

Re: ie will not run yet affects all other browser performance

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6.browser/2006-01/msg0064>

- *From:* "Jon Kennedy" <jkennedy2@xxxxxxxxxxxxxxxxxx>
 - *Date:* Wed, 11 Jan 2006 19:12:58 -0500
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This has been a common problem. Google automatically updates it's toolbar in the background, and starting around last September, an update version (or maybe the process itself) has been the cause of this error.

For the benefit of others, here's what Google Toolbar Support wrote me:

Our engineers are currently investigating this issue now. Please feel free to provide the following information to your users to resolve this difficulty, depending on their skill set:

For your advanced users, we'd be extremely appreciative of any memory dumps they could provide to us on any of these Toolbar attributed crashes. Here's how:

To do so, please open and use Internet Explorer (IE) in a special diagnostic mode. Once this error reproduces itself, IE will then create a memory dump file. Please attach this memory dump file to your reply. Here's the details:

Open IE with the diagnostic tool:

1. Please close all other instances of Internet Explorer.
2. Open a command prompt by clicking the Start button, > "Run," > type "cmd" and press Enter.
3. Navigate to the folder that IE is installed in. For example, if you've installed IE on your C: drive, type the following and press Enter:
"cd C:\Program Files\Internet Explorer\" (Without quotes).
4. Once you've navigated to the Internet Explorer folder, type the following command (without quotes):

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" ntsd -g iexplore.exe "
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5. This will launch IE in a special diagnostic mode. (Note: please do not close the command dialog window, we will need to use this window again later).
6. If IE crashes, click "Yes" or "OK" to the crash window.
7. Next, switch back to the command dialog window, and type the following (without quotes):

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".dump c:\dump.dmp " (Please note the initial dot before "dump")
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8. Finally, please send us the file named "dump.dmp" directly under the C:\ drive.

For non advanced users, simply instruct them to uninstall and reinstall the latest version of the Google Toolbar from <http://toolbar.google.com>.
Details:

Some users have reported that uninstalling the Google Toolbar, and reinstalling the latest version resolves this difficulty. Instructions for the Microsoft Internet Explorer and Mozilla Firefox browsers appear below:

MICROSOFT INTERNET EXPLORER

1. Select "Settings" from the Windows "Start" menu.
2. Click on "Control Panel" and then "Add or Remove Programs."
3. Select "Google Toolbar for IE" and click the "Remove" button.
4. Once the Toolbar is uninstalled, please close all Microsoft Internet Explorer windows. Then, reinstall the Google Toolbar by visiting <http://toolbar.google.com>

MOZILLA FIREFOX

1. Click "Tools" at the top of your browser window.
2. Select "Extensions."
3. Select "Google Toolbar for Firefox" and click "Uninstall."
4. Close all Firefox windows.
5. Open a Mozilla Firefox window and visit <http://toolbar.google.com>

If users experience this difficulty after installing the latest version of the Toolbar, please have them contact us directly.

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We appreciate your assistance, and look forward to your reply.

Regards,
The Google Team

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"billyboy14" <billyboy14@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
<news:2A83092A-720C-4BA5-BFA0-54E6AE45E412@xxxxxxxxxxxxxxxxxxxx>

Unbelievable! It worked. The Google Toolbar has been there for years. I
wonder why it's causing problems now?

Anyway, Thanks for restoring my sanity!

Bill