

Re: mshtml.dll Error! (Win XP SP2)

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6.browser/2005-01/0834.htm>

From: Altrus (altrus_at_zonetechs.com)

Date: 01/05/05

Date: Wed, 5 Jan 2005 17:45:27 -0500

Hi,

Can you please confirm the application name? The correct name for the internet explorer executable is iexplore.exe (no ending 'r'). In the event that you have typed or copied the application name correctly, you should note that

iexplorer.exe

is in fact a common alias for malware – that is, spyware or virial programs (more on that in the post script).

However, if this is just a case of misspelling, then you may find the following page of significant use:

<http://www.generation.net/~hleboeuf/ermhtml.htm>

The above resource lists several sites which address that specific problem.

If you have any more questions or comments, please do not hesitate to reply to this post.

Altrus

Ps. In the event you did not mistype the file name, you would have a more serious problem on your hands – you have a virus or severe spyware infection. Follow the instructions below for removal.

You shall first wish to scan your computer with an updated anti-virus solution. For a free antivirus program, try AVG antivirus, which is good and also free. You may download it here:

http://www.grisoft.com/us/us_dwnl_free.php

Once you have scanned your computer initially, we'll take action against the spyware.

You may first want to remove any third party helper objects. This is best done by a program called BHOcop. It, along with the rest of the programs, are freely available. You can download BHOcop, and view an introduction to it, from the following site:

<http://support.honour.ca/bin/bhocop.zip>

Once you download the file, run it, and install the program. Then remove all objects you find that you are not familiar with.

We'll now have you download some programs which shall aid you in the actual removal of spyware programs which may be running (and causing these problems).

First, download AdAware. This is an excellent program which detects and deletes spyware, and other malware programs. AdAware is available from:

<http://www.javasoftusa.com/support/download/>

After downloading and installing AdAware, *be sure to update it*. This will ensure you are protected against the latest threats. Then, run it.

Some versions can be particularly malicious – removing them can cause you to lose your internet connection. Therefore, we'll download the next two programs as precautionary measures. If, after running these programs, you are unable to connect to the internet, you may need to run these programs to fix the connection.

They are available here:

<http://www.cexx.org/lspfix.htm>

and

<http://www.tacktech.com/pub/winsocifix/Winsocifix.zip>

Directions for the last program can be found here:

<http://www.tacktech.com/display.cfm?ttid=257>

Note: You'll only need to run these programs in the event that removal of the evil programs causes some good components to break. Otherwise, you can safely continue:

Next, we'll get CWShredder. This neat program catches variants which may have been missed by AdAware. CWShredder is available from:

<http://www.spywareinfo.com/~merijn/files/cwshredder.zip>

Once again, be sure to update it to ensure the latest threat protection.

Lastly, you may find it necessary to rename your HOSTS file.

This step is used if you find yourself unable to connect to specific sites. Instructions can be found here:

<http://support.honour.ca/ldbh.solutions.php#blockers>

The above procedures should help you remove these programs and return your computer to a functional state. Remember to rescan your computer with your A/V program once any spyware has been removed.

An excellent resource on Adware and Spyware is available here:

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

<EOM>

"Stephen" <Stephen@discussions.microsoft.com> wrote in message news:2A68A9DC-1A70-49D2-B123-FDA9E96D72E0@microsoft.com...

: I am very frustrated with this incredible recurring problem. I'm actually

: typing this on an Apple computer because my PC Internet Explorer 6 is

: completely messed up. My statistics are as follows:

:

: Microsoft Windows XP Home Edition Version 2002, SP2

: Pentium 4 1.8, with 1.00 GB of RAM

:

: When I am doing extensive web surfing, or even just heading on over to

: hotmail, I am bombarded with the dreaded, "Internet Explorer has encountered

: a problem and needs to close. We are sorry for the inconvenience." message.

: Now, it's not so bad when it happens very rarely, but this has been happening

: quite a bit. It happens with the same sites (hotmail, windows update, etc.)

: The error report says:

:

: AppName: iexplorer.exe AppVerL 6.0.2900.2180 ModName: mshtml.dll

: ModVer: 6..0.2900.2180 Offset: 00060e07

:

: I've tried EVERYTHING to fix this problem. Of course restarting, but the

: list is endless! Basically anything I could find online, and still some.

: - registry edit to make the computer think IE is not installed so I can

: reinstall it

: - re-installing service packs

: - downloading the mshtml.dll file from a site and overwriting the original

: - transferring the mshtml.dll file from another computer and overwriting the

: original

: - deleting cookies and that

:

: Now, I know of one way that will most likely fix the problem, reinstalling

: Windows XP. BUT, I don't want to loose any files. Will I lose files that I

microsoft.public.windows.inetexplorer.ie6.browser: Re: mshtml.dll Error! (Win XP SP2)

: have, like games or video files and that? I really need help on this issue.
: It's been bugging me for such a long time, and there's nothing I've been able
: to do to fix it. PLEASE HELP ME!