

Re: Internet Explorer Hang

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6.browser/2005-04/msg0060>

- *From:* "Frank Saunders, MS-MVP IE/OE" <franksaunders@xxxxxxxx>
 - *Date:* Mon, 4 Apr 2005 01:51:22 -0500
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"KM1" <KM1@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
news:91ECECFE-04D4-47C2-84AC-AEF58DF9B744@xxxxxxxxxxxxxxxx

Isn't there anyone that will help and reply to our specific concerns. Had another creash today, this time, all of a suddent (after surfing for about an hour trouble free) could not get into a site. Hit stop, tried again, no go. Tried other sites no go, nothing, nata. Closed out of IE got an error, checked in event viewer, this time no error reported in there. Error said to click OK if I wanted to close program, did not copy down numbers on this one, funny it did not appear in event viewer. Once I had closed out of IE, went back on and was fine. Did not have to delete anything, worked as before. As I mentioned in my first post, clear all cookies, temp files, History, SSL certificates, and all autocompletes all the time. Sometimes more than twice a day. Run Adware Se with updated definetions and Webroot free scanner all the time and never find even a cookie, all deleted before scan. Have Lynksis router with good firewall, McAfee security center with viruscan, firewall plus, and privacy service which contains popup blocker, add blocker, and web bug blocker. All popup blockers enabled in IE. Do not download anything from internet except updates and do not ever click on adds. Unlikely it is spyware problem. Would really like some help. Is something corrupt in my IE? Should I lower TIF from 252? If I delete all temp files like I do does

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this make a difference? Is my Content IE5 folder corrupt? What gives? Any help would be appreciated.

"KM1" wrote:

Is it normal for an application hang to occur every once and awhile when accessing pages on the internet. For example, I was accessing a support page on McAfee's website regarding some set-up info in their tech support data base and upon clicking on a page the hour class just held. I waited for a while, no change. Clicked the red X to close and it closed down IE. Checked the Event Viewer in program area and found two errors. The first was Hanging application IExplore.EXE hang module hungapp, version 0.0.0.0, hang address 0x00000000. The second said Fault Bucket 126637809.

My question, what is this error? Is it something that may occur every once in a while when accessing a website? Is there something wrong or corrupt with my IE? I re-entered IE and went back to McAfee's site and executed the same choices with no problem. Information came right up. I am running Windows XP w/SP2 installed from factory. Run McAfee Security Center with Firewall Plus, Viruscan, and Privacy Service all up-to-date. Also have a Linksys Router w/good firewall. Run Adware Se w/current definitions along with a free scanner from Webroot regularly (daily) and never find a thing. Always delete cookies, Internet Temp Files, History, SSL certificates, and all autocompletes everytime I finish work on internet and before shutting down. Probably why my Spyware checks find nothing. Any information regarding this would be greatly appreciated.

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KM1

First eliminate any spyware.

What You Should Know About Spyware

<http://www.microsoft.com/athome/security/spyware/deviuoussoftware.mspx>

CAUTION!!!!!! Removing some spyware can damage the Winsock stack. Before you try to remove spyware using any of these programs , download a copy of LSP-Fix - a free program to repair damaged Winsock 2 stacks (all Windows versions)

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

Winsockfix for W95, W98, ME, NT, 2000, XP

<http://www.tacktech.com/pub/winsockfix/WinsockFix.zip>

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

WinXP:

Get WinSockxpFix

<http://www.spychecker.com/program/winsockxpfix.html>

How to Reset Internet Protocol (TCP/IP) in Windows XP

<http://support.microsoft.com/kb/299357>

In WinXP SP2: You can fix Winsock by going to Start | Run and typing CMD

In the command window type

netsh winsock reset

See

Dealing with Unwanted Malware, Parasites, Toolbars and Search Engines

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

Note that AdAware and SpyBot S & D will each catch some things the other won't. Also, each needs to be updated with the program's update function before every use, even when just downloaded. There's also a lot more to do than just those two programs. CWShredder is also available here:

<http://www.intermute.com/products/cwshredder>

**Post your HijackThis log to

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

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

<http://castlecops.com/forum67.html>

<http://www.wilderssecurity.com/> or the Spyware forum at

<http://forum.aumha.org/viewforum.php?f=30> for expert analysis, not here.**

Alternative download pages for Ad-Aware, Spybot, HijackThis and CWShredder may be found on this page:

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

See this link for information about malware:

<http://arstechnica.com/articles/paedia/malware.ars>

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If nothing there helps, please post back to this thread.

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Frank Saunders, MS-MVP, IE/OE

Please respond in Newsgroup only. Do not send email

<http://www.fjsmjs.com>

Protect your PC

<http://www.microsoft.com/athome/security/protect/default.aspx>

<http://defendingyourmachine.blogspot.com/>