

## Re: cannot access IE

**Source:**

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6.browser/2004-02/11269.htm>

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**From:** Mike Burgess (*winhelp2002\_at\_spamthis.com*)

**Date:** 02/28/04

Date: Sat, 28 Feb 2004 16:41:10 -0500

James,

> "*Thanks...went to that site. But where do I begin*"

Start with CWSredder

Then install either Ad-Aware or SpyBot

Finish up with HijackThis

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Mike Burgess [MVP Windows Shell\User] <http://www.mvps.org/winhelp2002/>

Blocking Spyware, Adware, Parasites, Hijackers, Trojans, with a HOSTS file

<http://www.mvps.org/winhelp2002/hosts.htm> [updated 02-24-04]

Please post replies to this Newsgroup, email address is invalid

--

<anonymous@discussions.microsoft.com> wrote in message  
news:3acb01c3fe30\$c168ebf0\$a001280a@phx.gbl...

>

> >-----Original Message-----

> >James,

> >The first thing to do is to scan your system for the  
> possibility of

> >unknown\unwanted spyware or parasites that may be causing  
> your problem(s).

> >

> >Dealing with Unwanted Spyware, Parasites, Toolbars and  
> Search Engines

> ><http://mvps.org/winhelp2002/unwanted.htm>

> >\_\_\_\_\_

> >\_\_

> >Mike Burgess [MVP Windows Shell\User]

> ><http://www.mvps.org/winhelp2002/>

> >Blocking Spyware, Adware, Parasites, Hijackers, Trojans,  
> with a HOSTS file

> ><http://www.mvps.org/winhelp2002/hosts.htm> [updated 02-24-  
> 04]

> >Please post replies to this Newsgroup, email address is  
> invalid

> >--

> >

> ><anonymous@discussions.microsoft.com> wrote in message  
> >news:400701c3fe28\$10526c90\$a101280a@phx.gbl...

> >>

> >> >-----Original Message-----

> >> >James,

> >> >Understanding and Troubleshooting Unrecoverable Errors

microsoft.public.windows.inetexplorer.ie6.browser: Re: cannot access IE

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> >> (Faults) in IE
> >> >http://support.microsoft.com/?kbid=276393
> >> >
> >> >The IE Error Report generates a "appcompat.txt" file.
> >> >This can usually be found in:
> >> >
> >> >C:\Documents and Settings\\Local
> Settings\Temp\
> >> >
> >> >Paste the contents (if found) in your next message.
> >>
> >
> >> _____
> >> _____
> >> >Mike Burgess [MVP Windows Shell\User]
> >> >http://www.mvps.org/winhelp2002/
> >> >Blocking Spyware, Adware, Parasites, Hijackers,
> Trojans,
> >> with a HOSTS file
> >> >http://www.mvps.org/winhelp2002/hosts.htm [updated 02-
> 24-
> >> 04]
> >> >Please post replies to this Newsgroup, email address is
> >> invalid
> >> >--
> >> >
> >> >"James" <anonymous@discussions.microsoft.com> wrote in
> >> message
> >> >news:39c001c3fe15$4bea23f0$a401280a@phx.gbl...
> >> >>
> >> >> >-----Original Message-----
> >> >> >I got booted off IE and when I try and get back on,
> I`m
> >> >> >given the error messages and asked if I want a
> report
> >> >> sent
> >> >> >in. I`m able to get online using MSN Explorer, but
> >> still
> >> >> >unable to using IE, which I prefer. When I did an
> >> error
> >> >> >scan in the Help section, it turned up these
> things...
> >> >> >
> >> >> >(i ex`d out the addy)
> >> >> >
> >> >> >The application, C:\Program Files\Internet
> >> >> >Explorer\iexplore.exe, generated an application
> error
> >> The
> >> >> >error occurred on 02/27/2004 @ 13:28:34.807 The
> >> exception
> >> >> >generated was c0000005 at address xxxxxxxx (ntdll!
> >> >> >RtlAllocateHeap)
> >> >> >
> >> >> >Faulting application iexplore.exe, version
> >> 6.0.2800.1106,
> >> >> >faulting module ntdll.dll, version 5.1.2600.1217,
> fault
> >> >> >address xxxxxxxxxxxx
> >> >> >
> >> >> >
> >> >> >The application, C:\Program Files\Internet
> >> >> >Explorer\iexplore.exe, generated an application
```

microsoft.public.windows.inetexplorer.ie6.browser: Re: cannot access IE

```
> error
> >> The
> >> >> >error occurred on 02/27/2004 @ 18:34:59.086 The
> >> exception
> >> >> >generated was c0000005 at address xxxxxxxx (winshow)
> >> >> >
> >> >> >....please help?
> >> >> >.
> >> >> >
> >> >> this was the initial message i recieved...
> >> >>
> >> >> Internet Explorer has encountered problems and needs
> > to
> >> >> close. We have created an error report that you can
> >> send
> >> >> to help us improve IE. We will treat this report as
> >> >> confidential.
> >> >>
> >> >> click for details...
> >> >>
> >> >> This report includes information regarding the
> > condition
> >> >> of IE when the problem occurred; the operating system
> >> >> version and computer hardware in use, your digital
> >> product
> >> >> ID, which could be used to identify your liscence,
> > and
> >> the
> >> >> Internet Protocal address of your computer.
> >> >>
> >> >> again, click for more info...
> >> >>
> >> >> then the jibberish...something about Exceptional
> >> >> Information, code and flags. Something on System
> > Info,
> >> >> vendor code, bla bla. Module 1 Image base, Image
> >> size,
> >> >> etc... and all the rest a lot of technical stuff
> > about
> >> >> modules 1,2, 3, etc... that`s it.
> >> >
> >> >
> >> >.Mike...Local Settings are not found in the areas you
> >> specified. There is an NT User DAT file. No idea what
> >> that is, or if it has anything to do with my problem.
> >> >
> >
> >
> >.Thanks...went to that site. But where do I begin?
> > What do you recommend? There were so many downloads
> > there.
> >
```