

Re: Conflict? – Windows Service Pack 2 and Windows Internet Explor

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- *From:* Bewildered <Bewildered@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Fri, 18 May 2007 11:58:00 -0700
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Many thanks smlunatick – u hit the nail on the head which proves Im not as stupid as others may suggest! Its seems IE7 got installed b4 SP2. Why, I dont know, as I have automatic update!

Ive tried uninstalling IE7 so I can start from stratch and begin with SP2 but get a warning that if I do this, programmes etc installed after IE7 will not work properly if they are dependant on it – how would I know?! (There are quiet a few; mostly Windows updates!)

IE7 still does not work by the way so Im using Firefox to access internet – which is not ideal when Ive found certain downloads/media players don't work with it.

I think I may also have a problem with that important file you mention – now when I log off I get a blue screen saying:–

```
***STOP 0x0000007E (0xC0000005, 0xF9E62DAB, 0xF6EC29B4, 0xF6EC26B4)
***nv_agp.sys–Address F9E62DAB base at F9E62000 Datestamp 3d7903e1
```

Any ideas cos that lot does make me feel ignorant ?

Many Thanks

"smlunatick" wrote:

On May 7, 7:19 am, Bewildered <Bewilde...@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote:

I have experienced very poor access to the Internet – almost non-existent (and consequently unable to access this excellent media called Newsgroups) since October 2006 – until yesterday!
I hope Microsoft are interested as to why, as I was using their products for this purpose. Three instances occured consecutively: (1) Windows Internet Explorer 7 released and installed via Windows Automatic Update, (2) Windows

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XP Service Pack 2 installed via Windows Automatic Update (3) My Internet Service Provider(ISP) was taken over by bigger fish. As I did get intermittent service initially it was my poor old ISP that got the blame (theyve all had alot of bad press recently).

Things deteriorated fairly quickly with applications within Windows XP being

affected. I contacted my ISP, Windows Firewall was diagnosed as the problem

– this was a temporary fix however. I considered that there could possibly be a conflict so decided to uninstall SP2 and IE7 and start again – that's a "no, no" too! After spending many hours and many £££s on premium rate phone

calls to a PC helpline I ended up reinstalling Windows XP. The helpline (who will remain nameless) suggested I kick SP2 and IE7 to the kerb – even though

you get warnings that Windows is not secure without them (secure from what?!)!

I now have installed another wellknown Internet application and have not experienced any problems at all.

My question – which can be taken rhetorically by those who have had similar experiences and only survived by donning another cloak of cynicism – is why

don't Microsoft applications like one another and moreover why don't they like Microsoft customers?

I am but a lay–person when it comes to computers – that's why I consult experts. I have studied my dictionary and thesaurus sufficiently before posting this question/comment so I would appreciate a reply from an MVP who

has more respect for Microsoft customers than demonstrated on other postings

with cheap sarcasm – we can take our custom elsewhere . Thankyou.

What was the install step that was done before? Was IE 7 installed prior to SP2? I now that this is the recommeded steps to have a good SP2 / IE 7 set up:

- 1) Working XP or XP SP1 installed.
- 2) Temporary disable any/all anti–virus / anti–spyware shielding.
- 3) Install SP2
- 4) Reboot
- 5) Process anny/all "security" updates, excluding IE 7
- 6) Install IE 7
- 7) Reboot
- 8) Re–activate any/all anti–virus / anti–spyware shielding.
- 9) Do remaining Windows Updates

If somehow, IE 7 gets installed prior to SP2 (??) then you have problems. Also, most anti–virus / anti–spyware shielding programs would block access to the important file that SP2 / IE 7 needs to replace.

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