

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

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6.browser/2006-01/msg0066>

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- *From:* "Vincenzo Di Russo [MVP]" <[enzodirusso@xxxxxxx](mailto:enzodirusso@xxxxxxx)>
  - *Date:* Thu, 12 Jan 2006 07:21:42 +0100
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Thank you very much, Jon.

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Vincenzo Di Russo  
Microsoft® MVP – Most Valuable Professional  
Windows – Internet Explorer since 2003  
<http://support.microsoft.com/newsgroups>  
<http://mvp.support.microsoft.com/>

Jon Kennedy wrote:

- > 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).

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- > 4. Once you've navigated to the Internet Explorer folder, type the
- > following command (without quotes):
- >
- > " ntsd -g iexplore.exe "
- >
- > 5. This will launch IE in s 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):
- >
- > ".dump c:\dump.dmp " (Please note the initial dot before "dump")
- >
- > 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.
- >
- > 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](mailto: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

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• **References:**

- ◆ **[Re: ie will not run yet affects all other browser performance](#)**  
    ◇ From: Vincenzo Di Russo [MVP]
- ◆ **[Re: ie will not run yet affects all other browser performance](#)**  
    ◇ From: Jon Kennedy
  
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