

Re: Browser freezes with Windows XP update, shutdown problems

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2005-05/msg00288.htm

- *From:* "Maurice N ~ MVP" <maurice@xxxxxxxx>
 - *Date:* Sun, 1 May 2005 19:17:56 -0500
-

Rick C. wrote:

- > After recently connecting a router to my home network and installing
- > VI Robot virus protection and the shield firewall, I noticed 2
- > problems on both of the computers connected to the network.
- >
- > Problem 1:
- > When I try to update Windows XP home (sp2) with the latest updates, my
- > browser (IE 6.0) freezes, I need to use task manager to kill task.
- > Nothing is displayed in the browser, only the URL
- > windowsupdate.microsoft.com in address bar.
- >
- > I have tried the alternate URL <http://v5.windowsupdate.microsoft.com/>
- > as well as using the regsvr32.exe commands listed in many of the
- > other update issue threads, still the same browser freeze issue.
- >
- > Problem 2:
- > When trying to shutdown, screen displays "Windows is shutting down",
- > then nothing else happens (computer does not shut down automatically).
- >
- >
- > I have tried many of the suggestions posted, none have helped.
- > Anyone ever hear of this update/shutdown issue or have any
- > suggestions of things to try? Thanks
- >
- >
- > Rick C.

Q1: Is there a problem getting to other websites, or, is it only Windows Update.

Suggestion A: Put some MS sites in Trusted Sites list of IE browser.
Internet Explorer > main menu /Tools/Internet Options >

Security Tab/ click on green icon Trusted Sites/click Sites button.

Look very closely at line that says:

"Require server verification (https:) for all sites in this zone" to

Re: Browser freezes with Windows XP update, shutdown problems

clear the selection.
(e.g. You want that to be un-checked (un-ticked)).

In the "Add this Web site to the zone:" field, add these entries to list of "Trusted Sites" ---

type
http://*.download.windowsupdate.com (click Add)

<http://v5.windowsupdate.microsoft.com>

<https://v5.windowsupdate.microsoft.com> (with HTTPS)

<http://windowsupdate.microsoft.com>

Click OK. Apply changes to IE browser.

Retry Windows Update.

Suggestion B: If still no joy, start on some research.

Look for file WindowsUpdate.log in your C:\Windows folder (or it may be C:\WINNT on your system).

Use Notepad or Wordpad to open & view contents. Scan down to the very bottom. Copy the set of lines for that last session-date & paste back into a reply in here.

Maurice N
MVP Windows – Shell / User

.

-
- *Follow-Ups:*
 - ◆ **[Re: Browser freezes with Windows XP update, shutdown problems](#)**
 - ◇ From: Rick C.
 - *References:*
 - ◆ **[Browser freezes with Windows XP update, shutdown problems](#)**
 - ◇ From: Rick C.
 - Prev by Date: **[Re: New Dell PC w/XP Home – How to Upgrade to Pro?](#)**
 - Next by Date: **[Briefcase](#)**
 - Previous by thread: **[Browser freezes with Windows XP update, shutdown problems](#)**
 - Next by thread: **[Re: Browser freezes with Windows XP update, shutdown problems](#)**
 - Index(es):
 - ◆ **[Date](#)**
 - ◆ **[Thread](#)**