

## Re: Error report iexplorer

**Source:**

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6.browser/2004-08/2388.htm>

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**Date:** 08/10/04

Date: Tue, 10 Aug 2004 19:13:02 -0400

Gees, that's quite a Master Post, LS! Does PCR know?

--

~PA Bear

LuckyStrike wrote:

> Hi Vic -

>

> Sending a report will fix nothing. MS will not get back to you about it  
> either. They use the report to examine these "faults" and then try to  
> find a reason/fix for it. The error reporting tool can be disabled, but  
> the "click" link can offer some clues sometime. When you get that  
> dialogue box, click the click. <s> You can post the error message that is  
> contained within. Don't add any info from the Registers onward.

>

> The Internet Explorer Error Reporting Tool  
> [http://inetexplorer.mvps.org/answers\\_8.htm#ert](http://inetexplorer.mvps.org/answers_8.htm#ert)

>

> Iexplore.exe has encountered a problem and needs to close. We are sorry  
> for the inconvenience.

> [http://inetexplorer.mvps.org/answers\\_10.htm#close](http://inetexplorer.mvps.org/answers_10.htm#close)

>

> Check for Spyware as well.

> Quick and basic scans from any of the following sites:

> Doxdesk parasite scan

> <http://doxdesk.com/parasite/>

> Jim Eshelmans WSC on-line quick scan

> <http://www.aumha.org/a/noads.htm>

> Bugs Glitches and Stuff-ups

> <http://inetexplorer.mvps.org/Darnit.htm>

>

> More In-Depth on-line scanners for parasites and Trojans:

> GFI free on-line Trojan scanner

> <http://www.windowsecurity.com/trojanscan/>

> Sygate Technologies Trojanscan

> <http://scan.sygatetech.com/pretrojanscan.html>

> PestPatrol on-line scan

> <http://www.pestscan.com/home.asp>

> SpywareChecker on-line scan

> [http://www.spywareguide.com/txt\\_onlinescan.html](http://www.spywareguide.com/txt_onlinescan.html)

>

> Parasites, spyware malware basics:

> <http://aumha.org/a/parasite.htm>

> <http://aumha.org/a/quickfix.htm>

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

>

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> Check for Spyware - How-to  
>  
> \*Most important\* - Before you try to remove spyware using any of the  
> following programs, realize that the process of cleaning and removing  
> certain spyware and malware may possibly interrupt and kill your internet  
> connection. Therefore, you should obtain a copy of LSPFIX, and Winsockfix  
> which will then make it possible for you to re-establish your internet  
> connection if it gets terminated.  
>  
> Download LSPFIX from either of the following sites:  
>  
> <http://www.cexx.org/lspfix.htm>  
> <http://www.spychecker.com/program/winsockxpfix.html> (For Win2k or XP)  
>  
> Download Winsockfix here  
> <http://members.shaw.ca/installations/WinsockFix.zip>  
>  
> First, install the respective programs and then update them immediately,  
> so that they have the current versions, and definitions. \*\*Read the Help  
> Files and Tutorials\*\*.  
>  
> After you've Updated Spybot S&D, and SpywareBlaster, you \*must\* ENABLE the  
> protections as well. These two programs do not automatically enable  
> protections obtained from the newest definitions and updates, therefore  
> this process but must be done manually. Without having enabled  
> protections, the current definitions obtained from updates will be  
> \*useless\*.  
>  
> Run the programs one at a time. With Ad-Aware you may have it generally  
> clean whatever it finds. The same applies for CWShredder. Spybot S&D  
> requires special attention, as does HijackThis (Only more so. Details  
> listed below) The programs are listed in order of their general strength,  
> safety, and purpose. It is perhaps best to install and run these in this  
> order of appearance. All are freeware programs, but if you are pleased  
> with the results and quality of the utilities, donations to the  
> respective Authors will be cheerfully accepted.  
>  
> Another thing to consider doing is to run a program (only run one program  
> at a time) a few times consecutively. The reason for this is that the  
> first pass may kill certain Spyware programs, but may not be able to  
> terminate and kill all files and programs which may be running at the  
> time. That is why a second pass may be necessary to be thoroughly  
> effective.  
>  
> Under the most stubborn cases, running the programs in Safe-Mode will  
> allow for the best cleaning conditions, as there will be a minimum of  
> interference from processes running in the background.  
>  
> Ad -Aware  
> <http://www.lavasoftusa.com/support/download/>  
> Ad-Aware Tutorial (might help if you look through this)  
> <http://www.bleepingcomputer.com/forums/index.php?showtutorial=48>  
> Ad-Aware VX2 Cleaner Plug-In  
> <http://www.lavasoftusa.com/software/plugins/vx2cleaner.shtml>  
>  
> CWShredder (cleans all Cool Web Search malware)  
> <http://www.spywareinfo.com/~merijn/downloads.html>  
> If the Authors site is unable to be accessed, then the following two sites  
> offer his programs as well.  
> <http://www.majorgeeks.com/download4086.html>  
> <http://www.snapfiles.com/get/coolwebshredder.html>  
> CWShredder Tutorial

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> <http://www.bleepingcomputer.com/forums/index.php?showtutorial=47>  
>  
> Coolwebsearch Smartkiller  
> <http://www.safer-networking.org/files/delcwssk.zip>  
> <http://www.spychecker.com/program/miniremovalcw.html>  
>  
> The above item is sometimes necessary if CWShredder detects a SmartSearch2  
> variant on your PC.  
>  
> Spybot S&D  
> <http://www.safer-networking.org/index.php?page=download>  
> Spybot Tutorial (Must Read)  
> <http://www.safer-networking.org/index.php?page=tutorial>  
> Other tutorials for Spybot S&D (Also must read)  
> <http://www.bleepingcomputer.com/forums/index.php?showtutorial=43>  
> <http://tomcoyote.com/SPYBOT/index1.php>  
> <http://tomcoyote.com/SPYBOT/index2.php>  
>  
> This item below is designed to \*prevent\* installation of malware and the  
> like by comparing known CLSID's of these "bad guys" with what is in its  
> definitions. By enabling a \*Kill Bit\* it prevents known malignant ActiveX  
> from being installed or run on your machine. It doesn't remove anything,  
> nor will it fix anything that is already in your PC. Rather, it will  
> prevent installation or re-installation of the item once it has been  
> removed manually, or by the use of another program which will perform the  
> duty of removing the spyware.  
>  
> SpywareBlaster (prevents installation of Spyware, Trojans, etc.)  
> <http://www.javacoolsoftware.com/spywareguard.html>  
> SpywareBlaster Tutorial  
> <http://www.bleepingcomputer.com/forums/index.php?showtutorial=49>  
>  
> SpywareGuard (companion program to SWB, above)  
> <http://www.javacoolsoftware.com/spywareguard.html>  
> SpywareGuard Tutorial  
> <http://www.bleepingcomputer.com/forums/index.php?showtutorial=50>  
>  
> If you use Spybot S&D, be sure to clean \*ONLY\* the items displayed in  
> \*RED\*. DO NOT clean any items displayed in Black or Green at this time.  
>  
> Lastly there is HijackThis. Hijack this is a very powerful, last resort  
> type of program which is generally best used in conjunction with help  
> from those who deal with the findings of the log created by the  
> HijackThis scan. It does nothing in the scan itself; it merely says what  
> is present and/or running on your PC. The items must be checked-marked to  
> be "cleaned". You must know \*exactly\* what you are checking-off before  
> you proceed. If you don't, you can quite possibly disable many useful and  
> vital functions of your PC. Remember; read the Tutorials, and seek help  
> at SpywareInfo Forums, Net-Integration, or TomCoyote forums for safety's  
> sake.  
>  
> HijackThis  
> <http://www.spywareinfo.com/~merijn/downloads.html>  
> If the preceding site is down, you may get HijackThis from other sites  
> Hijack This (from Major Geeks)  
> <http://www.majorgeeks.com/download3155.html>  
> <http://www.spychecker.com/program/hijackthis.html>  
> <http://computercops.biz/downloads-cat-14.html>  
>  
> HijackThis Tutorials \*(MUST READ)\*\*  
> <http://www.spywareinfo.com/~merijn/htlogtutorial.html>  
> <http://www.bleepingcomputer.com/forums/index.php?showtutorial=42>

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> <http://hit.wizardsofwebsites.com/>  
> <http://s89223352.onlinehome.us/mirror/hjt/>  
>  
> Where to seek help with your HijackThis scan log  
> SpywareInfo Forums  
> <http://forums.spywareinfo.com/>  
> other help forums for HijackThis:  
> Net-Integration  
> <http://forums.net-integration.net/index.php?c=19>  
> TomCoyote  
> <http://forums.tomcoyote.com/index.php?showforum=27>  
>  
> Anti-Virus Tools  
>  
> AVG Anti-virus by Grisoft  
> <http://free.grisoft.com/freeweb.php/doc/2/lng/us/tpl/v5>  
>  
> avast! Virus Cleaner - free virus & worm removal tool  
> [http://www.avast.com/eng/avast\\_cleaner.html](http://www.avast.com/eng/avast_cleaner.html)  
>  
> McAfee AVERT Stinger  
> <http://vil.nai.com/vil/stinger/>  
>  
> NOTE: With the above tools, particularly Avast Virus cleaner, be sure to  
> disable your background PC Anti-virus utility.  
>  
> F-Prot for DOS (I don't know if this will work on XP systems however)  
> [http://www.f-prot.com/products/home\\_use/dos/](http://www.f-prot.com/products/home_use/dos/)  
> [http://www.f-prot.com/products/home\\_use/](http://www.f-prot.com/products/home_use/)  
> <http://www.claymania.com/f-prot.html>  
>  
> If you can use this program, be sure to make certain the most recent  
> Updates are obtained for it.  
> [http://www.f-secure.com/download-purchase/dos\\_updates.shtml](http://www.f-secure.com/download-purchase/dos_updates.shtml)  
> F-Secure Anti-Virus for DOS (F-PROT edition)  
>  
> Update Macro.def to your system to get up-to-date macro virus protection.  
> The other Anti-Virus databases, Sign.def and Sign2.def are updated weekly.  
> They have definitions for all other kinds of viruses except macro-viruses.  
> MACRO.DEF definition file  
> SIGN.DEF definition file  
> SIGN2.DEF definition file  
>  
> On-Line Virus scanners:  
>  
> RAV Antivirus Online Virus Scan  
> <http://www.ravantivirus.com/scan/>  
> Command on Demand  
> <http://www.authentium.com/solutions/cod/index.cfm>  
> Freedom on-line virus check  
> <http://www.freedom.net/viruscenter/onlineviruscheck.html>  
> TrendMicro Housecall (also detects some Trojans)  
> <http://housecall.trendmicro.com/>  
> BitDefender Scan Online  
> <http://www.bitdefender.com/scan/licence.php>  
>  
> Kaspersky Online Virus Scanner  
> <http://www.kaspersky.com/remoteviruschk.html>  
> The above scanner works differently from most; it is a server based  
> scanner, and will only scan individual files, or directories which are  
> limited to 1 MB in total size. It will not do a full system scan.  
>

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- > Hauri LiveCall Online virus scanning
- > <http://www.qlobalhauri.com/html/products/livecall.html>
- > The above is also server based if I remember correctly
- >
- > Panda on-line virus scan
- > <http://www.pandasoftware.com/activescan/activescan.asp>
- >
- > McAfee FreeScan
- > <http://us.mcafee.com/root/mfs/default.asp>
- >
- > Symantec Security Check (page offers security and/or virus scan)
- > <http://snipurl.com/7qz1>
- >
- > More general info you should be aware of:
- > The Parasite Fight; Quick Fix Protocol
- > <http://www.aumha.org/a/quickfix.htm>
- > How to surf the Internet more safely with Internet Explorer
- > <http://www.infinisource.com/techfiles/surf-safe.html>
- > So how did I get infected in the first place?
- > <http://boards.cexx.org/viewtopic.php?t=957>
- > Rogue/Suspect Anti-Spyware Products & Web Sites
- > [http://www.spywarewarrior.com/roque\\_anti-spyware.htm](http://www.spywarewarrior.com/roque_anti-spyware.htm)
- >
- > Other vulnerability tests:
- > Jason's Toolbox Browser Security Tests
- > <http://www.jasons-toolbox.com/BrowserSecurity/>
- > Qualys' Free Browser Checkup
- > <http://browsercheck.qualys.com/>
- > MyNetWatchman - WinPopUP Tester
- > <http://www.mynetwatchman.com/winpopuptester.asp>
- >
- > Firewall tests: (YMMV :-)
- > Sygate Technologies Stealthscan
- > <http://scan.sygatetech.com/prestealthscan.html>
- > PortScan from Hackerwatch.org
- > <http://www.hackerwatch.org/probe/>
- > ShieldsUp ports and security tests
- > <http://www.grc.com/x/ne.dll?bh0bkyd2>
- >
- > Site which links to various tests
- > Security-Ops
- > <http://www.security-ops.tk/>
- >
- > How to disable Windows Messenger Service or WinPopup
- > <http://www.opentechsupport.net/forums/archive/topic/11211-1.html>