

microsoft.public.win2000.windows_update: RE: hotfix kb835732 causes windows to crash

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Source:

http://www.tech-archive.net/Archive/Win2000/microsoft.public.win2000.windows_update/2004-09/0221.html

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Date: 09/29/04

Date: Wed, 29 Sep 2004 14:39:58 GMT

To get the hotfix 841382, you have to call Microsoft at (866) PC SAFETY for free virus and security update related support.

For your issue, try downloading 835732 to the local machine (<http://www.microsoft.com/technet/security/Bulletin/MS04-011.msp>) and installing it in safe mode.

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Microsoft Enterprise Platforms Support

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Content-Class: urn:content-classes:message
From: "czillaho" <anonymous@discussions.microsoft.com>
Sender: "czillaho" <anonymous@discussions.microsoft.com>
Subject: hotfix kb835732 causes windows to crash
Date: Wed, 29 Sep 2004 03:57:48 -0700
Lines: 20
Message-ID: <14d001c4a613\$28952930\$a601280a@phx.gbl>
MIME-Version: 1.0
Content-Type: text/plain;
charset="iso-8859-1"
Content-Transfer-Encoding: 7bit
X-Newsreader: Microsoft CDO for Windows 2000
thread-index: AcSmEyiVOMKBP4XIRYqKvhZ6biy1+A==
X-MimeOLE: Produced By Microsoft MimeOLE V5.50.4910.0300
Newsgroups: microsoft.public.win2000.windows_update

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Path: cpmsftngxa06.phx.gbl

Xref: cpmsftngxa06.phx.gbl microsoft.public.win2000.windows_update:15677

NNTP-Posting-Host: tk2msftngxa14.phx.gbl 10.40.1.166

X-Tomcat-NG: microsoft.public.win2000.windows_update

Installed windows 2000pro on lots of computers with Asrock motherboard (P4S61)it all worked fine up to the point when I installed the kb835732 hotfix. After got lots of error messages on boot up like your c: drive is unreadable or corrupt cannot load this and cannot load that. Error messages in the event viewer too. I was lucky if booted at all. I had to boot up in safe mode and uninstall the hotfix. Unfortunately this hotfix is necessary to prevent the sasser virus infecting the pc. Desperately need help.

It was suggested that I aquire the patch:

Reference patch No. KB841382 or "KB Article Number(s): 841382" when you call / submit an incident report with IBM and they will provide you with an executable. This is an important patch because it fixes the security hole exploited by the latest SASSER WORM virus strain.

I cannot find that patch.

Can anyone point me to the place I can download it?

Cheers