i>[ErrorCode: 0x00000203 ~ 4] Failed to start HackShield driver</i>	<i>11</i>
<i>[ErrorCode: 0x00010302] Failed to load HackShield driver</i>	<i>11</i>
2.3. HACKSHIELD RUN AUTHORITY ERROR.....	12
<i>[ErrorCode: 0x00000107] Failed to get administrator privilege.....</i>	<i>12</i>
2.4. HACKSHIELD ENGINE EXECUTION ERROR	13
<i>[ErrorCode: 0x00000200] Failed to initialize engine.....</i>	<i>13</i>
2.5. BLUE SCREEN ERROR.....	13
<i>Blue Screen error when starting or executing game.....</i>	<i>13</i>
2.6. CRASH ERROR.....	14
<i>Error message when starting or running game</i>	<i>14</i>
3. SOLUTION FOR HACKING DETECTION.....	15
3.1. DEBUGGING/DEBUGGING DETECTION	15
<i>[ErrorCode: 0x00000105] Debugger detected.....</i>	<i>15</i>
<i>[ErrorCode: 0x00010307 ~ 8] Debugging attempt detected.....</i>	<i>15</i>
3.2. HACKSHIELD FILE MANIPULATION DETECTION.....	16
<i>[ErrorCode: 0x010701 ~ 3] HackShield file manipulation detected.....</i>	<i>16</i>
3.3. AUTOPLAY DETECTION	17
<i>[ErrorCode: 0x010104] Autoplay detected</i>	<i>17</i>
3.4. SPEED HACK DETECTION.....	17
<i>[ErrorCode: 0x010303 ~ 4] Speed hack detected.....</i>	<i>17</i>
3.5. SIGNATURE-BASED HACKING PROGRAM DETECTION	18
<i>[ErrorCode: 0x010501] Hacking program detected</i>	<i>18</i>
3.6. MEMORY HACKING DETECTION.....	18
<i>[ErrorCode: 0x010601] Memory hacking detected</i>	<i>18</i>
3.7. MEMORY HEURISTIC-BASED HACKING PROGRAM DETECTION.....	19

	AhnLab, Inc.			Core Technology Team
	Category	Version	Issue Date	
	Confidential	1.0	2009-04-09	

[ErrorCode: 0x10000001 ~ 0x10000035]	19
[ErrorCode: 0x10000036] Proxy Dll	20
[ErrorCode: 0x10000037] Proxy Dll	21
[ErrorCode: 0x10000038] Proxy Dll	21
[ErrorCode: 0x10000039] Proxy Dll	22
[ErrorCode: 0x1000003a ~ 0x10000043]	22
[ErrorCode: 0x10000044] Autoplay hacking program detected	23
[ErrorCode: 0x10000045 ~ 0x10000047]	24
[ErrorCode: 0x10000048]	25
[ErrorCode: 0x10000049 ~ 0x100001d2]	25
[ErrorCode: 0x100001d3]	31
[ErrorCode: 0x100001d4 ~ 0x10000289]	31
[ErrorCode: 0x20000001 ~ 0x20000176]	34
[ErrorCode: 0x30000001 ~ 0x30000032]	38
[ErrorCode: 0x40000001] Autoplay hacking program detected	40
[ErrorCode: 0x40000002] Autoplay hacking program detected	40
[ErrorCode: 0x40000003] Autoplay hacking program detected	41
[ErrorCode: 0x40000004 ~ 0x40000005] Autoplay hacking program detected	41
[ErrorCode: 0x40000006] Autoplay hacking program detected	42
3.8. SOLVING HACKSHIELD UPDATE ERRORS	42
[ErrorCode: 0x30000010 ~ 20] Configuration file error	42
[ErrorCode: 0x30000030] Network connection error	43
[ErrorCode: 0x30000090] Timeout error	43
4. ERROR INFORMATION COLLECTION METHOD	45
4.1. COLLECTING AND ANALYZING ERROR INFORMATION USING AHNREPORT	45
Collecting error information using AhnReport	45
4.2. CREATING HACKSHIELD LOG	47
Creating HackShield log	47
4.3. CREATING MEMORY DUMP FILE	47
Creating memory dump file	47
4.4. COLLECTING USER MODE PROCESS DUMP	49
Collecting user mode process memory dump	49
5. TERMINATING AND REMOVING PROGRAM	54
5.1. TERMINATING PROGRAM	54
Terminating program with Task Manager	54
Terminating program with Process Explorer	55
5.2. REMOVING PROGRAM	56
Removing program in Control Panel	56
Removing program with Uninstall	58
Removing program with Delete Files	62

	AhnLab, Inc.			Core Technology Team
	Category	Version	Issue Date	
	Confidential	1.0	2009-04-09	

1. Introduction

HackShield for Online Game 2.0 (hereinafter referred to as HackShield 2.0 or HackShield) is an online game security solution based on HackShield Pro for Online Game (hereinafter referred to as HackShield Pro) launched in 2006. It is an upgraded version of HackShield Pro for Online Game.

1.1. Features

The new features of HackShield for Online Game 2.0 are as follows:

Features from HackShield Pro for Online Game

The following features of HackShield Pro have been applied to HackShield 2.0.

* New features and/or features of HackShield Pro that have been enhanced are underlined.

Memory-access block

Blocks access of memory through Windows API (OpenProcess, Read/WriteProcessMemory) that is used in game programs. Protects memory in kernel level to block hacking attacks that manipulates execution code or results.

Speed Hack block

Speed Hack is a program that adjusts the time by controlling the time functions provided by the Windows system or timer processing microprocessor. To block Speed Hack, the difference between the system time and logical time produced by the O/S must be checked frequently. If there is a difference that exceeds the specified time difference, it is detected.


The detection speed could differ according to the user system, O/S or game characteristics.

Reinforced auto-mouse detection

Detects auto-mouse operation to prevent overload in the game server and controlling of game program caused by automatic mouse input. A new feature of detecting not only auto-mouse that runs as a program, but also, auto-mouse that runs as a hardware such as USB, has been added to HackShield 2.0.

File fabrication detection

Checks the integrity of HackShield files when HackShield is initialized and/or when a game is running to make sure they are the files that were initially distributed. Also checks the files for any fabrication or change in names.

	AhnLab, Inc.			Core Technology Team
	Category	Version	Issue Date	
	Confidential	1.0	2009-04-09	

Debugging detection

Detects all debugging tracing to block analysis and hacking of game programs with debuggers. Checks whether debugging programs, such as SoftICE, is running even when initializing HackShield, and returns error when a debugging program is running.

Signature-based hacking tool detection

Uses AhnLab, Inc.'s anti-virus technology to detect hacking tools with signatures registered in the engine. If a hacking tool is detected, an error message and hacking tool path are displayed.

Server-interoperation crack prevention

Interoperates with the server to monitor manipulation of executable files and memory in real-time and check HackShield operation status. With the HackShield Pro, it was inconvenient to manage the file/memory CRC of the client in the server. So, a new Artificial Intelligence (AI) feature that automatically manages the file/memory CRC in the server has been added to HackShield 2.0.

Data file/message encryption

Encrypts important data files, and messages sent and received between the server and client, to protect the content of the messages or data files even when exposed.

New Features

The features newly added to HackShield 2.0, but not available in HackShield Pro are as follows.

Memory heuristic diagnosis


Memory heuristic diagnosis that senses the characteristics of hacking tools in the memory when a hacking tool is running has been added. When a hacking tool has been detected by the memory heuristic diagnosis engine, an error message and Unknown error code will be displayed. For details on Unknown error code, please refer to [2. Solving Errors].

HackShield update

If the HackShield module is updated, new HackShield module is also updated through the HackShield Update server.

HackShield hacking monitoring system

Monitors hackings and errors in the game client in real time. It can monitor through the web and also generates various reports.

	AhnLab, Inc.			Core Technology Team
	Category	Version	Issue Date	
	Confidential	1.0	2009-04-09	

1.2. System Specifications

The system specifications to install HackShield 2.0 properly are as follows.

Software

Category	Recommended specifications	Minimum requirements
Operating system	Windows 98/ME/2000 Professional/XP Home /XP Professional/Server 2003/Vista	Windows 98 or higher

Hardware

Category	Recommended specifications	Minimum requirements
CPU	Intel Pentium 500Mhz or higher	Intel Pentium 133MHz or higher IBM-PC compatible
RAM	128MB or more	32MB
HDD	2MB or more	2MB

Others


- Support Multi-CPU and HyperThread.
- Unexpected poor performance may occur in Windows NT family used as web server and DB server.
- Only Intel x86 family (including x86 compatible AMD family) is supported as CPU. Alpha Chip Machine that runs Windows NT and NET PC 8xxx Machine that runs Windows are not supported.
- HackShield 2.0 may conflict with another same type of program. When such expected problem occurs when a game is running, check whether another program is running at the same time.

1.3. File Types

HackShield 2.0 files

The HackShield 2.0 files are as follows, and they are installed in the HShield folder or HackShield folder. These files run the HackShield features.

File name	Installation folder	Description
3N.mhe	[HackShield Folder]	Heuristic engine file

	AhnLab, Inc.			Core Technology Team
	Category	Version	Issue Date	
	Confidential	1.0	2009-04-09	

EhSvc.dll	[HackShield Folder]	Interface DLL
HShield.dat	[HackShield Folder]	HackShield dat file
psapi.dll	[HackShield Folder]	Process Status Helper DLL
v3pro32s.dll	[HackShield Folder]	Hacking tool detection engine interface DLL
v3warps.v3d	[HackShield Folder]	Hacking block engine pattern file
v3warps.v3d	[HackShield Folder]	Hacking block engine pattern file
HShield.h	[Game source folder]	Header file
HShield.lib	[Game source folder]	Library file


* The files in blue color are files added to HackShield 2.0.

HackShield update files

Update files

The files needed to update HackShield 2.0 are as follows, and they are installed in the HShield folder or HackShield folder

File name	Installation folder	Description
AhnUpCtl.dll	[HackShield Folder]	Update DLL
AhnUpGS.dll	[HackShield Folder]	Update DLL
AspInet.dll	[HackShield Folder]	Update DLL
Bz32Ex.dll	[HackShield Folder]	Update DLL
HSInst.dll	[HackShield Folder]	Update DLL
HSUpdate.env	[HackShield Folder]	Update configuration file
HSUpdate.exe	[HackShield Folder]	Update executable file
mspatcha.dll	[HackShield Folder]	Delta update file
V3hunt.dll	[HackShield Folder]	Update DLL
V3InetGS.dll	[HackShield Folder]	Update DLL
HSUpChk.lib	[Game source folder]	Library file
HSUpChk.h	[Game source folder]	Header file
ahn.ui	[HackShield Folder] /Update/	Update information file
ahni2.dll	[HackShield Folder] /Update/	Update DLL
ahn.uic	[HackShield Folder] /Update/	Update information file


	AhnLab, Inc.			Core Technology Team
	Category	Version	Issue Date	
	Confidential	1.0	2009-04-09	

ahnupctl.dll	[HackShield Folder] /Update/	Update DLL
autoup.exe	[HackShield Folder] /Update/	Update executable file (File patch processing)
v3bz32.dll	[HackShield Folder] /Update/	Update DLL (File compression processing)

Patchsets

The patchsets uploaded on the update server to update HackShield are as follows. The patchsets uploaded on the update server are compressed. When they are downloaded onto the client through HackShield update, they will be installed in the HShield folder or HackShield folder.

File name	Description
ahn.ui	Update information file (engine file version information)
ahn.uic	Update information file (engine file version information)
ahni2.dll	Update file
ahnupctl.dll	Update file
autoup.exe	Update file
v3bz32.dll	Update file
win\eb\b\v3_echo_sl\v3pro32s.dl-	Hacking tool detection engine interface DLL (compressed file)
win\eb\b_sign_sl\v3warpds.v3-	Hacking tool pattern engine file (compressed file)
win\eb\b_sign_sl\v3warpns.v3-	Hacking tool pattern engine file (compressed file)
patch\39\3n.mh-	Heuristic engine file (compressed file)
patch\39\ahn.ui	Update information file (patch file version information)
patch\39\ahn.uic	Update information file (patch file version information)
patch\39\ahnupctl.dl-	Update file (compressed file)
patch\39\ahnupgs.dl-	Update file (compressed file)
patch\39\aspinet.dl-	Update file (compressed file)
patch\39\bz32ex.dl-	Update file (compressed file)
patch\39\ehsvc.dl-	HackShield interface DLL (compressed file)
patch\39\hshield.da-	HackShield dat file (compressed file)
patch\39\hsinst.dl-	Update file (compressed file)
patch\39\hsupdate.ex-	Update executable file (compressed file)
patch\39\mspatcha.dl-	Update file (compressed file)
patch\39\psapi.dl-	Process Status Helper DLL (compressed file)
patch\39\v3hunt.dl-	Update file (compressed file)
patch\39\v3inetgs.dl-	Update file (compressed file)

	AhnLab, Inc.			Core Technology Team
	Category	Version	Issue Date	
	Confidential	1.0	2009-04-09	

2. Solving Errors

The methods to solve the errors that could occur when HackShield 2.0 is running are as follows.

2.1. HackShield Installation Error

[ErrorCode: 0x00000101] Failed to install HackShield file

Symptoms

When a game is started, 0x00000101 error code and message appear, and the game does not run.

Causes

- The HackShield files may not be installed properly.
- The HackShield files may be fabricated.

Solution

Restart the game to get a patch for the HackShield files to run the game patch again.

Install the game client again to install the HackShield files again.

If HackShield update is applied, restart the game from the beginning to run HackShield update again.

If the error persists after following the above procedure, perform the step below.

- Get the information on the system where the error occurred and send the log file to AhnLab, Inc. For details, please refer to [4. Error Information Collection Method > Collecting and analyzing error information using AhnReport > Creating HackShield log].

2.2. HackShield Driver Error


[ErrorCode: 0x00000102] Failed to initialize HackShield driver

Symptoms

When a game is started, 0x00000102 error code and message appear, and the game does not run.

Causes

- The error occurred in the process of initializing the HackShield driver.
- A program that causes error in the process of initializing the HackShield driver may be running.

	AhnLab, Inc.			Core Technology Team
	Category	Version	Issue Date	
	Confidential	1.0	2009-04-09	

Solution

The error could be temporary. Please restart the game.

There could be a program that causes the error when the driver is initialized, so restart the computer and the game.

If the error persists after following the above procedure, perform the step below.

- Get the information on the system where the error occurred and send the log file to AhnLab, Inc. For details, please refer to [4. Error Information Collection Method > Collecting and analyzing error information using AhnReport, or Creating HackShield log].

[ErrorCode: 0x00000203 ~ 4] Failed to start HackShield driver

Symptoms

When a game is started, 0x00000203 or 0x00000204 error code and message appear, and the game does not run.

Causes

- The error occurred in the process of starting the HackShield hacking block driver.
- The program that causes error in the process of starting the HackShield hacking block driver may be running.

Solution

The error could be temporary. Please restart the game.

There could be a program that causes the error when the driver is initialized, so restart the computer and then the game.


If the error persists after following the above procedure, perform the step below.

- Get the information on the system where the error occurred and send the log file to AhnLab, Inc. For details, please refer to [4. Error Information Collection Method > Collecting and analyzing error information using AhnReport > Creating HackShield log].

[ErrorCode: 0x00010302] Failed to load HackShield driver

Symptoms

When a game is started, 0x00010302 error code and message appear, and the game gets terminated.

	AhnLab, Inc.			Core Technology Team
	Category	Version	Issue Date	
	Confidential	1.0	2009-04-09	

Causes

- The error occurred as the HackShield hacking block driver has not been properly loaded.
- The program that causes error in the process of loading the HackShield hacking block driver may be running.

Solution

The error could be temporary. Please restart the game.

There could be a program that causes the error when the driver is initialized, so restart the computer and then the game.

If the error persists after following the above procedure, perform the step below.

- Get the information on the system where the error occurred and send the log file to AhnLab, Inc. For details, please refer to [4. Error Information Collection Method > Collecting and analyzing error information using AhnReport > Creating HackShield log].

2.3. HackShield Run Authority Error

[ErrorCode: 0x00000107] Failed to get administrator privilege

Symptoms

When a game is started, 0x00000107 error code and message appear, and the game does not run.

Causes

- The game may not be running with administrator privilege.

Solution


Run the game with administrator privilege as follows:

Log in to the computer with administrator privilege.

Restart the game.

If the error persists after following the above procedure, perform the step below.

- Get the information on the system where the error occurred and send the log file to AhnLab, Inc. For details, please refer to [4. Error Information Collection Method > Collecting and analyzing error information using AhnReport > Creating HackShield log].

	AhnLab, Inc.			Core Technology Team
	Category	Version	Issue Date	
	Confidential	1.0	2009-04-09	

2.4. HackShield Engine Execution Error

[ErrorCode: 0x00000200] Failed to initialize engine

Symptoms

When a game is started, 0x00000200 error code and message appear, and the game does not run.

Causes

- The HackShield engine file may not be installed properly.
- The HackShield engine file may have been changed by malicious code.

Solution

Patch the HackShield engine file as follows to install the engine file properly.

Delete the V3WARPDS.V3D and V3WARPNX.V3D files from the HShield or HackShield subfolders under the folder in which the game is installed.

Restart the game and repatch the HackShield engine file with the game patch.

If the HackShield update is applied, patch the HackShield engine file as follows to install the engine file properly.

Delete the V3WARPDS.V3D and V3WARPNX.V3D files from the HShield or HackShield subfolders under the folder in which the game is installed.

Restart the game and repatch the HackShield engine file by updating HackShield.

If the error persists after following the above procedure, perform the step below.

- Get the information on the system where the error occurred and send the log file to AhnLab, Inc. For details, please refer to [4. Error Information Collection Method > Collecting and analyzing error information using AhnReport > Creating HackShield log].

2.5. Blue Screen Error


Blue Screen error when starting or executing game

Symptoms

Blue Screen is displayed when starting or executing the game.

Causes

- The error may have occurred in the Kernel mode protection feature of HackShield.
- Another security program may be causing a conflict with HackShield.

	AhnLab, Inc.			Core Technology Team
	Category	Version	Issue Date	
	Confidential	1.0	2009-04-09	

Solution

The error could be temporary. Please restart the game.

There could be a program that causes the error when the driver is initialized, so restart the computer and then the game.

If HackShield may be conflicting with another security program, especially keyboard protection, check the following.

If you are using online banking service and playing a game at the same time, the online banking security (esp., keyboard protection) could conflict with HackShield. Do not use online banking service and play a game at the same time.

If you are running a game with another game security solution, it could conflict with HackShield. Do not run the game at the same time.

If Blue Screen is displayed, create a memory dump file and send it to AhnLab, Inc. For details, please refer to [4. Error Information Collection Method > Creating memory dump file].

2.6. Crash Error

Error message when starting or running game

Symptoms

When a game is started or running, the error message “[application name] has encountered a problem and needs to close.” appears.

Causes


- The error may have occurred due to a HackShield of game feature.

Solution

The error could be temporary. Please restart the game.

If the error message appears often or keeps on appearing, create a user mode process dump file and send it to AhnLab, Inc. For details, please refer to [4. Error Information Collection Method > Creating user mode process dump file].

Create HackShield log. For details, please refer to [4. Error Information Collection Method > Creating HackShield log].

	AhnLab, Inc.			Core Technology Team
	Category	Version	Issue Date	
	Confidential	1.0	2009-04-09	

3. Solution for Hacking Detection

This section describes the solution for hacking actions or tools detected while HackShield 2.0 is running.

3.1. Debugging/Debugging Detection

[ErrorCode: 0x00000105] Debugger detected

Symptoms

When a game is started, 0x00000105 error code and message appear, and the game does not run.

Causes

- A debugger used for developing programs may be running.
- If you are using online banking service and playing a game at the same time, the program used by the online banking service may be causing the error.
- A program with similar functions as a debugger may be running.

Solution

If a debugger is running, terminate it and restart the game.

Log in to the computer with administrator privilege.

Restart the game.

It could be conflicting with online banking security. If you are using online banking service and playing a game at the same time, terminate the online banking service and restart the game.

If hacking keeps on being detected after following the above procedure, perform the step below.

Get the information on the system where the error occurred and send the log file to AhnLab, Inc. For details, please refer to [4. Error Information Collection Method > Collecting and analyzing error information using AhnReport > Creating HackShield log].


[ErrorCode: 0x00010307 ~ 8] Debugging attempt detected

Symptoms

While a game is running, 0x00010307 or 0x00010308 error code and message appear, and the game gets terminated.

Causes

- A debugger used for developing programs may be attempting to debug the game program.
- If you are using online banking service and playing a game at the same time, the program used by the online banking service may be causing the error.

	AhnLab, Inc.			Core Technology Team
	Category	Version	Issue Date	
	Confidential	1.0	2009-04-09	

- A program with similar functions as a debugger may be running.

Solution

If a debugger is running, terminate it and restart the game.

Log in to the computer with administrator privilege.

Restart the game.

It could be conflicting with online banking security. If you are using online banking service and playing a game at the same time, terminate the online banking service and restart the game.

If hacking keeps on being detected after following the above procedure, perform the step below.

Get the information on the system where the error occurred and send the log file to AhnLab, Inc. For details, please refer to [4. Error Information Collection Method > Collecting and analyzing error information using AhnReport > Creating HackShield log].

3.2. HackShield File Manipulation Detection

[ErrorCode: 0x010701 ~ 3] HackShield file manipulation detected

Symptoms

When a game is started, 0x00010701, 0x00010702 or 0x00010703 error code and message appear, and the game gets terminated.

Causes

- The HackShield files may be fabricated or deleted.
- The HackShield file names may have changed.
- The HackShield files may be infected by malicious code.

Solution


Restart the game to get a patch for the HackShield files to run the game patch again.

Install the game client again to install the HackShield files again.

If HackShield update is applied, restart the game from the beginning to run HackShield update again.

If hacking keeps on being detected after following the above procedure, perform the step below.

Get the information on the system where the error occurred and send the log file to AhnLab, Inc. For details, please refer to [4. Error Information Collection Method > Collecting and analyzing error information using AhnReport > Creating HackShield log].

	AhnLab, Inc.			Core Technology Team
	Category	Version	Issue Date	
	Confidential	1.0	2009-04-09	

3.3. Autoplay Detection

[ErrorCode: 0x010104] Autoplay detected

Symptoms

While a game is running, 0x0010104 error code and message appear, and the game gets terminated.

“Automouse (Autoplay) has been detected.” message appears, and the game gets terminated.

Causes

- Autoplay programs, such as Macro, Automouse or Autohunting programs, may be running.
- There could be conflict with specific keyboard or mouse operation.

Solution

Terminate the autoplay program and restart the game.

If you did not run an autoplay program, and think the problem is caused by conflict or wrong diagnosis, collect the system information and send it to AhnLab, Inc.

For details on collecting system information, please refer to [4. Error Information Collection Method > Collecting and analyzing error information using AhnReport > Creating HackShield log].

3.4. Speed Hack Detection

[ErrorCode: 0x010303 ~ 4] Speed hack detected

Symptoms

While a game is running, 0x010303 or 0x010304 error code and message appear, and the game gets terminated.

“Speed hack has been detected.” message appears, and the game gets terminated.

Causes


- A speed hack program is running.
- There could be wrong diagnosis caused by unstable system clock in low specification computer or laptop.

Solution

Terminate the speed hack program and restart the game.

As speed hack programs have a UI to control speed, in most cases, you will know whether it is running.

If you did not run a speed hack program and think the problem is caused by wrong diagnosis, collect the system information and send it to AhnLab, Inc.

	AhnLab, Inc.			Core Technology Team
	Category	Version	Issue Date	
	Confidential	1.0	2009-04-09	

For details on collecting system information, please refer to [4. Error Information Collection Method > Collecting and analyzing error information using AhnReport > Creating HackShield log].

3.5. Signature-Based Hacking Program Detection

[ErrorCode: 0x010501] Hacking program detected

Symptoms

While a game is running, 0x0010105 error code and message appear with the hacking program path, and the game gets terminated.

“Hacking has been detected in the following location.” message appears with the hacking program path, and the game gets terminated.

Causes

- The hacking program in the HackShield signature engine is running.

Solution

Terminate the program in the path displayed in the error message and restart the game.

If you cannot find the program, refer to the method of terminating the program and terminate the hacking program.

If the error persists after following the above procedure, perform the step below.

Get the information on the system where the error occurred and send the log file to AhnLab, Inc. For details, please refer to [4. Error Information Collection Method > Collecting and analyzing error information using AhnReport > Creating HackShield log].

3.6. Memory Hacking Detection

[ErrorCode: 0x010601] Memory hacking detected


Symptoms

While a game is running, 0x0010601 error code and message appear with the hacking program path, and the game gets terminated.

“Hacking has been detected in the following location.” message appears with the hacking program path, and the game gets terminated.

Causes

- Memory hacking attempt from the program in the path displayed in the error message is detected.
- The game program may be infected by malicious code.

	AhnLab, Inc.			Core Technology Team
	Category	Version	Issue Date	
	Confidential	1.0	2009-04-09	

- The malicious code may have attempted to fabricate the memory of the game program.

Solution

Terminate the program in the path displayed in the error message and restart the game.

If you cannot find the program, refer to the method of terminating the program and terminate the hacking program.

Use an AV (Anti-Virus) product to scan/repair malicious code and then restart the game.

If the error persists after following the above procedure, perform the step below.

Get the information on the system where the error occurred and send the log file to AhnLab, Inc. For details, please refer to [4. Error Information Collection Method > Collecting and analyzing error information using AhnReport > Creating HackShield log].

3.7. Memory Heuristic-Based Hacking Program Detection

[ErrorCode: 0x10000001 ~ 0x10000035]

Symptoms

The following error codes are displayed while playing the game and the game is terminated.

- 0x10000001 ~ 0x10000035 or
- Unknown Error : 0x10000001 ~ 0x10000035

Causes

HackShield Memory Heuristic Engine(3n.mhe) has detected hacking tools in the range of error code

- 0x10000001 ~ 0x10000035.

Solution


- ① Terminate each hacking tool that matches a particular error code. See Hacking Tool list below your information.

[Note]

- Each hacking tool has its own User Interface and thus, user must know what hacking tool they are running.

- ② If a user does not run a hacking tool or cannot find a hacking tool, collect the system information and send it to AhnLab, Inc.

For details on collecting system information, please refer to [4. Error Information Collection Method > Collecting and analyzing error information using AhnReport > Creating HackShield log].

	AhnLab, Inc.			Core Technology Team
	Category	Version	Issue Date	
	Confidential	1.0	2009-04-09	

Hacking Tool List


Error Code(HackNumber)	Hacking Tool's Information	Error Code(HackNumber)	Hacking Tool's Information
0x10000001	NPE Lasted	0x10000020	Rappelz AutoMacro
0x10000002	KOHack:316	0x10000021	4VNMod
0x10000003	KOSP Lasted Version	0x10000022	dxwnd.exe
0x10000004	KalOnLine Lasted Version	0x10000023	Rev_Audi.exe
0x10000005	QuickMacro Lasted Version	0x10000024	LH_FreelnPut
0x10000006	Keybat	0x10000025	4vnDW.dll
0x10000007	Special Force	0x10000026	Ro2Myth.exe, PayCard.exe
0x10000009	Cheat Engine 5.2	0x10000027	ez_rag2
0x1000000a~11	QuickMacro Lasted Version	0x10000028	OillyDbg
0x10000012	ASpeeder Lasted Version	0x10000029	7[1].+1170165598914177.ex
0x10000013~14	Quick Macro	0x1000002a	?舞??
0x10000015	TSearch 1.6	0x1000002b	4VNMod.exe
0x10000016	ACTOOLS 5.3.0	0x1000002c	bsAngle.exe
0x10000017	PangyaHelper2	0x1000002d~2F	StartAgent.exe
0x10000018	PangyaHelper	0x10000030~33	Audi_Auto
0x10000019	tradehack	0x10000033	ModzPerfect.exe
0x1000001a	Quick Macro	0x10000034	AuPump.exe
0x1000001b	??游新版2.00	0x10000035	bsAngle.exe
0x1000001c	Cheat Engine		
0x1000001d	PFS.exe		
0x1000001e	Home Key logger		
0x1000001f	jdyou2.1		

[ErrorCode: 0x10000036] Proxy Dll

Symptoms

The following error codes are displayed while playing the game and the game is terminated.

- 0x10000036 or
- Unknown Error : 0x10000036

	AhnLab, Inc.			Core Technology Team
	Category	Version	Issue Date	
	Confidential	1.0	2009-04-09	

Causes

HackShield Memory Heuristic Engine(3n.mhe) has detected Proxy dll(dinput8.dll).

Solution

- ① Collect the system information and send it to AhnLab, Inc.
For details on collecting system information, please refer to [4. Error Information Collection Method > Collecting and analyzing error information using AhnReport > Creating HackShield log].

[ErrorCode: 0x10000037] Proxy Dll

Symptoms

The following error codes are displayed while playing the game and the game is terminated.

- 0x10000037 or
- Unknown Error : 0x10000037

Causes

HackShield Memory Heuristic Engine(3n.mhe) has detected Proxy dll(d3d9d.dll).

Solution


- ① A user needs to use "Retail Version" in DirectX Control Panel if the user has installed Microsoft DirectX SDK and been using "Use Debug Version of Direct3D 9".
A. Configuration
Start->All Programs->Microsoft DirectX SDK (August 2007)->DirectX Utilities->DirectX Control Panel->'Direct3D 9' tab->select 'Use Retail Version of Direct3D 9'
- ② If it does not help, collect the system information and send it to AhnLab, Inc.
For details on collecting system information, please refer to [4. Error Information Collection Method > Collecting and analyzing error information using AhnReport > Creating HackShield log].

[ErrorCode: 0x10000038] Proxy Dll

Symptoms

The following error codes are displayed while playing the game and the game is terminated.

- 0x10000038 or
- Unknown Error : 0x10000038

	AhnLab, Inc.			Core Technology Team
	Category	Version	Issue Date	
	Confidential	1.0	2009-04-09	

Causes

HackShield Memory Heuristic Engine(3n.mhe) has detected Proxy dll(d3d8d.dll).

Solution

- ① A user needs to use "Retail Version" in DirectX Control Panel if the user has installed Microsoft DirectX SDK and been using "Use Debug Version of Direct3D 8".
 - A. Configuration
Start->All Programs->Microsoft DirectX SDK->DirectX Utilities->DirectX Control Panel->'Direct3D 8' tab->select 'Use Retail Version of Direct3D 8'
- ② If it does not help, collect the system information and send it to AhnLab, Inc.
For details on collecting system information, please refer to [4. Error Information Collection Method > Collecting and analyzing error information using AhnReport > Creating HackShield log].

[ErrorCode: 0x10000039] Proxy Dll

Symptoms

The following error codes are displayed while playing the game and the game is terminated.

- 0x10000039 or
- Unknown Error : 0x10000039

Causes

HackShield Memory Heuristic Engine(3n.mhe) has detected Proxy dll(ws2_32.dll).

Solution

- ① Collect the system information and send it to AhnLab, Inc.
For details on collecting system information, please refer to [4. Error Information Collection Method > Collecting and analyzing error information using AhnReport > Creating HackShield log].

[ErrorCode: 0x1000003a ~ 0x10000043]


Symptoms

The following error codes are displayed while playing the game and the game is terminated.

- 0x1000003a ~ 0x10000043 or
- Unknown Error : 0x1000003a ~ 0x10000043

Causes

HackShield Memory Heuristic Engine(3n.mhe) has detected hacking tools in the range of error code

	AhnLab, Inc.			Core Technology Team
	Category	Version	Issue Date	
	Confidential	1.0	2009-04-09	

- 0x1000003a ~ 0x10000043

Solution

- ① Terminate each hacking tool that matches a particular error code. See Hacking Tool list below you're your information.

[Note]

- Each hacking tool has its own User Interface and thus, user must know what hacking tool they are running.

- ② If a user does not run a hacking tool or cannot find a hacking tool, collect the system information and send it to AhnLab, Inc.

For details on collecting system information, please refer to [4. Error Information Collection Method > Collecting and analyzing error information using AhnReport > Creating HackShield log].

Hacking Tool List

Error Code(HackNumber)	Hacking Tool's Information	Error Code(HackNumber)	Hacking Tool's Information
0x1000003a~b	StartAgent.exe	0x1000003c~e	RequiemStick
0x1000003f	DBK32.SYS	0x10000040	BLOWIE32.SYS
0x10000041	FZ3PLUS.SYS	0x10000042	4VNDRIVER.SYS
0x10000043	CMADRIVER.SYS		

[ErrorCode: 0x10000044] Autoplay hacking program detected

Symptoms

The following error codes are displayed while playing the game and the game is terminated.


- 0x10000044 or
- Unknown Error : 0x10000044

Causes

Neo_Auto hacking program is detected by the HackShield memory heuristic engine.

Solution

- ① Run Neo_Auto Uninstall file to remove the program. If there is no Neo_Auto Uninstall file, remove manually.
- ② Follow the steps below to remove the program manually.
 - A. Delete neoautokbd and neoautomou files from C:\Windows\system32\drivers.
 - B. Delete the neoautokbd key from HKEY_LOCAL_MACHINE -> SYSTEM -> CurrentControlSet -> Enum -> ACPI -> PNP0303 -> 4&14c67d85&0.

	AhnLab, Inc.			Core Technology Team
	Category	Version	Issue Date	
	Confidential	1.0	2009-04-09	

If you cannot delete the files, it means you do not have the permission to the files. Click [Edit] -> [Permissions] and specify Everyone, and then delete.

- C. Delete the neoautomou key from HKEY_LOCAL_MACHINE -> SYSTEM -> CurrentControlSet -> Enum -> ACPI -> PNP0F03 -> 4&14c67d85&0.
 1. If you cannot delete the files, it means you do not have the permission to the files. Click [Edit] -> [Permissions] and specify Everyone, and then delete.
- D. Delete all keys in neoautokbd from HKEY_LOCAL_MACHINE -> SYSTEM -> CurrentControlSet -> Service.
- E. Delete all keys in neoautomou from HKEY_LOCAL_MACHINE -> SYSTEM -> CurrentControlSet -> Service.
- F. Restart the computer.

- ③ If you did not run the Neo_Auto program, collect the system information and send it to AhnLab, Inc.
- ④ For details on collecting system information, please refer to [4. Error Information Collection Method > Collecting and analyzing error information using AhnReport > Creating HackShield log].

[ErrorCode: 0x10000045 ~ 0x10000047]

Symptoms

The following error codes are displayed while playing the game and the game is terminated.

- 0x10000045 ~ 0x10000047 or
- Unknown Error : 0x10000045 ~ 0x10000047


Causes

HackShield Memory Heuristic Engine(3n.mhe) has detected hacking tools in the range of error code

- 0x10000045 ~ 0x10000047

Solution

- ① Terminate each hacking tool that matches a particular error code. See Hacking Tool list below your information.
[Note]
 - Each hacking tool has its own User Interface and thus, user must know what hacking tool they are running.
- ② If a user does not run a hacking tool or cannot find a hacking tool, collect the system information and send it to AhnLab, Inc.
For details on collecting system information, please refer to [4. Error Information Collection Method > Collecting and analyzing error information using AhnReport > Creating HackShield log].

	AhnLab, Inc.			Core Technology Team
	Category	Version	Issue Date	
	Confidential	1.0	2009-04-09	

Hacking Tool List

Error Code(HackNumber)	Hacking Tool's Information	Error Code(HackNumber)	Hacking Tool's Information
0x10000045	VISATDR.SYS	0x10000046	REVNEO.SYS
0x10000047	DBGV.SYS		

[ErrorCode: 0x10000048]

Symptoms

The following error codes are displayed while playing the game and the game is terminated.

- 0x10000048 or
- Unknown Error : 0x10000048

Causes

HackShield Memory Heuristic Engine(3n.mhe) has detected WINIO.sys as false positive.

Solution

Update HackShield to 5.1.24.1(Build 461) or later version.

[ErrorCode: 0x10000049 ~ 0x100001d2]

Symptoms

The following error codes are displayed while playing the game and the game is terminated.

- 0x10000049 ~ 0x100001d2 or
- Unknown Error : 0x10000049 ~ 0x100001d2

Causes

HackShield Memory Heuristic Engine(3n.mhe) has detected hacking tools in the range of error code

- 0x10000049 ~ 0x100001d2


Solution

- ① Terminate each hacking tool that matches a particular error code. See Hacking Tool list below you're your information.

[Note]

- Each hacking tool has its own User Interface and thus, user must know what hacking tool they are running.


- ② If a user does not run a hacking tool or cannot find a hacking tool, collect the system information and send it to AhnLab, Inc.

	AhnLab, Inc.			Core Technology Team
	Category	Version	Issue Date	
	Confidential	1.0	2009-04-09	


For details on collecting system information, please refer to [4. Error Information Collection Method
> Collecting and analyzing error information using AhnReport > Creating HackShield log].

Hacking Tool List


Error Code(HackNumber)	Hacking Tool's Information	Error Code(HackNumber)	Hacking Tool's Information
0x10000049	SkyQs.exe	0x1000004a	qq.exe
0x1000004b~4c	wpe pro.exe	0x1000004d	QuickMarco v6.20.exe
0x1000004e	SkyQS1.14.exe	0x1000004f	MOFSckHook.dll
0x10000050	SkyQS1.14.exe	0x10000051	DRIO.SYS
0x10000052	GR207.SYS	0x10000053~54	Fyblade.exe
0x10000055	SirensProject.exe	0x10000056	Smuggle_v3.0
0x10000057	Login_Box	0x10000058	Unispim6.ime
0x10000059	Login_Box.exe	0x1000005a~5c	SkyQS v1.2
0x1000005d	Clonning v1.2	0x1000005e~5f	Fyblade.exe v1.6/v1.7
0x10000060~61	Speedup3.exe	0x10000062	ASpeeder.exe
0x10000063~64	fhlun	0x10000065~67	bscl.exe
0x10000068	jamilah.exe	0x10000069	oz_수동.exe
0x1000006a	oz_수동.exe	0x1000006b	Two Key.exe
0x1000006c~6f	ECP.exe	0x10000070	ECP.exe
0x10000071	Login_FSBox	0x10000072	WPE Pro
0x10000073	ThunderEngine	0x10000074	ECP.exe, v1.13/v1.15/v1.16 /v1.17/v1.18/v1.2.10/v1.29 /v1.3.12/v1.3.13/v1.3.15/ v1.3.16/v1.3.18/v1.3.19/ v1.3.20/v1.3.22
0x10000075	ECP.exe, v1.3.35	0x10000076	ECP.exe, v1.3.40
0x10000077	TradeHack	0x10000078	ECP.exe, v1.4.44
0x10000079	Game Expert v6.2	0x1000007a	Perfect Hack(Nodis.dll)
0x1000007b	Perfect Hack(x100.dll)	0x1000007c~7e	PackAssist - Packet Sniffer
0x1000007f	shashajinwuwangV2.1	0x10000080	Login_Box (FreeStyle/MultiLoader)
0x10000081	AutoPlay(Audition/QQ1010)	0x10000082~83	Explorer.exe(SpeedHack)
0x10000084	tgs_pub_iniedit.exe	0x10000085	MCAPUBHACK.exe
0x10000086	ChampagneMania Holic	0x10000087	Codeblack Esp
0x10000088	IronD3D v2	0x10000089	Public D3D 30.10 Update
0x1000008a	SteelWall_v.1	0x1000008b	WarRap3r_final
0x1000008c	WarRock_Proffesional	0x1000008d	WrghproD3D
0x1000008e	WrghPub	0x1000008af	zipken's D3D
0x10000090	Public D3D fix#2.dll	0x10000091	Geecko92 D3D Hack v.1.dll
0x10000092	WarRock/D3D Hook by a1fahrrad.dll	0x10000093	ZeaS.dll
0x10000094~95	AuditionPerHack	0x10000096~97	Login_Box.exe
0x10000098	Syser Kernel Debugger	0x10000099	abcd.exe
0x1000009a	Warrock Hacks WE11ington Public	0x1000009b	Onurkinin

	AhnLab, Inc.			Core Technology Team
	Category	Version	Issue Date	
	Confidential	1.0	2009-04-09	


	Injector.exe		
0x1000009c	WE11ington	0x1000009d	[shad0w]Public.exe
0x1000009e	Tonystrel (NO Graphic) D3D.exe	0x1000009f	Hakk3r's Public D3D (WRSD3D.exe)
0x100000a0~a4	ECP.exe v1.5.85	0x100000a5	Puclic Hack v2(PubHack.exe)
0x100000a6	Warrock Hack by Killer06(avesvc.exe)	0x100000a7	WCC Public Hook v1.0(TatniumD3D.exe)
0x100000a8	OnurKinin_23Kasim.exe	0x100000a9	avgcfgx.exe / PnkBstrA.exe
0x100000aa~ab	OnurKinin24Kasim.exe	0x100000ac	Proxycodessp.exe
0x100000ad	GameRegistance+2.08	0x100000ae	oz Doumi
0x100000af	Gerben498 Pub Hack.exe	0x100000b0	Winject.exe(d3dhook.dll)
0x100000b1	wrhell.exe	0x100000b2~b3	avgcfgx.exe
0x100000b4	dll4.exe	0x100000b5	onurkinin.exe
0x100000b6	AdvNogiFinalv270.exe	0x100000b7	anakrime.exe
0x100000b8	stephaax3karim.exe/AlexSleyores.exe	0x100000b9	PerfectHack
0x100000ba	StreetStar.exe	0x100000bb	PHC Public December(phcpublish.exe)
0x100000bc	custsat.exe	0x100000bd	Fathacks - Public.exe
0x100000be	WrDLLhack.exe	0x100000bf	StepponePublic.exe
0x100000c0	DxtPublicdIIWieter20.exe	0x100000c1	Andii's Hack.exe
0x100000c2	DLLINject.exe(WRHack V7)	0x100000c3	BSidle.exe
0x100000c4	www.hacktea0.forumum.com.exe	0x100000c5	PHCD3D.exe
0x100000c6	[GHB] - ChristmasHook (14.12.08)	0x100000c7	ACTool.exe
0x100000c8	mingwm10.exe	0x100000c9	GHB Public.exe
0x100000ca	Wrrk_D3D.exe	0x100000cb	Fly+hack+prodotype.exe
0x100000cc	Have+Fun+V4	0x100000cd	OnurKinin11Aralik
0x100000ce	GHB Pub/Have Func V5	0x100000cf	PCHD3D(sears.exe)
0x100000d0	Silentwalk.exe	0x100000d1	WRProxy.exe
0x100000d2	WCC Public	0x100000d3	OnurKinin20AralikHack
0x100000d4	PUBLIC+FrancYescO+No+Graphic+D3D	0x100000d5	Steppone+Pub+V1.6
0x100000d6	Steppone+V1.7	0x100000d7	wr+public+dll~FOR+DXT ~++(20.12.08)
0x100000d8~d9	Allstar_Cheat v1.3	0x100000da	MCAPUBHACK
0x100000db	Updated Holiday Hook	0x100000dc	v1cio29vip.exe
0x100000dd	temppub(23avg23.exe)	0x100000de	HyperOily(CHN Edition/dual2.sys)
0x100000df	Silentbypassed.exe	0x100000e0	HackShield Bypass
0x100000e1	AIIDLL.exe	0x100000e2	AIIDLL.exe
0x100000e3	dronkie.exe	0x100000e4	PublicHackp[GHB].exe
0x100000e5	PublicVB.exe	0x100000e6	WR Hack D3D.exe
0x100000e7	wrs.exe	0x100000e8	GHB Christmas Hook 27.12.08
0x100000e9	Codename-x v.5	0x100000ea	djrich9 0,1

	AhnLab, Inc.			Core Technology Team
	Category	Version	Issue Date	
	Confidential	1.0	2009-04-09	


0x100000eb	Revenge D3D (No Graphic) Only Wr3ngine	0x100000ec	WR Onur Kinin 30 Aralik Hack [YEN?]
0x100000ed	Wrrk D3D (12.28.08)	0x100000ee	Dronkie V3 undetected 30.12.08
0x100000ef	Gam3rsnext Wrrk D3D 30/12/08	0x100000f0	NEW Warrock V.I.P hack gratis(Hack.exe)
0x100000f1	AllStar_Cheat Public V2.4	0x100000f2	Denosis hack v1 1.01.09 !!
0x100000f3	dominant Public D3d V0.1	0x100000f4	Wieter20's Public dll Update! 19.12.08!!
0x100000f5	WarRock D3D Hack]3d[I33t]v3r[0x100000f6	AllStar_Cheat_Public V2.5
0x100000f7	Jingle+bombs	0x100000f8	JRHeaven+v1.0
0x100000f9	N1hck4dx	0x100000fa	Revenge+D3D+ (No+Graphic)+1.6
0x100000fb	WrHack_New_Year1	0x100000fc	CrisisX / GGFPUB
0x100000fd	WrHackerV1	0x100000fe	WCC_Celebraing
0x100000ff	5thSlok	0x10000100	Stamina
0x10000101	AllStarRevenge2.1	0x10000102	D3DS.dll
0x10000103	090109GN.dll	0x10000104	hellhook.dll
0x10000105	Public Hack- Dante1217	0x10000106	lars stamina 5e slot.dll
0x10000107	Public Hack - MPSkins.dll	0x10000108	PUBLIC.dll
0x10000109	alldll.dll	0x1000010a	DeathSlim cheat.dll
0x1000010b	Lars h4x v14.dll	0x1000010c	Silentbypassed
0x1000010d	DxtPubv1[1].1	0x1000010e	WRPlus.dll
0x1000010f	wrasth.dll	0x10000110	Skywalker
0x10000111	avgrsx.dll	0x10000112	dll3.dll
0x10000113	avgrsx.dll	0x10000114	dll3.dll
0x10000115	HTP3 By Linx.dll	0x10000116	HTP.dll
0x10000117	JRHeaven.com	0x10000118	phcgaming.com
0x10000119	P-H-C-Public-3.6.dll	0x1000011a	Sky Walk
0x1000011b	punk999hack.dll	0x1000011c	Super Jump
0x1000011d	w4rr07k h447k.dll	0x1000011e	AllStar_Public_Cheat
0x1000011f	MiNiHaCk By AllStar V2.0	0x10000120	Dxtgaming Public D3D V1.25
0x10000121	finalD3D_UCcheatshack	0x10000122	*NEW* WarRock Anti-Kick
0x10000123	GHB Public Hack, By Killer06	0x10000124	Lars's DLL hack
0x10000125	MPH23	0x10000126	WR Onur Kinin Hack 16 Ocak [YENI]
0x10000127	Public Hack Version 1.2	0x10000128	LONEWOLF(DxtInjector)
0x10000129	GGF Public Hack, UD 16.01.09	0x1000012a	Madazn::The Best Dll!!!
0x1000012b	New_HeAvYs_Dll.exe	0x1000012c	TomTheBig's D3D Hook
0x1000012d	Beteasta1'sHack	0x1000012e	Bypass 2.5
0x1000012f	DxtPublicV1.2	0x10000130	mpghackD3D13
0x10000131	WarrockCheat	0x10000132	WHGN Updated Final

	AhnLab, Inc.			Core Technology Team
	Category	Version	Issue Date	
	Confidential	1.0	2009-04-09	

0x10000133	Account Check(wracccheck.exe)	0x10000134	Account Generator
0x10000135	CCProxy	0x10000136~138	JRHeaven Pub Hacks
0x10000139	TomTheBig's Skill Hack	0x1000013a	HTPv1 (Undetected) by Lynx
0x1000013b	Hack Codename-x & Favarese91	0x1000013c~13d	Winmm.dll Proxy
0x1000013e~13f	TGS Pub VIP Hack	0x10000140	Hack Injector 4rm4g3d0n By WE11ington
0x10000141	codename-x v.9		Dutchlol V2
0x10000143	Dxt Crossfire D3D	0x10000144~145	Kanadapwns Public DLL
0x10000146	Sirbestus Cheat 1.0	0x10000147	DxtPublic.dll
0x10000148	My Hacks 1.3	0x10000149	MoonLight Engine v1148
0x1000014a~14f	MoonLight Engine v1152, v1154, v1196 v1105, v1224, v1129	0x10000150	HACKER ! E KI LO HA DETTO hihi
0x10000151	Dante master cheat V1	0x10000152	Public Logger V.1.1
0x10000153	m1n1h4ck	0x10000154	Madazn's DLL Hack
0x10000155	Public Hack 23.1	0x10000156	Dominator's Cheat By Sirbestro 1.0
0x10000157	Sniperwar PHC Public D3D v2.0	0x10000158	Crosshair(CrOz_HaX.exe)
0x10000159	Proxycodex Public D3d	0x1000015a	WRC1.1
0x1000015b	WRCoder Special Version By AllStar	0x1000015c	My Hack 1.3
0x1000015d	ICheat Engine	0x1000015e	ahaaha Engine
0x1000015f	Sex Engine	0x10000160	PPJoyKey
0x10000161	PPJoyMouse	0x10000162	PPJoyCom
0x10000163	PPJoyDLL	0x10000164	JoyToKey
0x10000165	JRHeaven Warrock Public Hack	0x10000166	WRCoder V2.0 By AllStar
0x10000167	My Hack 1.4	0x10000168	[WRC]WRCoder_V2.0_By_AllStar / DestinationD3DHook
0x10000169	23 Ocak Super Hack [Menu] / MPH242(Nopass)	0x1000016a	Hellcod3r's Public D3D
0x1000016b	modern PHC Public DLL v1.0	0x1000016c	[WRC]WRCoder Official Hacks 2.1 By AllStar
0x1000016d	[WRC]WRCoder_V2.0_By_AllStar	0x1000016e	MoonLight Engine v1236
0x1000016f	DestinationD3DHook	0x10000170	MoonLight Engine (IlvMoney1263.sys)
0x10000171	WarRock D3D Public(WRRK D3D v2)	0x10000172	Sniperwar PHC Public D3D v2.2
0x10000173~74	Gam3rsnext Warrock H47K 131	0x10000175	An Awaken D3d
0x10000176~77	GGF Public Hack UD 03.02.09	0x10000178	Italianhack.com_Cheat_1.0_By_Sirbestro
0x10000179	My Hack 1.5	0x1000017a	WRCoder V2.0 By AllStar
0x1000017b	Control Center	0x1000017c	destination D3d Hook Version 1.3
0x1000017d	Madazn's Dll V4 (1/27/09)	0x1000017e	Modern Public Dll V1.1
0x1000017f	New cheat Injector 4rm4g3d0n V1.1,	0x10000180	Xxxiibladeiixxx Public D3d

	AhnLab, Inc.			Core Technology Team
	Category	Version	Issue Date	
	Confidential	1.0	2009-04-09	

	By WE11ington		V2
0x10000181	Zackth14 PHC Public v1.0	0x10000182	ControlCenter.exe
0x10000183~186	GhostReplay(3.0.10.7)	0x10000187	GNWRRKH47K
0x10000188	Kakkeschij First/Second Public Hack	0x10000189	WR4H4CK_V3
0x1000018a~18e	StreetStar	0x1000018f	New Cheat Injector 4rm4g3d0n V1.2
0x10000190	[WRC]WRCoder Cheat 3.0 By Sirbestro	0x10000191	HBOT
0x10000192	Kitterz Legitimate Trainer	0x10000193	testn11.14b
0x10000194	V63OreRusherPack	0x10000195	Winject12
0x10000196	YouNubClickIt	0x10000197	Revision cheat
0x10000198	Warrock Source Public D3d	0x10000199	First Ever cheat By Cliton09
0x1000019a	Synergy Energy Hook v0.1	0x1000019b	Zackth14 PHC Public D3D
0x1000019c	virgils_hook_v1	0x1000019d	Wr-3_Public_Cheat_1.0_ By_Sirbestro
0x1000019e	New WE11ington X ZeaS Public Injector	0x1000019f	ZernClubV7
0x100001a0	?^알?v6.4	0x100001a1~1a3	yywc 7.0
0x100001a4	Jay127 D3D Hack	0x100001a5	codename-x v.10
0x100001a6	Phantom_Coding_Spammer_1.0	0x100001a7	QQ.exe_葵花?典
0x100001a8	Cliton09'S Cheats dll v2	0x100001a9	Cheat Engine 5.5/Package Editor Doh!
0x100001aa	waked_D3D1	0x100001ab	Artic66 And Venom Public-vip Hook
0x100001ac	New WarRock cheat 14/02/09	0x100001ad	WE11ington_Hack_ 4rm4g3d0n_V1.3
0x100001ae	Gokoglu	0x100001af	Orients dll Cheats
0x100001b0	GoldGamero First Hack	0x100001b1	Phantomcoding Warrock Hack
0x100001b2	WR_HACK.dll	0x100001b3	Artic_and_Venom_ Public__private
0x100001b4	Conzza's Stam hack	0x100001b5	[WRC]WrCoder Pre Vip By Sirbestro
0x100001b6	nuovo hack del	0x100001b7	M1n1H4ck v1.1 By AllStar
0x100001b8	JiRaUPro+ SETUP	0x100001b9	DarkNess V 1.0 WR Cheats, Public
0x100001ba	WR Cheats {BETA}, WR Cheats	0x100001ba	Adrenaline's First Cheat
0x100001bc	5 slot Cheats(Me_Own.rar)	0x100001bc	Maxn'S Account Updater
0x100001be	viph4x vip cheat xD	0x100001bf	Croner's New Injector(PHCD3D)
0x100001c0	GameOva.dll	0x100001c1	Trilex Public D3d V2.0
0x100001c2	WR_Hack_V1.0	0x100001c3	Ikke0147_hack
0x100001c4	New hqc wr hack public	0x100001c5	WRHackD3D
0x100001c6	Zer0nX Public v2.3	0x100001c7	Cliton09 Hack Dll V5
0x100001c8	Virgils D3D	0x100001c9	GoD D3D Hook V1.0
0x100001ca	warrock hack v1.4, by w4rlock	0x100001cb	Mini Cheat fur Jann

	AhnLab, Inc.			Core Technology Team
	Category	Version	Issue Date	
	Confidential	1.0	2009-04-09	

0x100001cc	ggf_titans first PUBLIC Hack	0x100001cd	CroNer's Green D3D
0x100001ce	[WRHCKS]D3Dhack	0x100001cf	WHHookv3.1 ist drausen
0x100001d0	Warrock H4ck V.I.P NEW	0x100001d1	GameFuckers D3D
0x100001d2	Cracked Insano Labs VIP Hack		

[ErrorCode: 0x100001d3]

Symptoms

The following error codes are displayed while playing the game and the game is terminated.

- 0x100001d3 or
- Unknown Error : 0x100001d3

Causes

HackShield Memory Heuristic Engine(3n.mhe) has detected ProcessGuard.

Solution

- ① Terminate ProcessGuard and uninstall it. Then, reboot the PC and restart the game.
- ② If it does not help, collect the system information and send it to AhnLab, Inc.
For details on collecting system information, please refer to [4. Error Information Collection Method > Collecting and analyzing error information using AhnReport > Creating HackShield log].

[ErrorCode: 0x100001d4 ~ 0x10000289]

Symptoms

The following error codes are displayed while playing the game and the game is terminated.

- 0x100001d4 ~ 0x10000289 or
- Unknown Error : 0x100001d4 ~ 0x10000289


Causes

HackShield Memory Heuristic Engine(3n.mhe) has detected hacking tools in the range of error code

- 0x100001d4 ~ 0x10000289

Solution

- ① Terminate each hacking tool that matches a particular error code. See Hacking Tool list below you're your information.
[Note]
 - Each hacking tool has its own User Interface and thus, user must know what hacking tool they are running.


	AhnLab, Inc.			Core Technology Team
	Category	Version	Issue Date	
	Confidential	1.0	2009-04-09	

- ② If a user does not run a hacking tool or cannot find a hacking tool, collect the system information and send it to AhnLab, Inc.


For details on collecting system information, please refer to [4. Error Information Collection Method > Collecting and analyzing error information using AhnReport > Creating HackShield log].

Hacking Tool List

Error Code(HackNumber)	Hacking Tool's Information	Error Code(HackNumber)	Hacking Tool's Information
0x100001d4	nfojdyou	0x100001d5	Fairy_Ape.exe
0x100001d7	sk410	0x100001d6	SuperRec
0x100001d8	HeroKey	0x100001d9	Seraph
0x100001da	Cheat Injector 4rm4g3d0n V1.4, By WE11ington	0x100001db	Croner's Orange D3d
0x100001dc	Public cheat By Cody	0x100001dd	New Pub Hook(GameOva)
0x100001de	Public cheat I 27.02.09 by - Numb-	0x100001df	WARROCK_RAMPAGE.rar
0x100001e0	WarRoCk_HaCkZoR.dll	0x100001e1	Vodkaz D3D
0x100001e2	Waked war injector	0x100001e3	Rocka8 Dll Hack
0x100001e4	Hack (by steven13)	0x100001e5	Zanzas_Hook 28.2.09
0x100001e6	Bastard.rar	0x100001e7	Gioshua_Beta_Hack
0x100001e8	danybr's hack 1.1	0x100001e9	CrossPunk
0x100001ea	Crosshair Tool	0x100001eb	TomTheBig's_WarRock_Spammer
0x100001ec	Waked War Spammer	0x100001ed	UG pl0xy
0x100001ee	Warrock_Hack_V1.5	0x100001ef	Hack by Me
0x100001f0	Codename-x_v[1].7_public	0x100001f1	Artic66_and_Venom_Public
0x100001f2	K2_Suxx_by_BlueApple	0x100001f3	WE11ington_Hack_4rm4g3d0n_V 1.4
0x100001f4~f5	TeamSpeak	0x100001f6	SimpleChams
0x100001f7	nfoSimpleChams	0x1000021f	LH1337_bin
0x100001f	Restricted Cross.exe	0x100001f4~f5	TeamSpeak
0x100001f6~f7	SimpleChams	0x100001ff	Hack.rar
0x1000021a	UGEngine	0x1000021b	ProcessGuard
0x1000021c	nfoNew_Insano_Labs_VIP_Hack	0x1000021d	NUAH Hack 1.1
0x1000021e	nfoDaCross_v0.6	0x10000217	UnderRound H4CK3R War Rock
0x10000218	nfoWarRock Injector	0x100002179	UnderRound H4CK3R War Rock
0x10000215	nfoFrancYescO_D3D_WarRock_VIP	0x10000210	WR Trainer.exe
0x1000020f	nfoN3oKains_Public_1.0	0x1000020e	BlackDragon's Hack
0x1000020d	nfoCroners D3d	0x1000020c	Adrenaline's D3d V1.1

	AhnLab, Inc.			Core Technology Team
	Category	Version	Issue Date	
	Confidential	1.0	2009-04-09	

0x10000211	nfoLoad.exe(Slow_NoHS.dll/Spear.dll)	0x10000200	TomTheBig's Glitch cheat
0x10000201	Iwanno12 Hack	0x10000202	WarH4ck PwnAge
0x10000203	WRdominatoR	0x10000204	Sh4d0w[No_Menu]Public
0x10000205	JRHeaven Public By Sirbestro	0x10000206	Zeftor & Poesy Public Hook
0x10000207	Xalaq Crosshair	0x10000208	Waffen-hack
0x10000212~14	HolicYes		
0x10000221	ifrhack	0x10000223	SimpleChams1.2
0x10000224	UGPUB	0x10000225	WARROCK HACK
0x10000226	rockanderr hack	0x10000227	Rocka8s DLL Hack 2.0
0x10000228	Advanced_Spammer	0x1000022a	IP Scanner(D3lisle.exe)
0x1000022b	光明戰神.exe	0x1000022c~22d	dll.exe(MP-Hacks ESP.dll)
0x1000022e~22f	PI Beta Hook		
0x10000230	xGODxD3D	0x10000231	oph
0x10000232	War Rock Hacks - Eazy.E	0x10000233	E4GI31fr1t
0x10000234	GameOva PUB	0x10000235	WRTurkHackDS
0x10000236	OnurKininSpammer	0x10000237	WarrockHackCleaner
0x10000238	Wchag.com Public Hook	0x10000239	PO Hack
0x1000023a	Dudeslp D3D Hack	0x1000023b	Hacker2804-Spammer
0x1000023c	Wchag spammer V1.0	0x1000023d	Spammer1.0
0x1000023e	Warrock-Spammer	0x1000023f	3xi.exe
0x10000240	Wchag.com_VIP_by_Datijn123	0x10000241	K2WareZ_VIP_Preview
0x10000242	cheat.exe	0x10000243	GameH4X_Public_D3D
0x10000244	Unknown_pk	0x10000245	HSBuster.dll
0x10000246	WarRock_Public_D3D_Hook	0x10000247	icq der Warrock hack
0x10000248	FREE_CASH-CRACK.V2	0x10000249	[cheat-project.com] McHack
0x1000024a	Jack29 v2.0	0x1000024b	GODF4Th3Rx Pub 0.5
0x1000024c	NUAH_1.3_Mit_GM_MODE	0x1000024d	NUAH_1.3_Ohne_GM_MODE
0x1000024e	PHCPUBLIC_BY_ZANZA	0x1000024f	Sh4d0w_Hack_v2_K2WareZ
0x10000250	SexXxy_HaxXx	0x10000251	Z3r0_Sp4m
0x10000252	WR-SPAMMER	0x10000253	Warrock_Web_Browser_Instar
0x10000254	FatHacks.Com_-_VIP_hack	0x10000255	Kleiner Public Hack Fur GreyCore
0x10000256	DarkNess v 1.1 WR Cheats	0x10000257	DarkNess v1.0 D3D
0x10000258	5 slot Cheats	0x10000259	Awesome Warrock Hack
0x1000025a	warrock hack v3	0x1000025b	Benzinerfahrers Puplic Hack
0x1000025c	GameH4X Small Public	0x1000025d	Johannes
0x1000025e	oWwD3DZIP	0x1000025f	QQ.exe_葵花?典
0x10000260	GzH_Warrock We11ington	0x10000261	Stylas Warrockhackz.Tk Webbrowser
0x10000262	Stylas Fixxed Spamma	0x10000263	Stylas Fixxed Spamma
0x10000264	Blutonium-Hackers-D3D-Beta-Hack	0x10000265	TomTheBig_s_Public_D3D

	AhnLab, Inc.			Core Technology Team
	Category	Version	Issue Date	
	Confidential	1.0	2009-04-09	

0x10000266	UnknownPK	0x10000267	I.C.E_injector
0x10000268	Multi Spammer	0x10000269	Spammer_by_Kev887
0x1000026b	h4ch	0x1000026c	Pro_Code_v2
0x1000026d	K2Warez_VIP_Hook_BETA	0x1000026e	Kleiner Hack 2009-03-29
0x1000026f	hack		
0x10000270	grev_d3d	0x10000271	Pro_hack
0x10000272	artillery_V3	0x10000273	armtopbank V.5.0
0x10000274~75	FZG_Nonamev1.3&1.5	0x10000276	JOJO_V085+1220
0x10000277	Fzg_Dr_v223	0x10000278	warrock hack
0x10000279	warrock-foren.xphpbb.com	0x1000027a	warrock-foren.xphpbb.com
0x1000027b	steel wrapper	0x1000027c	BigMacroTool
0x1000027d	MC Spammer	0x1000027e	German-Hacks-Spammer
0x1000027f	All-In-One		
0x10000280	01.04new_I.C.E	0x10000281	Warrock_hack_v3
0x10000282	GameH4X_Spammer	0x10000283	SysComEngine_1236
0x10000284	FrancYescO_D3D_WarRock_VIP	0x10000285	public-beta
0x10000286	Sh4d0w_h4ck_v3	0x10000287	Sniperwar DLL(09.01.09)
0x10000288	Quick Memory Editor	0x10000289	DxtHack
0x1000028d~28e	Sora Engine		

[ErrorCode: 0x20000001 ~ 0x20000176]

Symptoms

The following error codes are displayed while playing the game and the game is terminated.

- 0x20000001 ~ 0x20000176 or
- Unknown Error : 0x20000001 ~ 0x20000176

Causes

HackShield Memory Heuristic Engine(3n.mhe) has detected hacking tools in the range of error code

- 0x20000001 ~ 0x20000176

Solution


- ① Terminate each hacking tool that matches a particular error code. See Hacking Tool list below you're your information.

[Note]

- Each hacking tool has its own User Interface and thus, user must know what hacking tool they are running.

- ② If a user does not run a hacking tool or cannot find a hacking tool, collect the system information and send it to AhnLab, Inc.


For details on collecting system information, please refer to [4. Error Information Collection Method

	AhnLab, Inc.			Core Technology Team
	Category	Version	Issue Date	
	Confidential	1.0	2009-04-09	


> Collecting and analyzing error information using AhnReport > Creating HackShield log].

Hacking Tool List


Error Code(HackNumber)	Hacking Tool's Information	Error Code(HackNumber)	Hacking Tool's Information
0x20000001	hypperolly 1	0x20000002	hypperolly 2
0x20000003	Attack Protect.exe	0x20000004	dxwnd.exe
0x20000005	WinDbg	0x20000006	ProcessExplorer
0x20000007	ProcessMonitor	0x20000008	FileMonitor/RegMonitor
0x20000009	AuditionDoumi	0x2000000a	AuditionDoumi
0x2000000b	Requiem AutoStick	0x2000000c	Cheat Engine 5.0 5.1 5.2 5.3
0x2000000d	다시쓰는스포.exe	0x2000000e	오토마우스 해킹툴
0x2000000f	스포츠활용능력.exe	0x20000010	돌리™.exe
0x20000011~12	e.exe	0x20000013~14	썬校툴網0424.exe
0x20000015	EZ_RAG2.EXE	0x20000016	Neo_Audition
0x20000017	매크로 해킹툴	0x20000018	AUMaster.exe
0x20000019	舞金手指6.0	0x2000001a	OllyDbg
0x2000001b~d	bsAngle.exe	0x2000001e~f	AuditionDoumi
0x20000020~24	AuditionDoumi	0x20000025~27	AudiAuto
0x20000028~29	Requiem AutoStick	0x2000002a	Requiem AutoStick
0x2000002b	OllyDbg110 9in1 for Themida / OllyICE	0x2000002c	OllyDbg200a v2.0
0x2000002d	IDA Pro Advanced V5.0 V5.1	0x2000002e	AutoF9.exe
0x2000002f	ModzPerfect.exe	0x20000030~32	Requiem AutoStick
0x20000033~34	연팩.exe	0x20000035	qq.exe
0x20000036~37	wpe pro.exe	0x20000038	MOFHelper.exe
0x20000039	QuickMacro v6.20.exe	0x2000003a~c	Fyblade.exe v1.1
0x2000003d~f	SkyQS1.14.exe	0x20000040~41	moFairyAss.exe
0x20000042~43	Ethereal 0.99.0	0x20000044~45	wireshark.exe
0x20000046	Packetyzer.exe	0x20000047~48	舞炸房小工具.exe
0x20000049	Perfect Ball Freezing	0x2000004a~4b	Perfect Ball Freezing
0x2000004c~4d	MrPerfect.exe	0x2000004e	Ethereal 0.99.0
0x2000004f	wireshark.exe	0x20000050	游.exe
0x20000051~53	Smuggle_v2.5	0x20000054	NetSuspender v4.4 Packet_Drop
0x20000055	QQ v0126/v0129/v0218/v0226	0x20000056	QQ.exe
0x20000057~58	Explorer SpeedHack	0x20000059	CheatEngine
0x2000005a~5b	CheatEngine	0x2000005c	Clonning v1.2
0x2000005d~5f	Fyblade.exe v1.6/v1.7	0x20000060~63	Fyblade.exe v1.6/v1.7
0x20000064~67	QQ0514	0x20000068	WinDbg

	AhnLab, Inc.			Core Technology Team
	Category	Version	Issue Date	
	Confidential	1.0	2009-04-09	

0x20000069	GhostReplay	0x2000006a~6e	GhostReplay
0x2000006f	SkyQS_GOD_v105	0x20000070~71	SkyQS_GOD_v105
0x20000072~73	Speedup3.exe	0x20000074~75	CoolG_Riy.exe
0x20000076~77	Ice Modz.exe/One Key.exe/Two Key.exe/Zero Time.exe	0x20000078	One Key.exe
0x20000079	Two Key.exe	0x2000007a	Zero Time.exe
0x2000007b~7e	MHS.exe	0x2000007f	fhlun
0x20000080~82	GSspeed1.41.exe	0x20000083~84	MHS.exe
0x20000085~87	MoonLight_Engine_1148.17.exe	0x20000088~89	explorer.exe(SpeedHack)
0x2000008a	explorer.exe(SpeedHack)	0x2000008b	oz_수동.exe
0x2000008c~8f	playchanpagne.exe	0x20000090~94	ECP.exe
0x20000095~96	Login_FSBox	0x20000097	WPE Pro
0x20000098~99	ThunderEngine	0x2000009a~9b	ThunderEngine
0x2000009c~9f	SpeedHack	0x200000a0~a2	fenghuoxiaosheng.exe
0x200000a3~a6	ECP.exe, v1.2.10/v1.3.12	0x200000a7	F_MACRO.EXE
0x200000a8~a9	ECP.exe, v1.3.30	0x200000aa	rPE Packet Editor
0x200000ab, ac, ad	QQ.exe v0807	0x200000ae, af	SpeedGame.exe
0x200000b0	Game Expert v6.2	0x200000b1~b2	anjianjingling6.exe-QMacro
0x200000b3	Login_FSBox(Login_Box.exe)	0x200000b4~b5	QQ0926(Audition/Automacro)
0x200000b6	L.H Freelnput.exe	0x200000b7~b9	SunHelper.exe
0x200000ba~bf	ChampagneMania Holic	0x200000c0~c2	ChampagneMania Holic
0x200000c3~c5	긴축송첫출로경(SpeedGear).exe	0x200000c6~c7	Fast_kill_hack
0x200000c8~c9	HackByCodeZero(30.4.08)	0x200000ca~cb	PixelTrigger
0x200000cc~cd	LH_Freelnput.exe	0x200000ce	Syser Kernel Debugger
0x200000cf	WRAuto Talker.exe	0x200000d0~d1	AdvNogi v2.70
0x200000d2	DxtXHair v2.2	0x200000d3	JanOwners Advanced Program v2.exe
0x200000d4	EZ Auto	0x200000d5	Spammer
0x200000d6	HatsalNogi	0x200000d7	Bloodvfire's Spammer
0x200000d8	SaruenGang V1.04/HyperOilly	0x200000d9	ECP.exe v1.5.85
0x200000da	Crosshairs.exe	0x200000db~dc	UltraSpammerV2_1 EnglishVersion
0x200000dd	VB.Net_UMM.exe	0x200000de	MultiCross.exe
0x200000df	SPAMBOT.exe	0x200000e0	SPAMBOT.exe
0x200000e1	WRAutoTalker.exe	0x200000e2	crosshair.exe
0x200000e3~e4	Punkbuster Killer.exe	0x200000e5~e7	FSPower V1.3
0x200000e8	GameRegistance+2.08	0x200000e9	oz Doumi
0x200000ea	Scope_Patcher_by_TomTheBig.exe	0x200000eb	D3D+WR+hack.exe
0x200000ec	K2CarbonSpammer.exe	0x200000ed	V!rus.exe
0x200000ee~ef	StreetStar.exe	0x200000f0~f1	Crosshairs+by+h4xter.exe

	AhnLab, Inc.			Core Technology Team
	Category	Version	Issue Date	
	Confidential	1.0	2009-04-09	

0x200000f2~f5	Project1+(1).exe	0x200000f6~f7	Text+Spammer.exe
0x200000f8~f9	LordMan's Warrock Trainer v4.0.exe	0x200000fa~fc	spam.exe
0x200000fd~fe	w4rh4x public v1.0.exe	0x200000ff	Hans211
0x20000100~101	Hans211	0x20000102	WR_Hack_by_Grisen.exe
0x20000103~104	Christmas Hook.exe	0x20000105	Crosshair.exe
0x20000106	IPwnedX_s_Account_Generator.exe	0x20000107~109	HSUpdate Bypass
0x2000010a	CH.exe	0x2000010b	Warrock+Spam+Bot.exe
0x2000010c~10d	HyperOily(CHN Edition/NewProject.exe)	0x2000010e	DXT Gaming Spammer: By Coolyo1
0x2000010f	Proxy Hack	0x20000110	Proxy Hack
0x20000111	KnightV	0x20000112	GlovePIE
0x20000113	Anti_Kick	0x20000114	N1hck4dxt
0x20000115	WRSPublic	0x20000116	HackBan+1.-+by+El+Pingu
0x20000117	Arnold's CrossHair)	0x20000118	FPS-Cheats Spammer
0x20000119	Wieter20's Spammer	0x2000011a	CrossHair Hack
0x2000011b	SecretMerchanter - v1.1 - Made by Secet	0x2000011c	Wr_OC V3.exe - Online Checker
0x2000011d	Undetected CH Hack for the Holidays!(CH)	0x2000011e~11f	[ghb] Public Hack 3.5
0x20000120	WRS_Spam.exe	0x20000121	Warrock Retail Code Generator.exe
0x20000122	WarRock-Avatar-Tool.exe	0x20000123	Phantom_Coding_Spammer_1.0.exe
0x20000124	Super Spammer.exe	0x20000125~46	WRS+Crosshair+Pack.exe
0x20000127	Account Lister ~2.0~	0x20000128	ID Generator
0x20000129	MaYkO12 Hack	0x2000012a	Best WarRock Spammer
0x2000012b	JoyToKey	0x2000012c~12d	MemoryEdit
0x2000012e	OnurKininSpammer	0x2000012f	Marcus-k Public Spammer
0x20000130	Bloodyfires's Warrock Spammer	0x20000131	ProSpammer
0x20000132	jinsu_nnogi_lv120	0x20000133	Panda_DDOS ENG & CHN
0x20000134	Account Generator	0x20000135	Crossshairs Personalizzati
0x20000136	Control Center	0x20000137	Officil_GHB_Spammer
0x20000138	Warrockphbv1 New!	0x20000139	Wr-Pure.tk spammer
0x2000013a	Wrrk Spammer By HeroMx	0x2000013b~13f	GhostReplay(3.0.10.7)
0x20000140~141	GhostReplay(3.0.10.7)	0x20000142	Dxt Spammer
0x20000143	Multi Spammer By Favarese91	0x20000144	spammer V.3 re-release
0x20000145	War Rock Injector	0x20000146	Audition Agent 2.4 Exitmated
0x20000147	StreetStar	0x20000148	True_Fave_Public_Hack_v2
0x20000149	Bizarro Trainer.exe	0x2000014a	NoobisBot.exe
0x2000014b	Cheetah Injector v1.3	0x2000014c	FBot

	AhnLab, Inc.			Core Technology Team
	Category	Version	Issue Date	
	Confidential	1.0	2009-04-09	

0x2000014d	PiNHunter.exe	0x2000014e	GHB Spammer
0x2000014f	OillyDBG-RAMODB	0x20000150	OillyDBG-The-Best-version
0x20000151	WarHax V.1 >> VB.NET Trainer	0x20000152	PHC Spammer
0x20000153	Spammer By Kakkeschij	0x20000154~159	?^알?v6.4
0x2000015a	Cheat Engine 5.5/Packet Editor Doh!	0x2000015b	Kenny's VB6 .DLL injector
0x2000015c	WarHax V.3.0(public_hax)	0x2000015d	crosshair.exe
0x2000015e	Addy Logger	0x2000015f	Account_Updater.exe
0x20000160	GHBSpammerbyZeaS.exe	0x20000161	Maxn'S Account Updater
0x20000162	Cr0ssHair_made_by_t0ni	0x20000163	5dye(轟돈침분.exe/ 넵롱눔름燎친옴품툰경.exe)
0x20000164	crosshair hack	0x20000165	UltraSpammer
0x20000166	GHB-Beta_v1.4	0x20000167	Spam V2
0x20000168	Warrock_script_1.2	0x20000169	Ho2HelperBeta3.21
0x2000016a~16d	Ho2HelperBeta3.21	0x2000016e	MagicSpeed
0x2000016f	spambot.exe	0x20000170	Hack Shield Bypass (WindowsFormsApplication1)
0x20000171	Advanced_Spammer	0x20000172	Spammer v 1[1].1 (By Twist)
0x20000173	D4rk4dm1n_CrossHair_1.2	0x20000174	FZG_Nonamev1.3&1.5
0x20000175	MapleStoryTW_2.00C	0x20000176	Fzg_Dr_v223

[ErrorCode: 0x30000001 ~ 0x30000032]

Symptoms

The following error codes are displayed while playing the game and the game is terminated.

- 0x30000001 ~ 0x30000032 or
- Unknown Error : 0x30000001 ~ 0x30000032

Causes

HackShield Memory Heuristic Engine(3n.mhe) has detected hacking tools in the range of error code

- 0x30000001 ~ 0x30000032


Solution

- ① Terminate each hacking tool that matches a particular error code. See Hacking Tool list below you're your information.

[Note]

- Each hacking tool has its own User Interface and thus, user must know what hacking tool they are running.

- ② If a user does not run a hacking tool or cannot find a hacking tool, collect the system information


	AhnLab, Inc.			Core Technology Team
	Category	Version	Issue Date	
	Confidential	1.0	2009-04-09	

and send it to AhnLab, Inc.

For details on collecting system information, please refer to [4. Error Information Collection Method
> Collecting and analyzing error information using AhnReport > Creating HackShield log].

Hacking Tool List

Error Code(HackNumber)	Hacking Tool's Information	Error Code(HackNumber)	Hacking Tool's Information
0x30000001	smuggle_2.5 2000nosp	0x30000002	smuggle_2.5 2003nosp
0x30000003	smuggle_2.5 2003sp1,2	0x30000004	smuggle_2.5 xp
0x30000005	ICEMODZ	0x30000006	MoonLight1129
0x30000007	beckgom_2.0_rev1230	0x30000008	DAEngine v5.4
0x30000009	MHS v5.001/v5.002/v5.004	0x3000000a	Revolution v7.2/v8.3
0x3000000b	CheatEngine v5.4	0x3000000c	fjFixMachine.exe
0x3000000d	MoonLight Engine.exe v1224.4.0.15	0x3000000e	CoCo 0.6v.exe
0x3000000f	Concept Engine.exe	0x30000010	Auto.exe
0x30000011	Revolution 7.2(Brazil Version)	0x30000012	MoonLight Engine 1196.exe
0x30000013	blorbslayer Engine	0x30000014	MoonLight Engine 1148/1152/1154
0x30000015	Revolution Engine 6.2/7.2/8.3	0x30000016	Vicious Engine 5
0x30000017	Cheat Engine 5.3	0x30000018	Cheat Engine 5.2
0x30000019	Cheat Engine 5.1.1	0x3000001a	KiKi's Undetected Cheat Engine
0x3000001a	QQ.exe v1212	0x3000001a	Ghost Killer
0x3000001a	ICheat Engine	0x3000001a	ahaaha Engine
0x3000001a	Sex Engine	0x30000020	Audition Agent 2.4 Exitmated
0x30000021	DAEngine v1.0	0x30000022	GameAnarchy
0x30000023	FPSCheat-CAHook3Beat	0x30000024	GameAnarchy
0x30000025	dcinjector&spear.dll	0x30000026	GameAnarchy
0x30000027	CAHook3Beta(14th Mars)	0x30000028	GameAnarchy
0x30000029	CombatArms/CAHook3Beta - March20	0x3000002a	3xi
0x3000002c	GameAnarchy	0x3000002f	GameAnarchy
0x3000002e	EU/CombatArms - CAHook3Beta / Mar27	0x3000002d	US/CombatArms - CAHook3Beta / Mar27
0x30000030~31	FPSCheat-CAHook3Beta(4/2)	0x30000032	DxtHack

	AhnLab, Inc.			Core Technology Team
	Category	Version	Issue Date	
	Confidential	1.0	2009-04-09	

[ErrorCode: 0x40000001] Autoplay hacking program detected

Symptoms

The following error codes are displayed while playing the game and the game is terminated.

- 0x40000001 or
- Unknown Error : 0x40000001

Causes

Neo_Audition autoplay USB hardware device is detected by the HackShield memory heuristic engine.

Solution

- ① Remove the Neo_Audition autoplay USB and restart the game. As this hacking tool uses USB, in most cases, you will know whether it is running.
- ② If you did not use the Neo_Audition autoplay USB, collect the system information and send it to AhnLab, Inc.
- ③ For details on collecting system information, please refer to [4. Error Information Collection Method > Collecting and analyzing error information using AhnReport > Creating HackShield log].

[ErrorCode: 0x40000002] Autoplay hacking program detected

Symptoms

The following error codes are displayed while playing the game and the game is terminated.


- 0x40000002 or
- Unknown Error : 0x40000002

Causes

“Online 삼국지” autoplay USB hardware device is detected by the HackShield memory heuristic engine.

Solution

- ① Remove the “Online 삼국지” autoplay USB and restart the game. As this hacking tool uses USB, in most cases, you will know whether it is running.
- ② If you did not use the “Online 삼국지” autoplay USB, collect the system information and send it to AhnLab, Inc.
- ③ For details on collecting system information, please refer to [4. Error Information Collection Method > Collecting and analyzing error information using AhnReport > Creating HackShield log].

	AhnLab, Inc.			Core Technology Team
	Category	Version	Issue Date	
	Confidential	1.0	2009-04-09	

[ErrorCode: 0x40000003] Autoplay hacking program detected

Symptoms

The following error codes are displayed while playing the game and the game is terminated.

- 0x40000003 or
- Unknown Error : 0x40000003

Causes

IRobot¹ autoplay USB hardware device is detected by the HackShield memory heuristic engine.

Solution

- ① Remove the IRobot autoplay USB and restart the game. As this hacking tool uses USB, in most cases, you will know whether it is running.
- ② If you did not use the IRobot autoplay USB, collect the system information and send it to AhnLab, Inc.
- ③ For details on collecting system information, please refer to [4. Error Information Collection Method > Collecting and analyzing error information using AhnReport > Creating HackShield log].

[ErrorCode: 0x40000004 ~ 0x40000005] Autoplay hacking program detected

Symptoms

The following error codes are displayed while playing the game and the game is terminated.

- 0x40000004 ~ 0x40000005 or
- Unknown Error : 0x40000004 ~ 0x40000005


Causes

Neo_Audition autoplay USB hardware device is detected by the HackShield memory heuristic engine.

Solution

- ① Remove the Neo_Audition autoplay USB and restart the game. As this hacking tool uses USB, in most cases, you will know whether it is running.
- ② If you did not use the Neo_Audition autoplay USB, collect the system information and send it to AhnLab, Inc.
- ③ For details on collecting system information, please refer to [4. Error Information Collection Method > Collecting and analyzing error information using AhnReport > Creating HackShield log].

¹ IRobot: Name of company that produces hardware USB automouse.

	AhnLab, Inc.			Core Technology Team
	Category	Version	Issue Date	
	Confidential	1.0	2009-04-09	

[ErrorCode: 0x40000006] Autoplay hacking program detected

Symptoms

The following error codes are displayed while playing the game and the game is terminated.

- 0x40000006 or
- Unknown Error : 0x40000006

Causes

Autostick² autoplay USB hardware device is detected by the HackShield memory heuristic engine.

Solution

- ① Remove the Autostick autoplay USB and restart the game. As this hacking tool uses USB, in most cases, you will know whether it is running.
- ② If you did not use the Autostick autoplay USB, collect the system information and send it to AhnLab, Inc.
- ③ For details on collecting system information, please refer to [4. Error Information Collection Method > Collecting and analyzing error information using AhnReport > Creating HackShield log].

3.8. Solving HackShield Update Errors

[ErrorCode: 0x30000010 ~ 20] Configuration file error

Symptoms

1. When HackShield update is started, 0x30000010 or 0x30000010 error code and message appear, and the game gets terminated.

Causes

The configuration file (HShield.env) that is required for HackShield update may not be available.


The permissions settings for the configuration file may not be valid.

The configuration file may be damaged due to unknown reasons.

Solution

1. Check whether the HShield.env file is in the Game Installation\HShield Folder or Game Installation\HackShield Folder.

² Autostick: Name of company that produces hardware USB automouse.

	AhnLab, Inc.			Core Technology Team
	Category	Version	Issue Date	
	Confidential	1.0	2009-04-09	

- A. If the file is not in the folder, install it again.
2. Right-click on the HShield.env file and check the properties.
 - A. Check whether the Archive is selected under Attributes.
 - B. If Read-only is selected, select Archive.

If the error persists after following the above procedure, perform the step below.

- Get the information on the system where the error occurred and send the log file to AhnLab, Inc. For details, please refer to [4. Error Information Collection Method > Collecting and analyzing error information using AhnReport > Creating HackShield log].

[ErrorCode: 0x30000030] Network connection error

Symptoms

When HackShield update is started or running, 0x30000030 error code and message appear, and the game gets terminated.

Causes

There could be a problem in the connection with the server due to problem in the network.

The connection with the server could be blocked by a firewall.

Solution

Check whether a firewall is installed, and check the firewall settings.

- A. Allow HackShield update in the firewall settings.

If the error persists after following the above procedure, perform the step below.

- Get the information on the system where the error occurred and send the log file to AhnLab, Inc. For details, please refer to [4. Error Information Collection Method > Collecting and analyzing error information using AhnReport > Creating HackShield log].

[ErrorCode: 0x30000090] Timeout error

Symptoms


WhileHackShield update is running, 0x30000090 error code and message appear, and the game gets terminated.

Causes

There could be a problem in the connection with the server due to problem in the network.

The download time could have exceeded the specified time due to temporary overload in the server.

The download time could have exceeded the specified time due to network problems.

	AhnLab, Inc.			Core Technology Team
	Category	Version	Issue Date	
	Confidential	1.0	2009-04-09	

The download time could have exceeded the specified time due to internal error during update.


The error could have occurred due to the Internet options settings.

Solution

1. It could be a temporary problem, so restart the game.
2. Check the Internet options settings.
 - A. Open an Internet browser and go to **Tools > Internet Options > Connections** and check **LAN Settings**.
 - B. If automatically detect settings is selected, deselect it.

If the error persists after following the above procedure, perform the step below.

- Get the information on the system where the error occurred and send the log file to AhnLab, Inc. For details, please refer to [4. Error Information Collection Method > Collecting and analyzing error information using AhnReport > Creating HackShield log].

	AhnLab, Inc.			Core Technology Team
	Category	Version	Issue Date	
	Confidential	1.0	2009-04-09	

4. Error Information Collection Method

4.1. Collecting and analyzing error information using AhnReport

Collecting error information using AhnReport

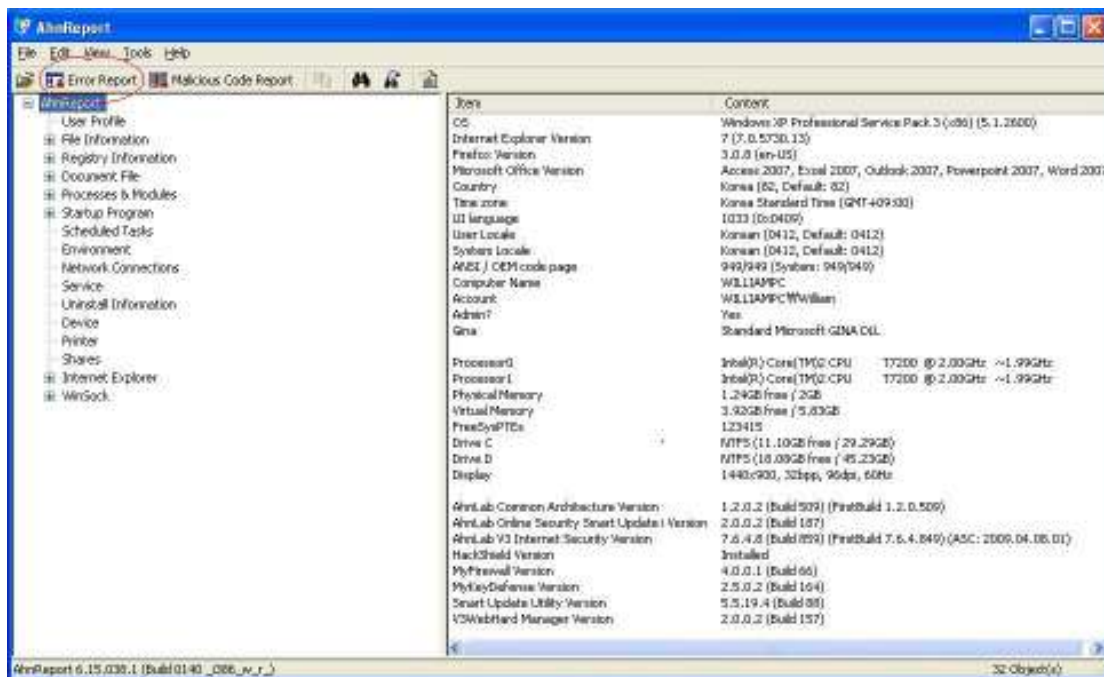
If an error occurs while using HackShield 2.0, collect the information on the error as follows, and send it to AhnLab, Inc.

1. Run the AhnReport program.




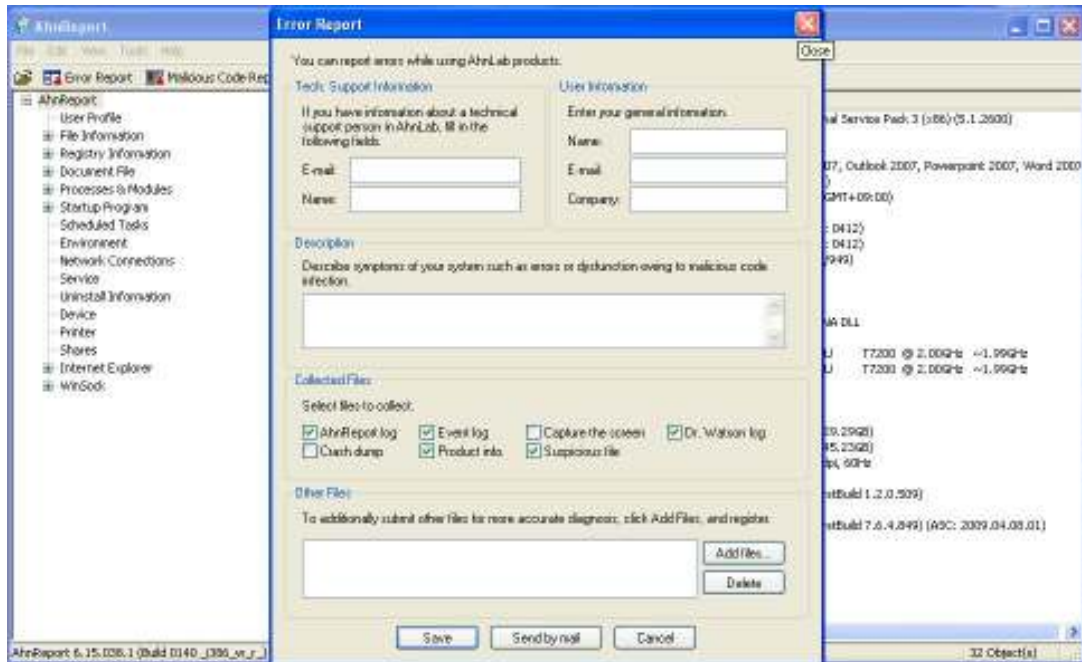
AhnReport.exe

2. The AhnLab Report window is as follows.




3. To save the collected information as a file, click the **Save** button, and if you want to send the file right away to AhnLab, click the **Send** button.
4. If you click **Save** or **Send**, the following window will appear.

	AhnLab, Inc.			Core Technology Team
	Category	Version	Issue Date	
	Confidential	1.0	2009-04-09	



5. In the **Tech. Support Information** fields, enter the e-mail address of the person in charge in AhnLab, and in the **User Information** fields, enter your name and e-mail address, and enter the details of the error under the **Detailed Information** field.
6. If BSOD (Blue Screen Of Death) occurs, select the Crash dump check box.

	AhnLab, Inc.			Core Technology Team
	Category	Version	Issue Date	
	Confidential	1.0	2009-04-09	

4.2. Creating HackShield Log

Creating HackShield log

File structure under \HShield or \HackShield




1. Send the two files in the above image located in the HackShield or HShield folder in the game folder.

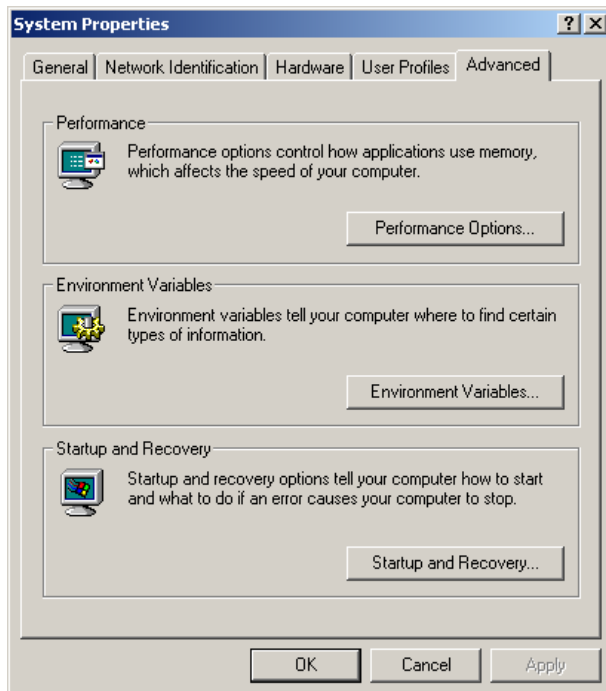
4.3. Creating Memory Dump File

Creating memory dump file

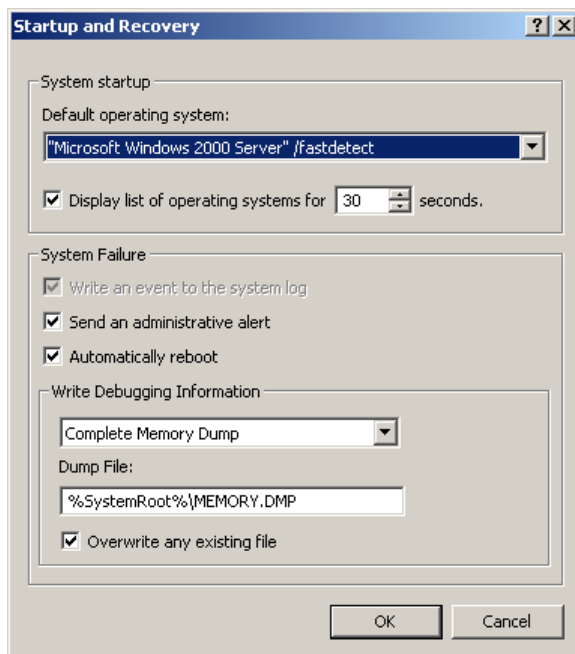
If Blue Screen occurs while running HackShield 2.0, create a memory dump file as follows and send it to AhnLab, Inc.

1. Right-click on **My Computer** and click **Properties**. If the following System Properties window appears, click the **Advanced** tab.


	AhnLab, Inc.			Core Technology Team
	Category	Version	Issue Date	
	Confidential	1.0	2009-04-09	



- Click **Startup and Recovery**. The following Startup and Recovery window will appear.

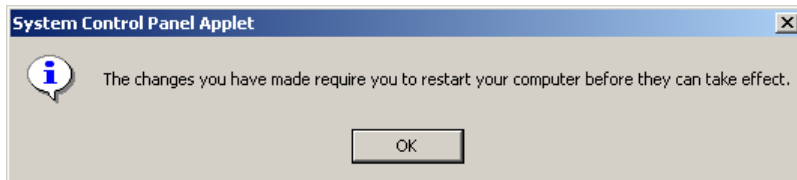


- Select **Complete Memory Dump** under **Write Debugging Information**, and then specify the path of the folder in which to create the memory file. The default folder is Windows folder, %SystemRoot%. To

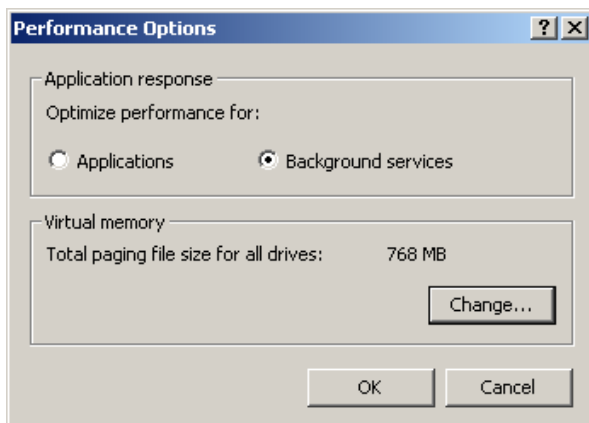
	AhnLab, Inc.			Core Technology Team
	Category	Version	Issue Date	
	Confidential	1.0	2009-04-09	

save the last memory dump only without leaving the existing memory dump, select the **Overwrite any existing file** checkbox.

- Click **OK** to save the settings. When the following dialog box appears, click **OK** to restart the system.



- If dump file is created when BSOD occurs, it is generally created in the C:\winnt\MEMORY.DMP dump file. (In XP, c:\windows\MEMORY.DMP)
- If a dump file is not created, follow the steps below.
 - The disk capacity on which the OS is installed is smaller than the memory size. -> Secure disk capacity in advance.
 - The paging file size is smaller than the RAM size. : Go to **My Computer > Advanced** tab, and select **Performance** and increase the Paging file .



4.4. Collecting User Mode Process Dump


Collecting user mode process memory dump

If a process error occurs while using HackShield 2.0, collect the User Mode Process Dump as follows, and send it to AhnLab, Inc.

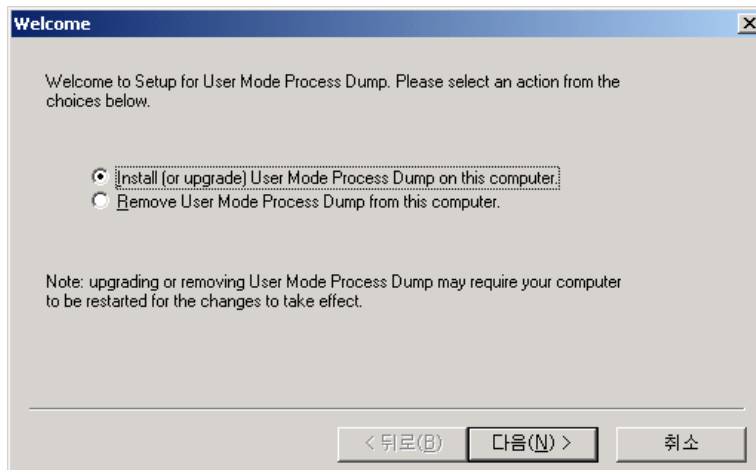
- Install userdump2k.zip, which is an attached program.



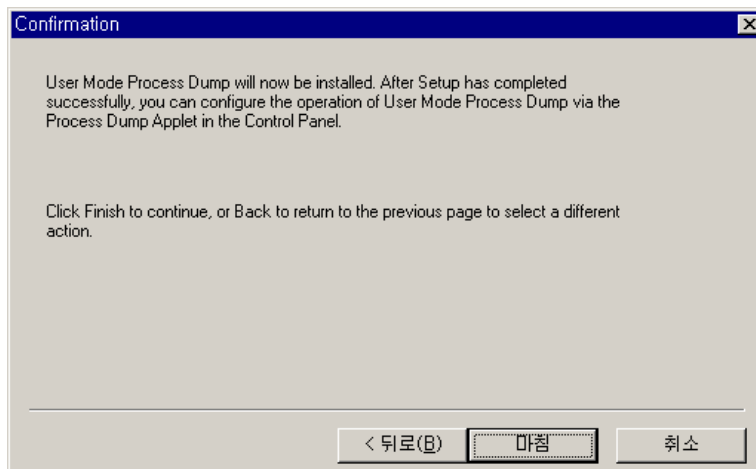
userdump2k.zip

	AhnLab, Inc.			Core Technology Team
	Category	Version	Issue Date	
	Confidential	1.0	2009-04-09	

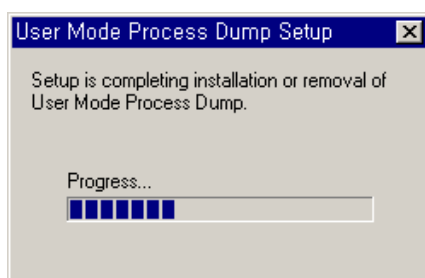
- Decompress the attached compressed file in a temporary folder and run Setup.exe. The following dialog box will appear.




- Select **Install User Mode Process Dump on this computer** and click **Next**. The following Confirmation dialog box will appear.



- Click **Finish** to install User Mode Process Dump.

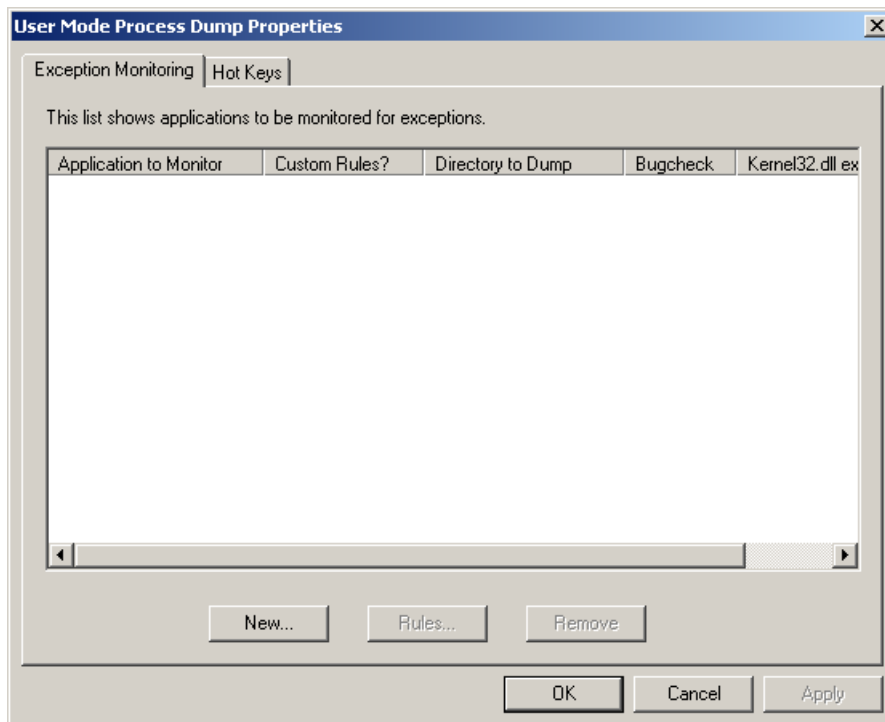


	AhnLab, Inc.			Core Technology Team
	Category	Version	Issue Date	
	Confidential	1.0	2009-04-09	

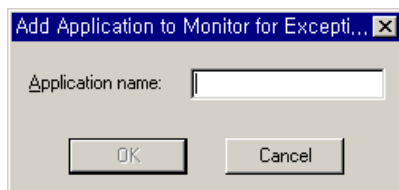
5. When the User Mode Process Dump is installed, the following dialog box will appear.




6. Click **Yes**. The following User Mode Process Dump Properties window will appear.

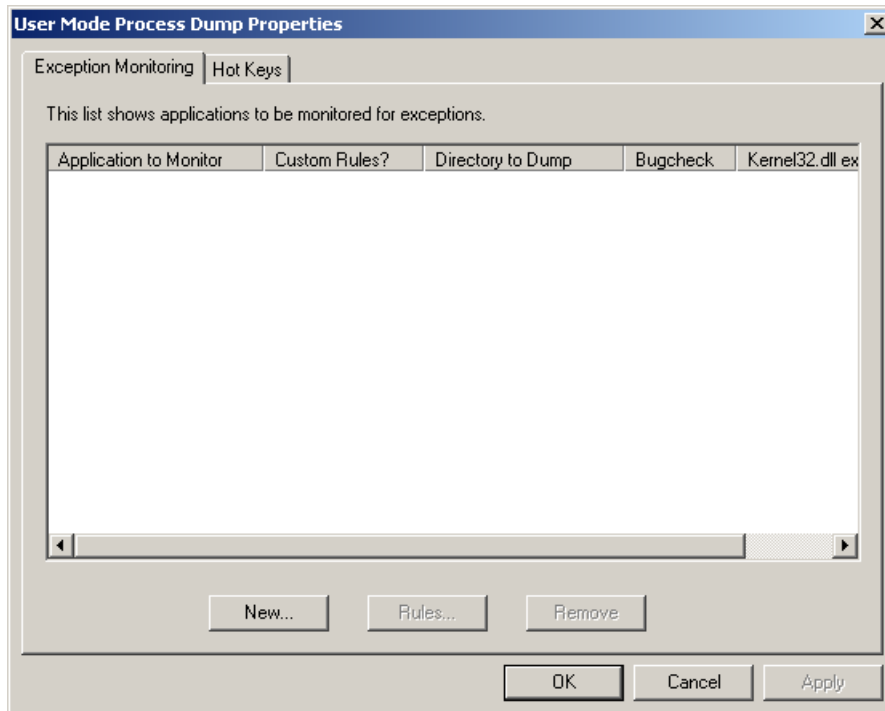


7. Click **New**. The following window will appear.

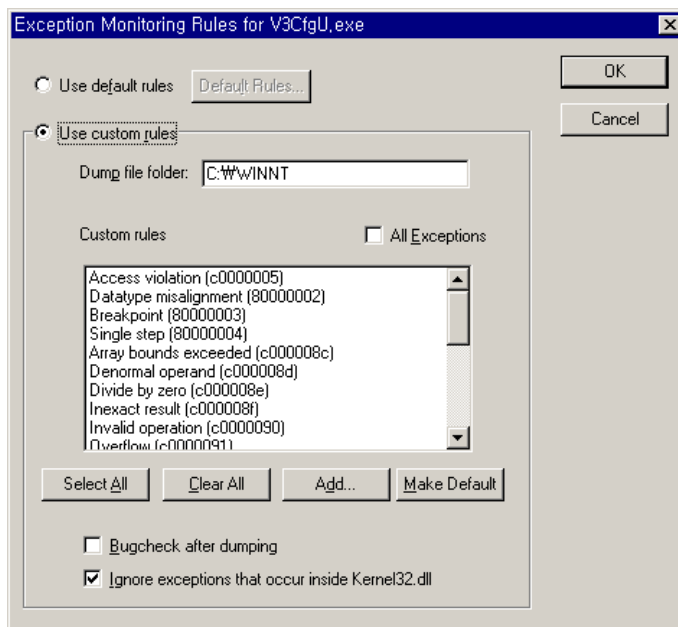


8. Enter the name of the executable file of the game (e.g.: Game.exe) as the process name to collect User Mode Process Dump, and click **OK**.


	AhnLab, Inc.			Core Technology Team
	Category	Version	Issue Date	
	Confidential	1.0	2009-04-09	



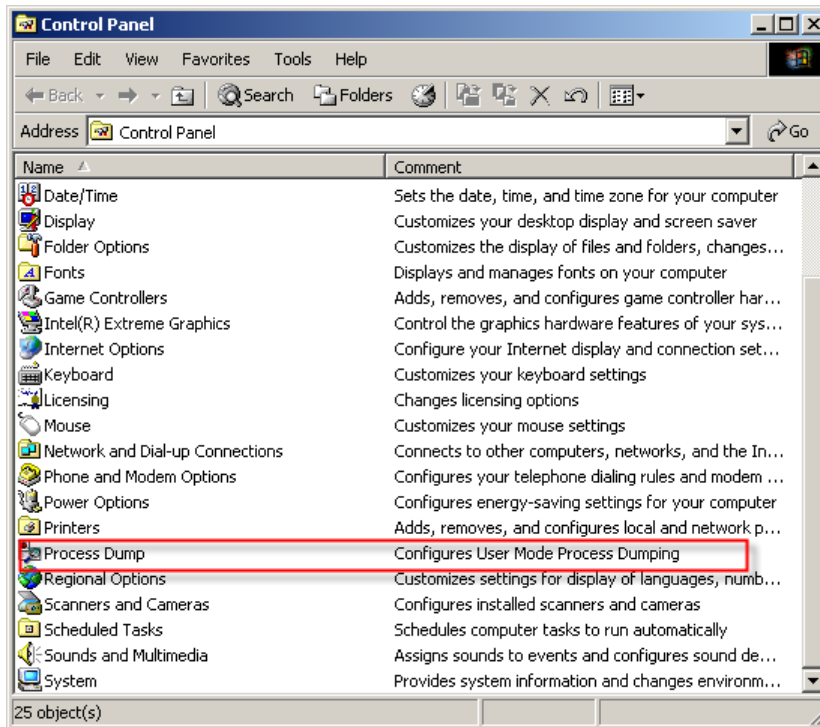
9. If the game process gets terminated abnormally, the User Mode Process Dump file will be automatically saved in the folder specified as Directory to Dump. To change the Directory to Dump folder, click **Rules**.




10. Select **Use custom rules** and enter the path to specify as Directory to Dump folder in the **Dump file folder** field.

	AhnLab, Inc.			Core Technology Team
	Category	Version	Issue Date	
	Confidential	1.0	2009-04-09	

11. If the User Mode Process Dump is installed, Process Dump category will be added to the Control Panel as follows.



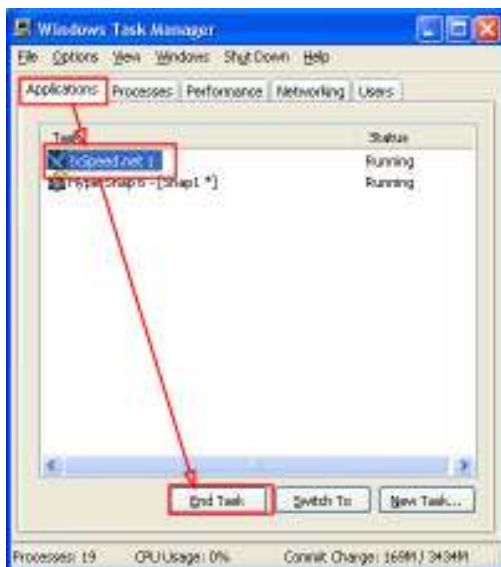
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	Category	Version	Issue Date	
	Confidential	1.0	2009-04-09	

5. Terminating and Removing Program

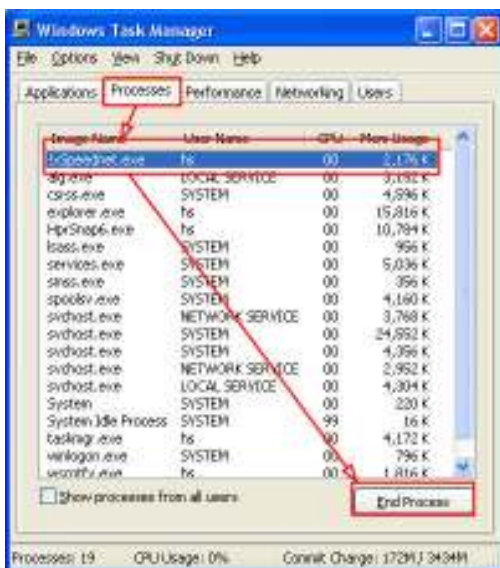
5.1. Terminating Program


Terminating program with Task Manager

1. Press Ctrl+ Alt+Delete on the keyboard to open the **Task Manager**. When the Task Manager window appears, you can check the programs that are currently running in the Applications tab. Select the program you want to end, and click **End Task**.



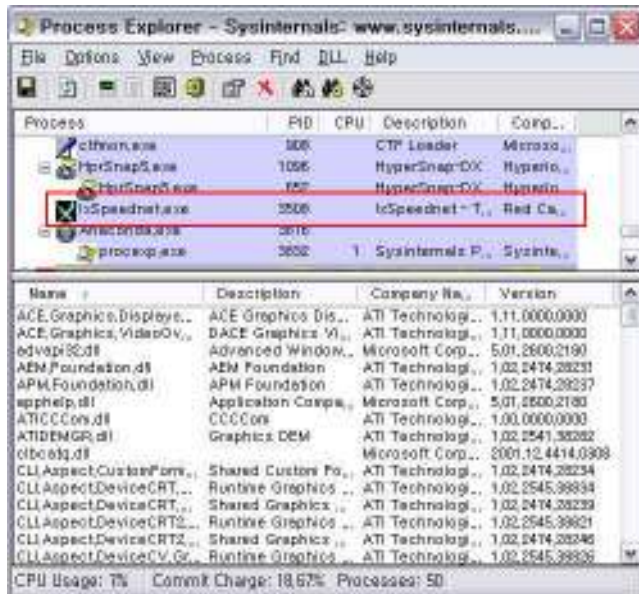
2. If you cannot find the program you want to end in the **Applications** tab, select the **Processes** tab and select the process you want to end and click **End Process**.




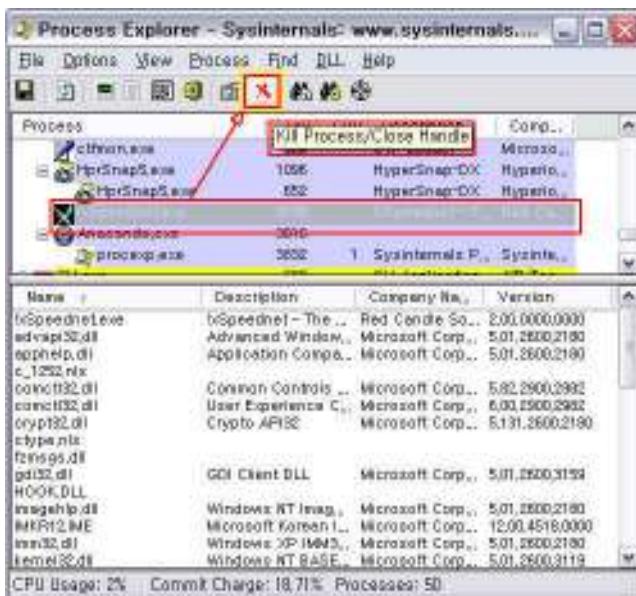
	AhnLab, Inc.			Core Technology Team
	Category	Version	Issue Date	
	Confidential	1.0	2009-04-09	

Terminating program with Process Explorer


1. Go to <http://www.systeminternals.com> and download Process Explorer.
2. If you run Process Explorer, all the programs that are currently running will appear as a list.



3. Select the program you want to end, and click the Kill Process icon .



4. When a dialog box with the message asking whether you want to end the process appears, click **Yes**.

	AhnLab, Inc.			Core Technology Team
	Category	Version	Issue Date	
	Confidential	1.0	2009-04-09	


5.2. Removing Program

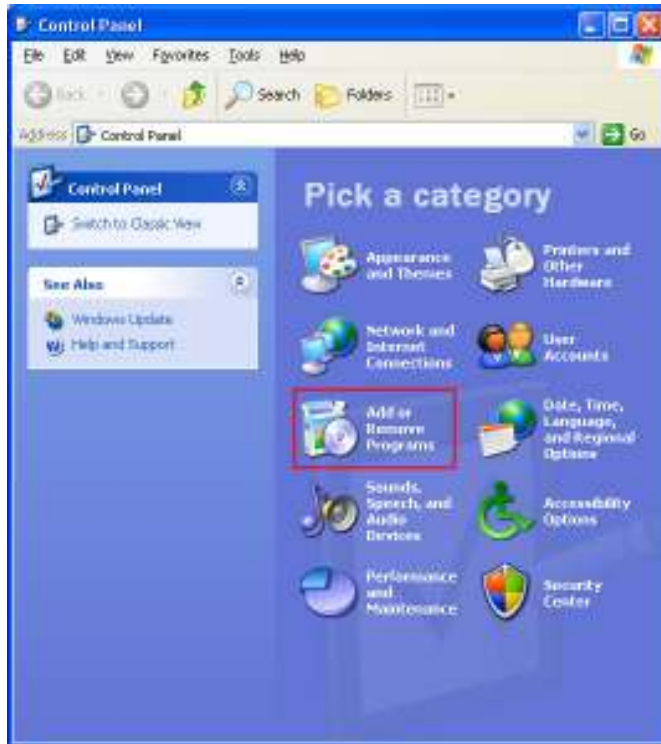
Removing program in Control Panel

1. Click **Start** and then **Control Panel**.

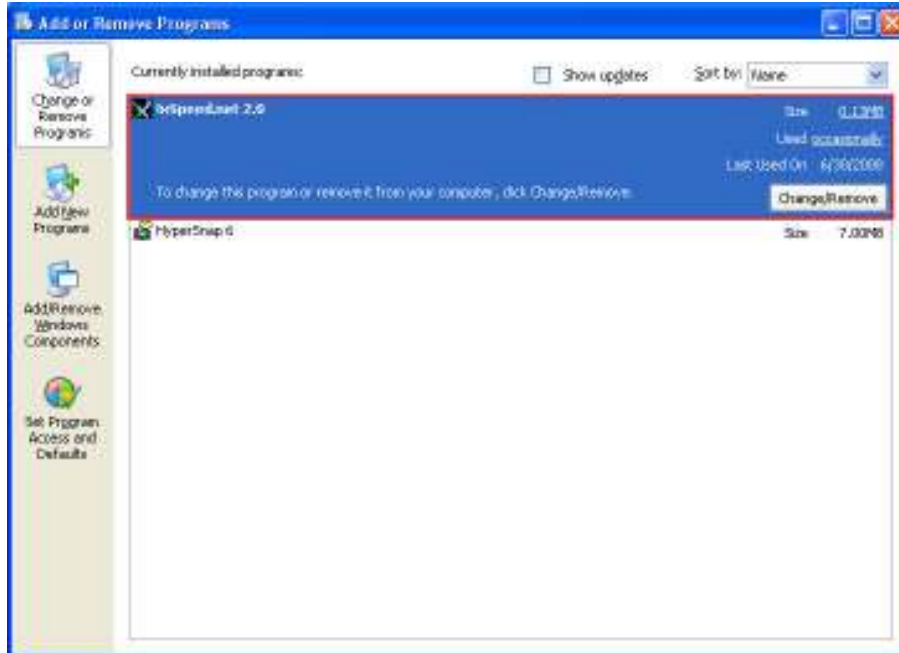


2. In Control Panel, click **Add/Remove Programs**.


	AhnLab, Inc.			Core Technology Team
	Category	Version	Issue Date	
	Confidential	1.0	2009-04-09	

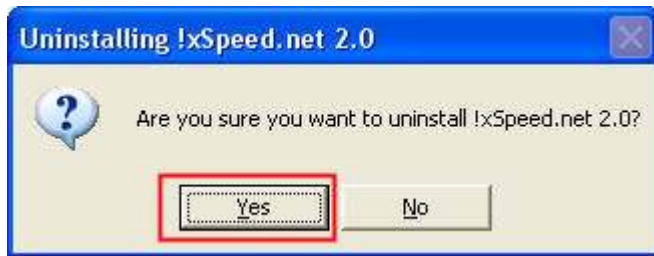


- The currently installed programs will appear.

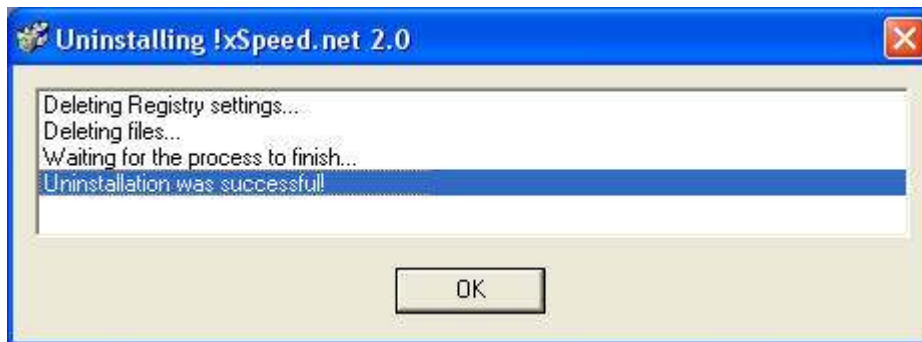


- Click the **Change/Remove** button. A message asking whether you want to remove the program will appear. Click **Yes**.

	AhnLab, Inc.			Core Technology Team
	Category	Version	Issue Date	
	Confidential	1.0	2009-04-09	



- If you click Yes, the program will get uninstalled.




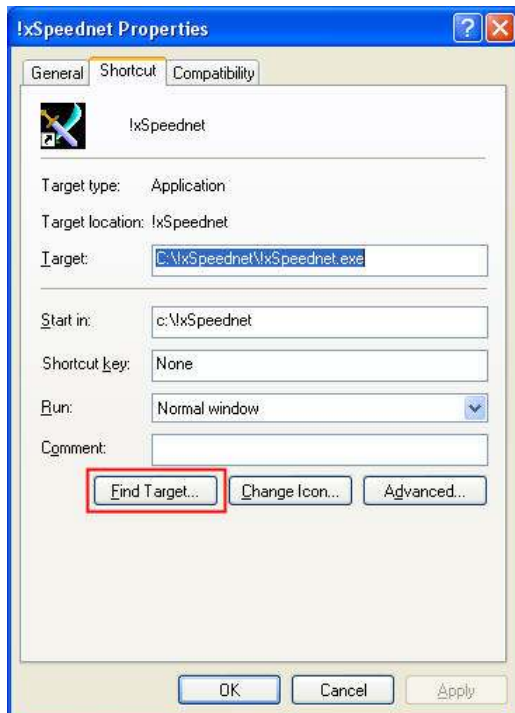
Removing program with Uninstall

- If an icon is created on the desktop, right-click on the icon and click **Properties**.



- On **Shortcut** tab and click the **Find Target** button. The installation folder will open.


	AhnLab, Inc.			Core Technology Team
	Category	Version	Issue Date	
	Confidential	1.0	2009-04-09	

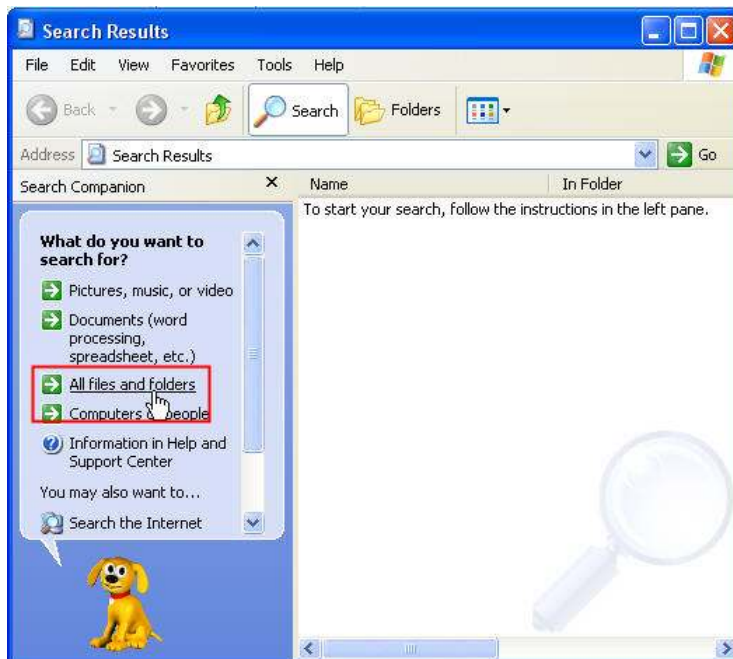


3. If an icon has not been created on the desktop, click the **Start** menu and then **Search**.

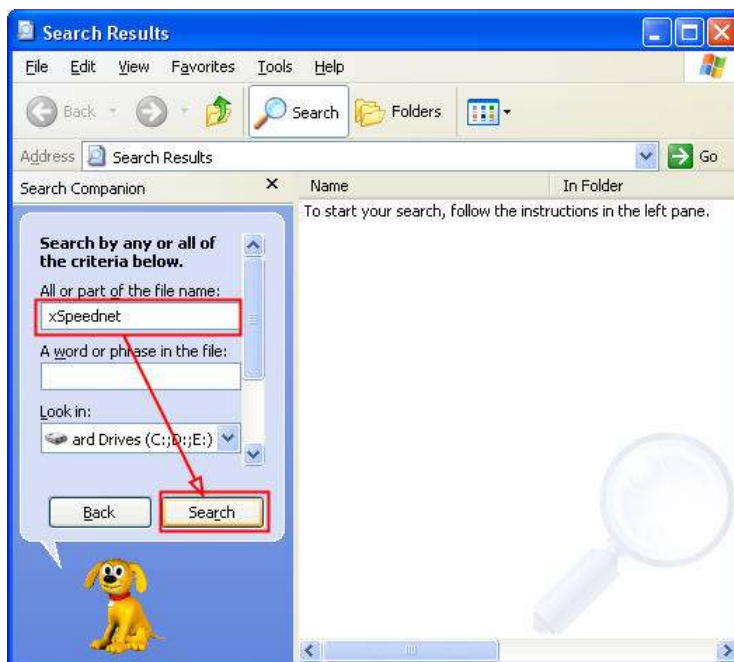


4. Select **All files and folders** as follows.


	AhnLab, Inc.			Core Technology Team
	Category	Version	Issue Date	
	Confidential	1.0	2009-04-09	

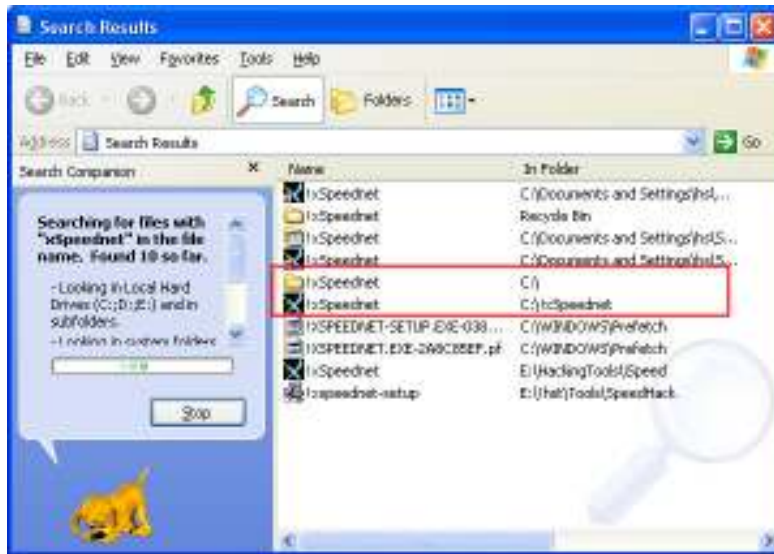


5. Enter all or part of the file name to delete.

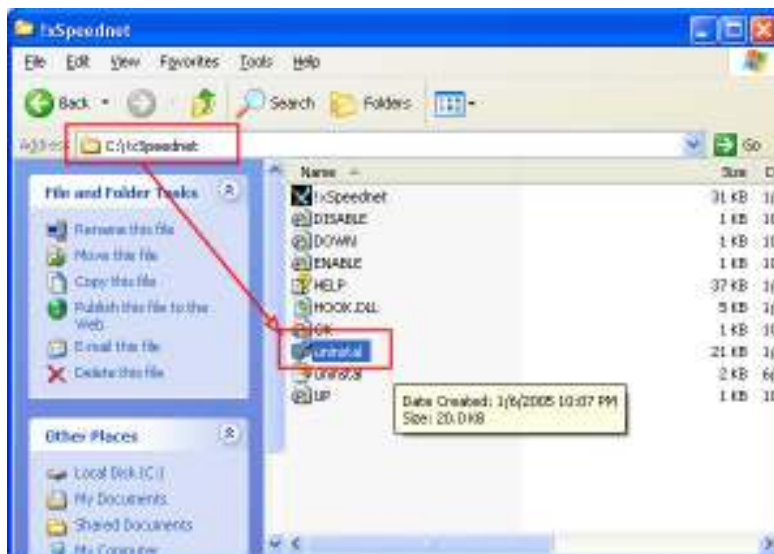


6. When the following search results appear, select the installation folder. If there is no installation folder, check the location of the file and find the folder.

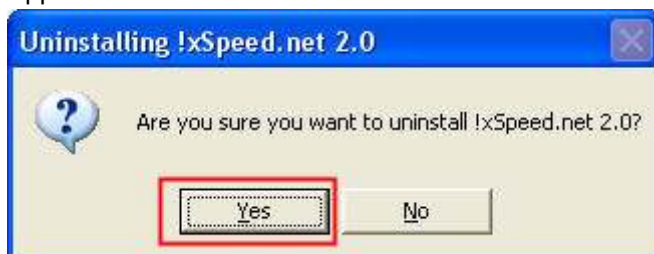
	AhnLab, Inc.			Core Technology Team
	Category	Version	Issue Date	
	Confidential	1.0	2009-04-09	




7. If you enter the folder with one of the above methods, you will find the uninstall.exe file.



8. Double click the Uninstall.exe file. The message asking whether you want to uninstall the program will appear.



9. Click **Yes**. If you click Yes, the program will get uninstalled.

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	Category	Version	Issue Date	
	Confidential	1.0	2009-04-09	




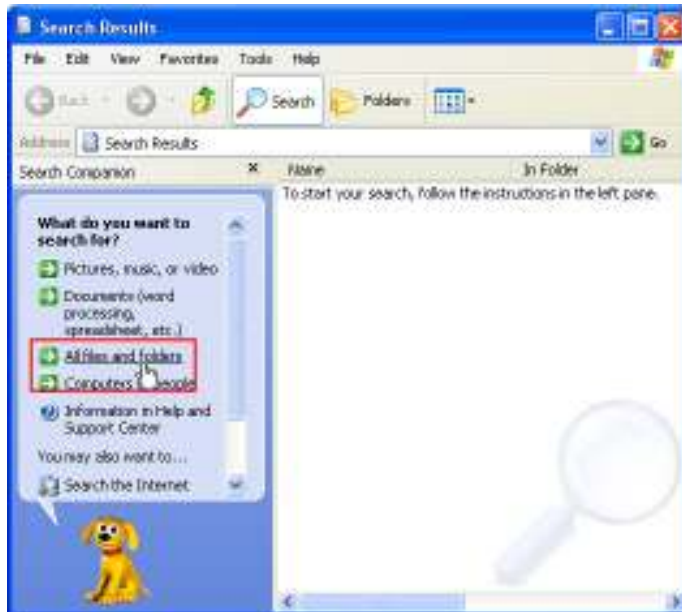
Removing program with Delete Files

1. You can remove a program by deleting the file only, if a program is a file without an installation file or if you cannot find the uninstall file for a program.
2. Click the **Start** menu and then **Search**.

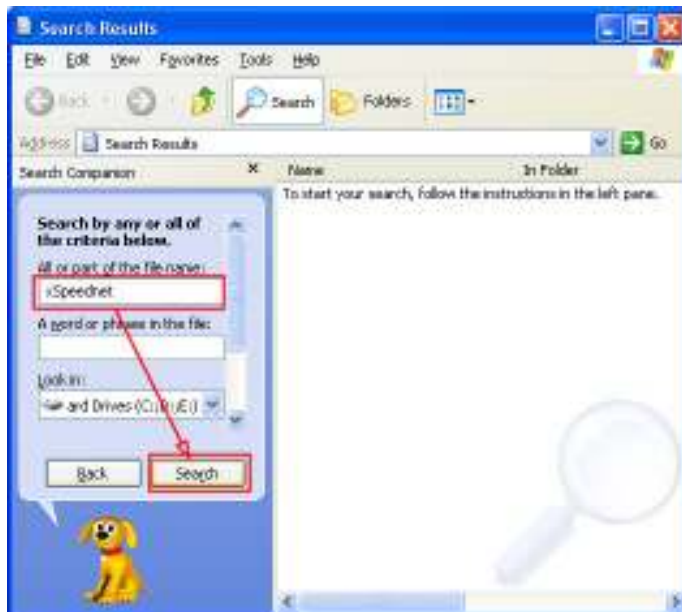


3. Select **All files and folders** as follows.


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	Category	Version	Issue Date	
	Confidential	1.0	2009-04-09	

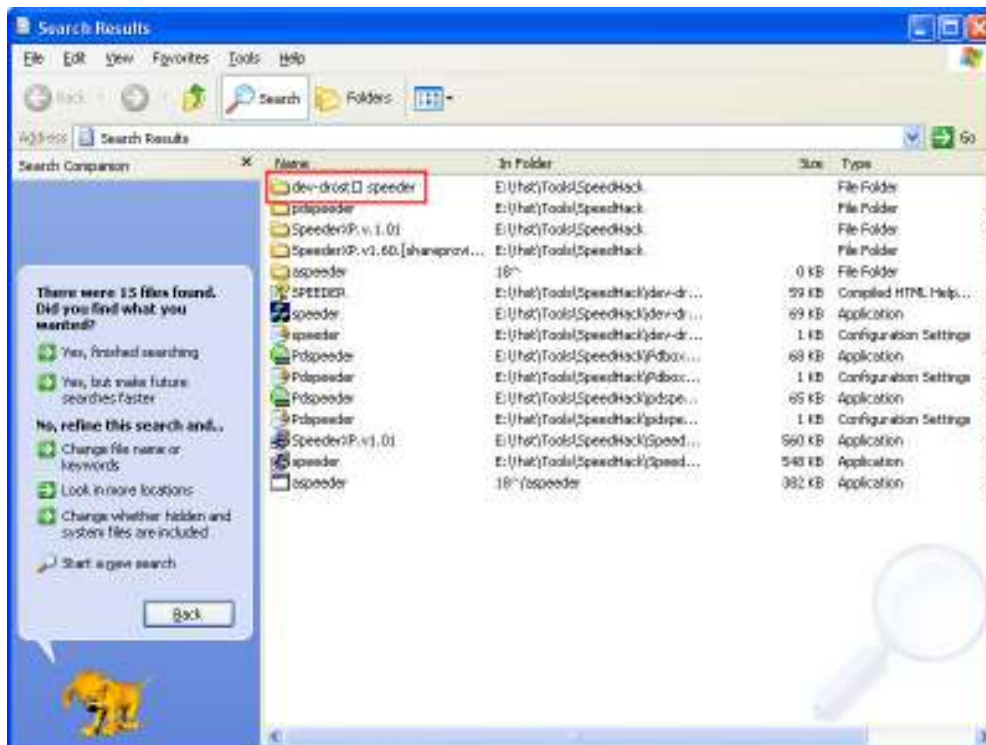


4. Enter all or part of the file name to delete.

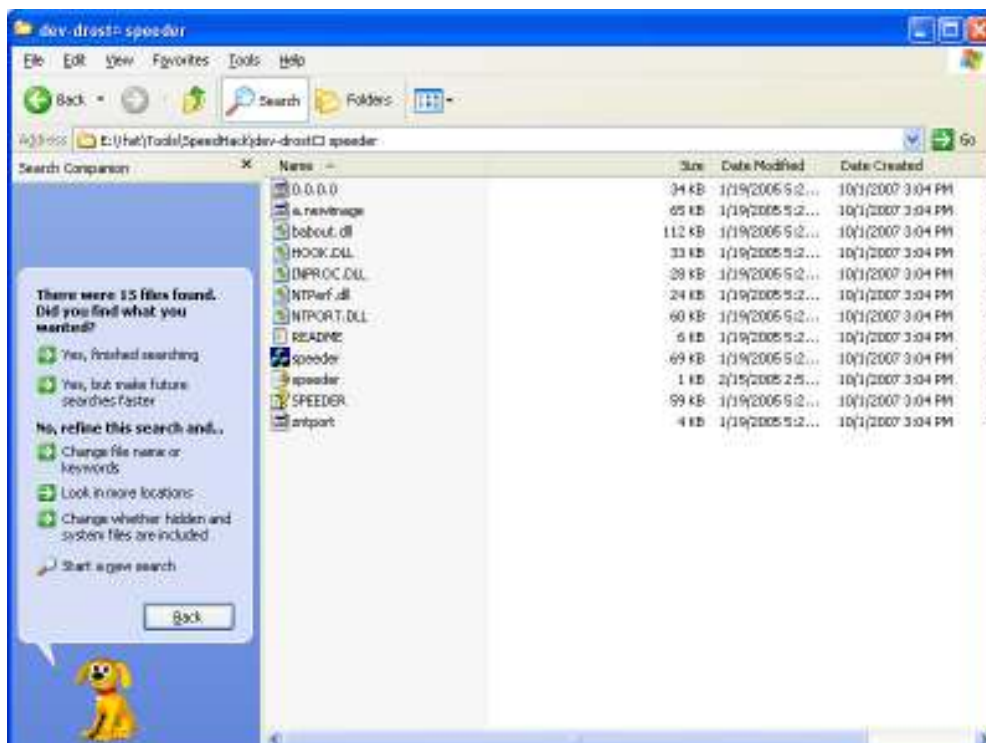


5. The search result will appear.


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	Category	Version	Issue Date	
	Confidential	1.0	2009-04-09	

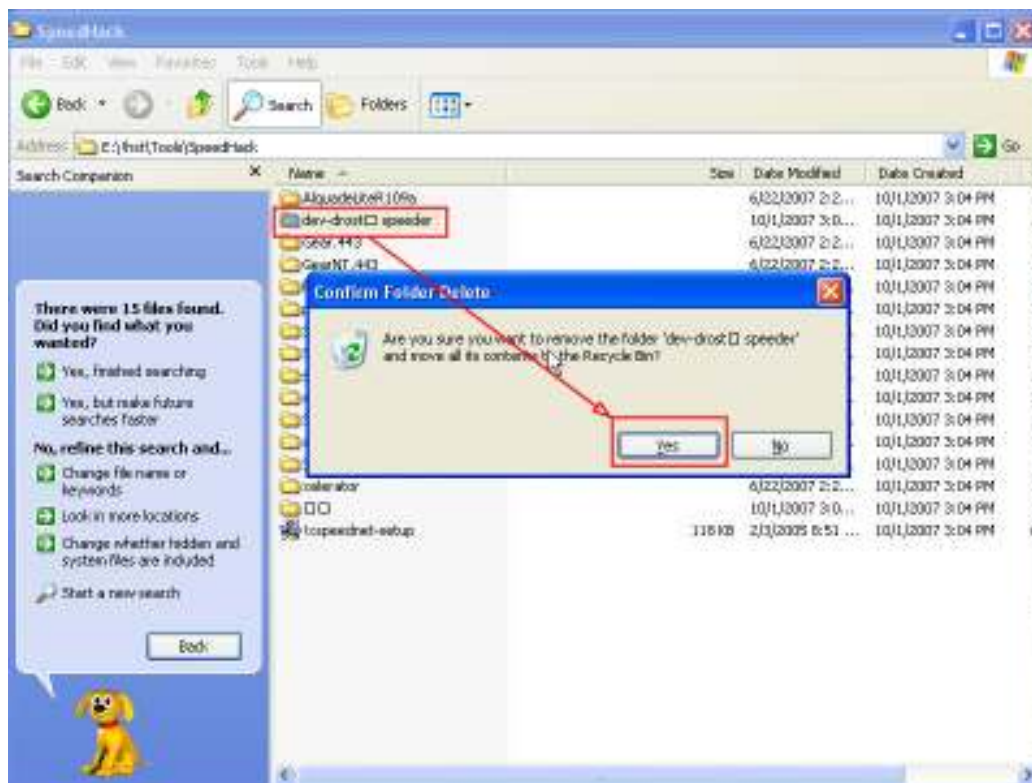


- Enter the folder and check whether there is an uninstall file. There is no uninstall file in the folder.



- Select the file or folder and press the Delete key. The message asking whether you want to delete the file or folder will appear. (Same as right-clicking on the file or folder and selecting **Delete**.)

	AhnLab, Inc.			Core Technology Team
	Category	Version	Issue Date	
	Confidential	1.0	2009-04-09	



8. Select **Yes** to remove the program.