

Help w/ MS Security Bulletin & McAfee issue

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Hi, I was hoping someone might be able to help me. Tonight I tried to download the MS Security Bulletin (MS 04-028) for buffer overruns in JPEG processing. I downloaded it & saved it to a file. Then when I tried to open it & install it, it simply disappeared. I tried it a few more times, nothing. It wouldn't let me get far enough to install it. But the problem is, it crashed my virus scan. I use McAfee Virus Scan online and it went off. Then everytime I tried to reopen it, it would appear for a second, then close immediately, same as what was happening with the security bulletin. I tried restarting my computer & that didn't work. I tried to uninstall mcafee, but it wouldn't let me, it would just freeze up & nothing would happen. I called mcafee tech support, and they had me start up in safe mode. I was able to open it from there. I uninstalled it from safe mode, then I tried to get to mcafee.com to redownload it, but my browsers wouldn't let me access the website. The tech support woman had me erase all temp files & stuff & that worked & I was able to finally get in. But after the files had all finished downloading & mcafee was ready to install them, it just disappeared. Now it seems to be partly installed on my computer, but not enough so that it shows up on my add/remove programs list. I called Microsoft tech support & they told me it was likely & adware problem. I ran adaware & spybot & neither of them worked. And now I can't get back on the website again, no matter what I try. I believe the problem is with the jpeg patch. Everything was working fine til I tried to install that. I was hoping maybe you had either heard of something like this happening, or any other similar problems with that patch. I'm really upset, right now I have no functioning virus scan on my computer & I don't have the slightest clue what to do to get it back. I tried system restores & that didn't work. I am using a Compaq computer with Windows XP Home Edition. I'd appreciate any advice you might have. Thank You.

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