

Re: IE patches killed internet connection

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6.browser/2005-10/msg0062>

- *From:* EllenB <EllenB@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Sat, 15 Oct 2005 16:51:02 -0700
-

Second reply –

Won't bore you with how I got from what you told me to checking out what my firewall was doing, but Norton had either set itself or been set by malware to block IE totally. Fixed it, Microsoft update works, downloaded every patch except SP2. Want to hear results of log check and do some backups first.

Very grateful to you for your help, to Jim for running thae site, and to the whole community for supporting the rest of us.

Ellen

"PA Bear" wrote:

- > I'll try to drop in on your forum thread.
- >
- > You weren't clear previously that IE wasn't working. Yes, you **must** use IE
- > to download/install from Windows Update manually, so don't even try using
- > Firefox.
- >
- > Q: Have you installed Microsoft Update? (If so, it'd be listed in your
- > Start menu.)
- > --
- > ~Robear Dyer (PA Bear)
- > MS MVP–Windows (IE/OE, Security, Shell/User)
- >
- >
- > EllenB wrote:
- >> Posted log to http://aumha.net/search.php?search_author=EllenB
- >>
- >> "PA Bear" wrote:
- >>
- >>> I do enable & use Automatic Updates to make certain
- >>> your machine is always fully patched.
- >>>
- >>> Then why haven't you accepted the install of SP2? NB: Don't install it
- >>> now. Wait till you know you're hijackware–free.
- >>>
- >>

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>> Fear. A friend had her machines crash and I've been putting it off until
>> another school break.
>>>
>>> Why did you only install three (3) patches when Automatic Updates would
>>> have offered you 9 of them?
>>
>> There were only 4 patches offered. One of them had to do with a French
>> language utility, and I didn't download that one. One was the malicious
>> spyware tool, one was the cumulative security pack,; I don't remember the
>> 3rd. I attempted to install 3 of those 4 patches, and IE went into "page
>> not
>> found" mode. Later, Auto Update reoffered the security update, but I was
>> afraid to make a bad situation worse. I have since set Auto Update to
>> resend
>> any patch I had previously refused, but none sent. I also went to
>> Microsoft.com to try to download manually, but I have to use Firefox to
>> reach the site, since IE is dead, and I can't use Firefox to download
>> patches.
>>
>> I was away most of August, might have missed something then?
>>>
>>>> I thought that I had downloaded 896688, but something failed,
>>>> because that security patch is not on my machine.
>>>
>>> 'Security Update for Windows XP – 896688' is not found in Add/Remove
>>> Programs?
>>
>> No
>>>
>>>> how dangerous is it to uninstall security patches?
>>>>
>>>> Uninstalling patches isn't dangerous, running without them could be.
>>>>
>>>> I have cleaned the machine as I described in posting my log
>>>>
>>>> Where did you post your HijackThis log? Can you give me a URL to the
>>>> forum
>>>> thread?
>>>>
>>>>> I will install the 4 security patches that are pending in Automatic
>>>>> updates.
>>>>>
>>>>> Right after my previous post Auto Update dissappeared. That's why I went
>>>>> to
>>>>> the website to download.
>>>>>
>>>>> Only 4, and they're pending? You probably need to install all of them &
>>>>> reboot in order for all of them, including 896688, to appear in
>>>>> Add/Remove
>>>>> Programs, Ellen.
>>>>>

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> >> In your case, I'd go to Windows Update and choose Custom Install, and
> >> then
> >> install all patches offered except for SP2.
> >>
> > Will try that. Lack of IE might be a problem. Any point in reinstalling IE
> > from original CD? After someone checks hijack log?
> >
> > Thanks again
> > Ellen
> >
> >> ~PA Bear
> >>
> >>
> >> EllenB wrote:
> >>> I do enable & use Automatic Updates to make certain
> >>> your machine is always fully patched. Something odd seems to have
> >>> happened
> >>> on OCT 12 – I thought that I had downloaded 896688, but something
> >>> failed,
> >>> because that security patch is not on my machine.
> >>>
> >>> Would a list of all the patches be helpful? And how dangerous is it to
> >>> uninstall security patches?
> >>>
> >>> I have cleaned the machine as I described in posting my log, which is
> >>> the
> >>> state of the machine right now, and I will install the 4 security
> >>> patches
> >>> that are pending in Automatic updates.
> >>>
> >>>
> >>>
> >>>
> >>>
> >>> "PA Bear" wrote:
> >>>
> >>>> NB: WinXP SP2 is considered a Critical Security Update (your "security
> >>>> patch")...but I wouldn't install it just yet. See below.
> >>>>
> >>>> Running WinXP SP1, I would advise you to install all nine (9) of the
> >>>> Oct-05
> >>>> updates. Though only three (3) are considered critical (MS05-050,
> >>>> MS05-051, MS05-052), the others address important security
> >>>> vulnerabilities, Ellen.
> >>>>
> >>>> Furthermore, I suggest you enable & use Automatic Updates to make
> >>>> certain
> >>>> your machine is always fully patched:
> >>>>
> >>>> How to configure and use Automatic Updates in Windows XP:
> >>>> <http://support.microsoft.com/?kbid=306525>

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> >>>>
> >>>> Now, back to your problems. If uninstalling 'Security Update for
> >>>> Windows
> >>>> XP – 896688' via Add/Remove Programs & rebooting does fix your problem,
> >>>> I
> >>>> would suspect that the Malicious Software Removal Tool (your "patch for
> >>>> removing bad software") removed some "hijackware" and either some "bad
> >>>> guys" remain or the removed "bad guys" broke something. You need to
> >>>> check
> >>>> for more "hijackware":
> >>>>
> >>>> Checking for/Help with Hijackware
> >>>> <http://aumha.org/a/parasite.htm>
> >>>> <http://aumha.org/a/quickfix.htm>
> >>>> <http://aumha.net/viewtopic.php?t=5878>
> >>>> <http://mvps.org/winhelp2002/unwanted.htm>
> >>>> <http://inetexplorer.mvps.org/data/prevention.htm>
> >>>> <http://inetexplorer.mvps.org/archive/tshoot.html>
> >>>> http://www.mvps.org/sramesh2k/Malware_Defence.htm
> >>>> <http://defendingyourmachine.blogspot.com/>
> >>>>
> >>>> When all else fails, HijackThis v1.99.1
> >>>> (<http://aumha.net/downloads/hijackthis.zip>) is the preferred tool to
> >>>> use.
> >>>> It will help you to both identify and remove any hijackware/spyware.
> >>>> **Post your log to <http://forums.spywareinfo.com/>,
> >>>> <http://castlecops.com/forum67.html> or
> >>>> <http://aumha.net/viewforum.php?f=30>
> >>>> (where I'm a moderator) for expert analysis, not here.**
> >>>>
> >>>> Once everything's hunky-dory (and I want the opinion of a HijackThis
> >>>> log
> >>>> expert before assuming so), then you should immediately go to Windows
> >>>> Update and install WinXP SP2. After reboot, return to Windows Update
> >>>> and
> >>>> install all critical updates offered you.
> >>>> --
> >>>> ~Robear Dyer (PA Bear)
> >>>> MS MVP–Windows (IE/OE, Security, Shell/User)
> >>>>
> >>>>
> >>>> EllenB wrote:
> >>>>> Thanks, and I should have said XP Home, SP1, all urgent security
> >>>>> patches
> >>>>> applies. IE 6.0, regularly updated. Cable modem. Now have Firefox so I
> >>>>> can
> >>>>> reach this group.
> >>>>>
> >>>>> Looked at prior posts, but I don't have tge same KB numbers that have
> >>>>> been
> >>>>> reported previously as being trouble.

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> >>>>>
> >>>>> I downloaded the patch for handling bad software, and one other, as
> >>>>> well
> >>>>> as
> >>>>> the cumulative patch. Did not download the patch involveing French
> >>>>> language.
> >>>>> Will never download again wo making a screen clip first.
> >>>>>
> >>>>> Thought of uninstalling patches with high KB numbers, but was put off
> >>>>> by
> >>>>> the
> >>>>> number of programs said to be affected. Could use advice , here, too.
> >>>>>
> >>>>> Many thanks.
> >>>>>
> >>>>> "PA Bear" wrote:
> >>>>>
> >>>>>> Windows version? Is MS05-052 the only patch you installed?
> >>>>>> --
> >>>>>> ~Robear Dyer (PA Bear)
> >>>>>> MS MVP-Windows (IE/OE, Security, Shell/User)
> >>>>>>
> >>>>>> EllenB wrote:
> >>>>>>> This morning I installed the cumulative security patch for IE 6 I
> >>>>>>> can
> >>>>>>> no
> >>>>>>> longer reach the Internet. Fortunately I still have mail because my
> >>>>>>> mail
> >>>>>>> client is Eudora. Would appreciate help. Am at work now, will pick
> >>>>>>> up
> >>>>>>> mail
> >>>>>>> when I get home.
> >>>>>>>
> >>>>>>> The dignostic was "page not found"
>
>
.

• *Follow-Ups:*

- ◆ **Re: IE patches killed internet connection**
◇ From: Frank Saunders, MS-MVP OE

• *References:*

- ◆ **Re: IE patches killed internet connection**
◇ From: PA Bear
- ◆ **Re: IE patches killed internet connection**
◇ From: EllenB
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◆ **[Re: IE patches killed internet connection](#)**

◇ *From:* EllenB

◆ **[Re: IE patches killed internet connection](#)**

◇ *From:* PA Bear

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