

Re: A MAJOR Problem with Internet Explorer

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6.browser/2004-07/6475.htm>

From: *Vanguard* (do-not-email_at_reply-to-group)

Date: 07/24/04

Date: Sat, 24 Jul 2004 11:04:30 -0500

"Shaggy" <hudson203@hotmail.com>

wrote in news:357001c4718f\$3f179a70\$a301280a@phx.gbl:

> I'm posting this for a friend of mine whose having
> massive problems w/ her IE 6.0 Explore. Thanks.

>

>> Original Message<

> I admit it, I'm frustrated right now, and since this is
> one of the few sites that is working for me, I'm coming
> here to see if anyone has any ideas or knowledge on how
> to fix this. I'm in the middle of moving back to south
> Tulsa from Owasso in Oklahoma because of the cost of
> gasoline with the commute to work and I really CAN'T
> afford the \$35.00 Microsoft will charge for a phone
> technician to help solve this problem.

>

> First, I reformated my PC this past May. Everything
> worked fine until a few weeks ago. Suddenly, IE will no
> longer work correctly.

>

> ALL Java based Links no longer work. This interferes with
> my MSN groups where I find I can no longer post anything
> there. I can't reply to or begin discussion threads.
> Thankfully, because Ezboard has not changed to Java based
> reply system here, I can still post here (until they do
> change: hopefully Never).

>

> I can't even post my problem for advice at the Microsoft
> Community Newsgroups to get help from them! It comes up
> with the same exact problem I am experiencing with MSN
> Groups!

>

> *sighs* So, here's my problem:

>

> 1. Reformated
> 2. Installed Internet Explorer 6 with Service Pack 1
> (latest version currently) and all critical updates

- > 3. All was running well until the middle of July then
- > began experiencing:
- >
- > 4. Some links do not work, some do
- > 5. Direct URL links work
- > 6. Indirect, or encoded links, like a picture with a link
- > attached to it, or a word with a link attached to it does
- > not work.
- > 7. Sometimes, I can right click on the picture or word to
- > get the real URL and then go to it, sometimes this
- > doesn't work either.
- > 8. ALL Java links, or anything to do with Java, does not
- > work at all
- > 9. I already installed Java which should have solved this
- > problem
- >
- > This problem effects all downloads. I can no longer
- > install any critical updates, or download anything from
- > download.com. I use www.msn.com has my home page and I
- > wanted to view a news article this morning and it now
- > requires macromedia flash player to view and my PC froze
- > up when I tried to install it from the provided
- > installation button and when I went to download.com to
- > download it from them, the same thing happened.
- >
- > What happens when attempting to go to a link which does
- > not work for my PC or when attempting to download
- > something, or to post messages at either my MSN group or
- > Microsoft Community Newgroups:
- >
- > 1. The download window pops up, attempting to download
- > the download information, be it the insides of the reply
- > window, or the insides of the download information page
- > 2. My PC continues to try to download the above, with the
- > hour glass on the mouse going crazy
- > 3. PC Freezes
- > 4. Forced to do Control+Alt+Delete with window not
- > responding box and another CAD to click on End Task and
- > another CAD which brings up the blue screen with a
- > message of waiting for the End Task to be completed when
- > IT IS ALREADY COMPLETED.
- > 5. Forced to turn off PC with the ON/OFF button on tower
- >
- > This happens with Email too.
- >
- > So, I called Gateway, my PC's manufacturer and the
- > following was done:
- >
- > 1. Tried a Restore: major problem: it put my PC back to
- > the reformat
- > 2. Restored the PC back to yesterday (THANK GODS!!!!)

- > 3. *Placed IE back to Default settings didn't work*
- > 4. *Ordered PC to repair IE PC unable to repair*
- > 5. *Downloaded (frankly shocked I was able to do so) from*
- > *www.microsoft.com/ie the latest IE.... Internet Explorer*
- > 6 *Service Pack 1*
- > *Problems still remained*
- >
- > *Gateway's decision:*
- >
- > *IE 6 Service pack 1 is not the original IE which came*
- > *with my PC System. Therefore, there are conflicts which*
- > *they can not solve which is caused by the latest IE with*
- > *my Gateway computer.*
- >
- > *I have to contact Microsoft to solve this problem.*
- >
- > *HELP!!!!!!*
- >
- > *If someone here knows what to do, please help me.*
- >
- >> *End Message<*
- >
- > *Please help her out for I'm at a loss as well.*

I'm not answering all your questions. Each deserves a separate post to address just that problem. As far as Java is concerned, if you used Service Pack 1a then, if you read its details, you will see that it does NOT provide support for Java. Service Pack 1 will provide support but only if MSJVM was already installed and that is only the case if you upgraded Windows XP from a version that already had MSJVM as Windows XP alone will not include it. Microsoft lost the lawsuit from Sun. Go get Sun's JVM at:

<http://java.sun.com/>

In all your description of your problems and possible solutions, I didn't see you ever mention running a full scan using a recently updated anti-virus program or running Ad-Aware, Spybot, and CWShredder to check for malware.

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*** Post replies to newsgroup. Share with others.
(E-mail: domain = ".com", add "=NEWS=" to Subject)
