

Malware Removal Requests

Product Support

FAQ

Malware removal request - constellation.villageinsights.com

Closed

Ticket ID: 16153998553396

**Robert O.**

10 Mar 2021

We have identified the following out-of-date software on your server during our cleanup process:

Warning: Vulnerable Contact Form 7 plugin found at ../wp-content/plugins/contact-form-7/wp-contact-form-7.php - Version: 5.1.4 - Please update this plugin immediately:

<https://contactform7.com/2020/12/17/contact-form-7-532/>.

Warning: Found outdated WordPress inside: ../hal.villageinsights.com - Version: 5.5.3 (from ../hal.villageinsights.com/wp-includes/version.php)- Please update asap.

Warning: Found outdated WordPress inside: ../team.villageinsights.com - Version: 5.5.3 (from ../team.villageinsights.com/wp-includes/version.php)- Please update asap.

Warning: Found outdated WordPress inside: ../hl.villageinsights.com - Version: 5.5.3 (from ../hl.villageinsights.com/wp-includes/version.php)- Please update asap.

Warning: Found outdated WordPress inside: ../app.villageinsights.com - Version: 5.5.3 (from ../app.villageinsights.com/wp-includes/version.php)- Please update asap.

Warning: Found outdated WordPress inside: .. - Version: 5.2.9 (from ../wp-includes/version.php)- Please update asap.

Warning: Found outdated WordPress inside: ../demo.villageinsights.com/westminister - Version: 5.2.9 (from ../demo.villageinsights.com/westminister/wp-includes/version.php)- Please update asap.

Warning: Found outdated WordPress inside:

../demo.villageinsights.com/sandbox - Version: 5.2.9 (from  
../demo.villageinsights.com/sandbox/wp-includes/version.php)- Please  
update asap.

Warning: Found outdated WordPress inside: ../demo.villageinsights.com -  
Version: 5.4.4 (from ../demo.villageinsights.com/wp-includes/version.php)-  
Please update asap.

Warning: Found outdated WordPress inside:

../constellation.villageinsights.com - Version: 5.5.3 (from  
../constellation.villageinsights.com/wp-includes/version.php)- Please update  
asap.

Outdated software is the leading cause of site infections, and reinfections. It  
is highly encouraged that you upgrade all software immediately.

If you can not update it, we recommend looking at our Sucuri Firewall to  
virtually patch and protect your site: <https://login.sucuri.net/cloudproxy/>

We also noticed that you have several websites in the same server, which can  
cause cross-site contamination:

[https://blog.sucuri.net/2012/03/a-little-tale-about-website-cross-  
contamination.html](https://blog.sucuri.net/2012/03/a-little-tale-about-website-cross-contamination.html)

We recommend that you isolate these websites in different servers or  
upgrade your plan to have all them cleaned and protected:  
<https://login.sucuri.net/update/>

We are still working on your site case will provide further updates soon.

Thanks,

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**Robert O.**

10 Mar 2021

The following database entries have been cleaned so far:

CLEARED: Cleared malware from database:

wpstg0\_postsread.pr\_page\_content, pr\_id = 118232. Details: injected.spam-  
seo\_link.006

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wpstg0\_postsread.pr\_page\_content, pr\_id = 118232. Details: injected.spam-  
seo\_link.006

CLEARED: Cleared malware from database:

wpstg0\_postsread.pr\_page\_content, pr\_id = 118232. Details: injected.spam-seo\_link.006

CLEARED: Cleared malware from database:

wpstg0\_postsread.pr\_page\_content, pr\_id = 109186. Details: injected.spam-seo\_levitra.001

CLEARED: Cleared malware from database:

wpstg0\_postsread.pr\_page\_content, pr\_id = 109139. Details: injected.spam-seo\_levitra.001

CLEARED: Cleared malware from database:

wpstg0\_postsread.pr\_page\_content, pr\_id = 109159. Details: injected.spam-seo\_levitra.001

CLEARED: Cleared malware from database:

wpstg0\_postsread.pr\_page\_content, pr\_id = 109154. Details: injected.spam-seo\_levitra.001

CLEARED: Cleared malware from database:

wpstg0\_postsread.pr\_page\_content, pr\_id = 109121. Details: injected.spam-seo\_levitra.001

CLEARED: Cleared malware from database:

wpstg0\_postsread.pr\_page\_content, pr\_id = 118257. Details: injected.spam-seo\_link.006

CLEARED: Cleared malware from database:

wpstg0\_postsread.pr\_page\_content, pr\_id = 118264. Details: injected.spam-seo\_link.006

CLEARED: Cleared malware from database:

wpstg0\_postsread.pr\_page\_content, pr\_id = 109099. Details: injected.spam-seo\_levitra.001

CLEARED: Cleared malware from database:

wpstg0\_postsread.pr\_page\_content, pr\_id = 118301. Details: injected.spam-seo\_link.006

CLEARED: Cleared malware from database:

wpstg0\_postsread.pr\_page\_content, pr\_id = 118240. Details: injected.spam-seo\_link.006

CLEARED: Cleared malware from database:

wpstg0\_postsread.pr\_page\_content, pr\_id = 118296. Details: injected.spam-seo\_link.006

CLEARED: Cleared malware from database:

wpstg0\_postsread.pr\_page\_content, pr\_id = 118283. Details: injected.spam-seo\_link.006

CLEARED: Cleared malware from database:

wpstg0\_postsread.pr\_page\_content, pr\_id = 118278. Details: injected.spam-seo\_link.006

CLEARED: Cleared malware from database:

wpstg0\_postsread.pr\_page\_content, pr\_id = 118247. Details: injected.spam-seo\_link.006

CLEARED: Cleared malware from database:

wpstg0\_postsread.pr\_page\_content, pr\_id = 109046. Details: injected.spam-seo\_levitra.001

CLEARED: Cleared malware from database:

wpstg0\_postsread.pr\_page\_content, pr\_id = 109066. Details: injected.spam-seo\_levitra.001

CLEARED: Cleared malware from database:

wpstg0\_postsread.pr\_page\_content, pr\_id = 109082. Details: injected.spam-seo\_levitra.001

CLEARED: Cleared malware from database:

wpstg0\_postsread.pr\_page\_content, pr\_id = 109023. Details: injected.spam-seo\_levitra.001

CLEARED: Cleared malware from database:

wpstg0\_postsread.pr\_page\_content, pr\_id = 118222. Details: injected.spam-seo\_link.006

CLEARED: Cleared malware from database:

wpstg0\_postsread.pr\_page\_content, pr\_id = 109012. Details: injected.spam-seo\_levitra.001

CLEARED: Cleared malware from database:

wpstg0\_postsread.pr\_page\_content, pr\_id = 108999. Details: injected.spam-seo\_levitra.001

CLEARED: Cleared malware from database:

wpstg0\_postsread.pr\_page\_content, pr\_id = 108971. Details: injected.spam-seo\_levitra.001

CLEARED: Cleared malware from database:

wpstg0\_postsread.pr\_page\_content, pr\_id = 118196. Details: injected.spam-seo\_link.006

CLEARED: Cleared malware from database:

wpstg0\_postsread.pr\_page\_content, pr\_id = 118204. Details: injected.spam-seo\_link.006

CLEARED: Cleared malware from database:

wpstg0\_postsread.pr\_page\_content, pr\_id = 118209. Details: injected.spam-seo\_link.006

We are still investigating your ticket and will provide further updates as soon as we have them.

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**Robert O.**

10 Mar 2021

We have finished working on your site and it looks clean.

We recommend that you take these steps to avoid reinfections:

<http://sucuri.net/after-the-clean-up-what-to-do-after-your-site-is-fixed.html>

Please take a look and let us know if you still see any issues - you can reply directly to this response.

Thanks!

**You**

11 Mar 2021

Hi Robert,

Thanks for working on the website. Kindly share a consolidated final report.

**Samuel O.**

11 Mar 2021

Hi there,

Please see the complete list of the files & database entries that were cleaned during the cleanup process at the following link.

<https://pastebin.sucuri.net/1e8jiqbazkv0yhf>

We recommend that you take these steps to avoid reinfections:

- Update your website
- Change your passwords
- Change your database password
- Run a virus scan on your personal desktop/laptop
- Backup your site
- Remove old/unused installations of content management systems, themes or plugins.

Please take a look and let us know if you still see any issues - you can reply directly to this response.

Regards

Samuel

Ticket already closed. Please open a new ticket if you're still experiencing issues.

Questions? **Ask Support** |

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