

## RE: IE 6 or 7 closing while trying to play pogo

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*Source:*

[http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help\\_and\\_support/2007-02/msg00107.htm](http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2007-02/msg00107.htm)

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- *From:* nass <nass@xx>
  - *Date:* Thu, 1 Feb 2007 10:00:00 -0800
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"bmwb42" wrote:

IE is closing on me when ever I try to play a game in pogo or dowload current Java from Java.com. I can move around the site but as soon as I try to open a game or download a room I get kicked right off IE and an error box will come with with the following:

iexplorer.exe – Application Error (In a red circle with a white X through it)

The instruction at "0x7c901010" refernce memory at "0x0000001c".  
The memory could not be "read"

Click OK to terminate the program.

Then I get the report this problem to microsoft which I do.

I have tried to restore my computer to an earlier date, uninstall IE7 and use default of IE6, reinstall IE7 and I keep getting the same thing. I have also tried using different browsers such as AOL, and Yahoo but get the same results without the application error box.

Anyone have any suggestions or help for me... Desperate

Hi Brenda,

1... First, try to clean up your caches, Internet files and delete cookies by doing this:

Click Start >> Control Panel >> Double click Network and Internet Connections >> Double click Internet Options.

On the IE properties windows you will see these Taps:

General | Security | Privacy | Content | Connections | Programs | Advanced

Under General Tab clear your History, Internet Files and Cookies.

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Then click on Advanced tab and scroll down to under the Browsing Option:

[&] Browsing

[ ] Enable Third-Party browser extensions (Req Rest) uncheck this box.

Then click on Programs Tab and click Manage Add-Ons and Disable all non Verified Add-Ons (You should Renable them later one-by-one and see the culprit and update it or remove it.

2... You need to be sure your system is clean from malwares and Viruses by scanning for them.

[http://www.javasoft.com/products/ad-aware\\_se\\_personal.php](http://www.javasoft.com/products/ad-aware_se_personal.php)

<http://www.safer-networking.org> ; for Spybot S&D

3... You may have a bad RAM try to test your RAM by running Memtest by downloading this tool and unzip it and make a floppy or CD/DVD and run it on Reboot.

<http://www.memtest.org/>

You may need to reposition/reset the RAM sticks in their slots.

Please perform one step (1,2,3) at a time and Reboot your machine and see if that help (but you need to scan for malwares any way).

HTH.

Let us know.

Regards,

nass

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