

Re: IE and SBC Yahoo!

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6.browser/2006-03/msg0073>

- *From:* VeggieTail <VeggieTail@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Fri, 10 Mar 2006 12:57:31 -0800
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Hi, thanks so much for your suggestions. However, IE is not listed in the Add/Remove Program screen at all. I did end up following the directions of the IE webpage to try to uninstall IE through Registry Editor, but it doesn't seem to have worked. When I tried to reinstall from online, I still get the same error message that says that a newer version already exists, and setup cannot continue. I don't know where to go from here.

Thanks,
Jennifer

"N. Miller" wrote:

On Fri, 10 Mar 2006 09:39:27 -0800, VeggieTail wrote:

Hello.

Here's a problem, and I'm hoping some angel out there can give me some guidance.

I have SBC Yahoo DSL internet service, and with it came their SBC Yahoo browser, which I believe works with Internet Explorer. In the last week, I've noticed a problem when composing e-mail messages, in that their normal e-mail editing tools (bullets, font faces and sizes, font color) simply don't work when clicked on. Also, whenever I click enter within the compose window, I get a double space and have no way of getting a single space.

I have of course contacted SBC support, and they seem to feel that this problem originates somehow with IE, and that we should reinstall it. (This theory is supported by the fact that I have no problem with composing e-mails when on my work computer.) However, because I cannot simply reinstall IE (an error message comes up saying that the latest version), I don't know what to do next.

Re: IE and SBC Yahoo!

I have found the web page about reinstalling IE on the microsoft support page, but wondered if there was any other option before having to mess around with registry editors and other things that I know absolutely nothing about. Is there any way to reload IE from the Windows XP disc that came with my computer (Dell)?

I would appreciate any help that you may give me. Until then, have a wonderful day!

Start by removing the SBC Yahoo! browser. You really should never have installed it in the first place; it is just MS Internet Explorer with some branded doodads. Stick with stock software, leave the ISP software alone. This isn't AOL, this is a regular ISP (which is now called, "AT&T Yahoo! HSI", and has been since Jan. 1, 2006).

I'd remove all of the SBC branded software using the "Add/Remove Programs" feature of the Control Panel. FWIW, I am also an AT&T Yahoo! HSI customers; have been since I signed up for Pacbell DSL service before SBC completed the re-branding and integration of there system. I have never installed any of there software; with the exception of an ActiveX migration application, which came off as soon as migration to SBC Yahoo! DSL Service was complete.

Having done that, go to the Control Panel, to "Add/Remove Programs", and select MS Internet Explorer for removal. It should ask if you want to "Add a component", or "Repair Interent Explorer". Select the "Repair Internet Explorer" option.

If none of that works, then follow the instructions on that web page you mention. But get rid of the SBC Yahoo! stuff first. That should cure a host of ills that you never needed.

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Norman

~Oh Lord, why have you come

~To Konnyu, with the Lion and the Drum