

## Re: Internet Explorer crashes

**Source:**

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6.browser/2005-02/4455.htm>

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Hi,

This is usually caused by another program— often malware.

Download and run CWS shredder, Ad-aware, Spybot (in that order.)

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

Also note the security tips and other important information on that page.

Additional information at:

The Parasite Fight <http://www.aumha.org/a/quickfix.htm>

More security tips at <http://www.aumha.org/a/parasite.htm>

Bugs, Glitches & Stuffups: <http://www.mvps.org/inetexplorer/Darnit.htm>

If unsuccessful with those programs, you may have to post a HijackThis log to one of the forums listed below. You will receive good help at any of these forums. You might look for a forum that doesn't have too many unanswered posts. You should also look for the proper forum for HijackThis logs and a message along the lines of "Important— Read This First."

HijackThis instructions and download:

<http://www.tomcoyote.org/hjt/>

<http://www.aumha.org/downloads/hijackthis.exe>

(Additional information and warnings)

<http://www.aumha.org/a/parasite.php#hjt>

Forums:

<http://forum.mvps.org/> Excellent help— low traffic. Visit

<http://forum.aumha.org/viewtopic.php?t=4075> before posting the log.

<http://castlecops.com/forums.html>

<http://www.spywarewarrior.com/index.php>

<http://tomcoyote.com/forums/>

<http://www.spywareinfo.com/forums/>

Or...

A legitimate program running in the background may be causing this. Disable (for diagnostic purposes) programs such as pop-up blockers, security, anti-virus, etc. You may have to reinstall, or not reinstall, a program.

microsoft.public.windows.inetexplorer.ie6.browser: Re: Internet Explorer crashes

This (lengthy) troubleshooting process may help:

276393 – Understanding and Troubleshooting Unrecoverable Errors (Faults) in Internet Explorer: <http://support.microsoft.com/?kbid=276393>

A repair of IE may help:

<http://windowsxp.mvps.org/IEFAQ.htm> >>> Tip #12 (WinXP)

If running XP SP2, you should uninstall SP2 before attempting a repair/reinstall.

194177 – Description of the Internet Explorer Repair Tool (Many versions of Windows– not XP)

<http://support.microsoft.com/default.aspx?scid=kb:EN-US:194177>

317228 – Error Message Occurs When You Try to Install a Windows Update

<http://support.microsoft.com/default.aspx?scid=kb:en-us:Q317228> (Win 98, ME, 2K)

318378 – How to Reinstall or Repair Internet Explorer and Outlook Express in

Windows XP: <http://support.microsoft.com/default.aspx?scid=kb:EN-US:q318378>

Hope this helps,

Don

[MS MVP– IE/OE]

"Alzine" <Alzine[at]discussions.microsoft.com> wrote in message news:1726E289–F3C4–4AD3–867E–86E6FDC8532E@microsoft.com...

> *My internet explorer "freezes" as soon as I open it. It just freezes and I've*

> *tried scanning and I couldn't find anything. I was able to fix it by*

> *"reinstalling" the tcp/ip protocol. But it happens again...*

> *If it's any help, yesterday my computer found a trojan horse in the temp.*

> *internet files. But I couldn't find the file when I searched for it.*