

Re: Search Assistant Not Working Right – More curious...

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6.browser/2006-03/msg0166>

- *From:* "LAH" <someone@xxxxxxxxxxxxxx>
 - *Date:* Wed, 22 Mar 2006 16:11:52 -0600
-

Jan II, did you happen to read this post by Misskitty27 "IE 6 search button features" posted on March 22 at 2:15 pm on this forum? I seems she has been in contact with Microsoft.

"Jan II" <abuseSPAM@xxxxxxxxxxxxxx> wrote in message news:%23qBYY0eTGHA.776@xxxxxxxxxxxxxx

Don't you dare leave us! :-) We need all the expertise input we can get.

A

word or suggestion here or there can perhaps trigger a thought or perhaps something to check we did not think of yet. There is 'something' that

seems

to be resetting, and then blocking, the Search functions and/or functions. The fact that we can change it using the Start>Search functions, and it

will

work normally when changed within the functions is pretty telling of that,

I

think. At least that is how it appears to be happening on my end, and Anna's confirmation. I will look at what I have on here that might be interacting, but, there is nothing I have added in the past month or more. I usually only use the well established and recommended programs, but,

that

is not to say that some update for one of them has not created the

problem.

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But, we should also keep in mind that there are other OPs with other OS versions that are having the same problem, so, that would somewhat rule

out

just an XP update, at least in my mind. Perhaps we should try to find a common denominator in a program that we all have installed and that may

have

gotten updated about the same time. I don't allow autoupdates, but, I try to do the manual updates as soon as I get notified.

Jan :)

MS MVP – Windows IE/OE [DTS/AumHa]

"Jim Byrd" <jrbyrd@xxxxxxxxxxxxxxxxxxxx> wrote in message
news:u1ld9vdTGHA.4740@xxxxxxxxxxxxxxxxxxxx

Hi Anna – Well, I said I was going to drop out of this thread, but since you've specifically addressed me . . . :)

SpyBot S&D is well known and I doubt presents any problem, but you can

try

disabling its Immunize functions as a test if you wish. As for Norton – While their commercial software and specific virus/malware removal tools are excellent, as a matter of experience I don't encourage anyone to use any of the non-commercial Norton/Symantec software, as it's notorious for interfering with other software (particularly on installs and with

system

software generally) as well as being very difficult to completely

remove.

If there's been any sort of recent update to it, I would be suspicious

of

it. I would certainly test by disabling it for a period. (There have been recent reports of other problems caused by a recent Norton update, BTW.)

I

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would take the same approach with respect to Windows Defender – just because of it's Beta nature (although it's pretty stable apparently), and

because

it does get involved with "protecting" certain IE settings as well as the fact that it's a recent addition by your report.

—
Regards, Jim Byrd, MS–MVP/DTS/AH–VSOP
My Blog, Defending Your Machine, here:
<http://DefendingYourMachine.blogspot.com/>

"Anna" <acarter@xxxxxxxxxxx> wrote in message
<news:12233fah6j37086@xxxxxxxxxxxxxxxxxxxxxx>
|| Jim, when I first noticed this problem, I had SpyBot search and

destroy

|| immunize and Norton antivirus running. I now have added Windows Defender
|| as suggested at AumHa forum. I have used the first two programs for several
|| years.
|| Anna.
||
|| "Jim Byrd" <jrbyrd@xxxxxxxxxxxxxxxxxxxxxx> wrote in message
|| <news:eliOUZdTGHA.1576@xxxxxxxxxxxxxxxxxxxxxx>
|| Hi Jan – What types of "background" anti–malware might you be

running

that
||| normally "protect" such settings? SpywareBlaster, Windows Defender,
||| Windows
||| Anti–Spyware, SpyBot S&D Immunize, etc.? (Windows Defender is what

I

||| might
||| suspect as a Beta) You might try disabling any such, one at a time,
to
||| see
||| if there's any effect.
|||
||| —

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||| Regards, Jim Byrd, MS–MVP/DTS/AH–VSOP
||| My Blog, Defending Your Machine, here:
||| <http://DefendingYourMachine.blogspot.com/>
|||
|||
||| "Jan II" <abuseSPAM@xxxxxxxxxxxxxxxxxxxx> wrote in message
||| news:eusx2McTGHA.6084@xxxxxxxxxxxxxxxxxxxxxxxx
||| Hi all..
|||
||| Here is another curious/strange behavior. Last night when I made

my

last
|||| report, all was as it should be and working well. I closed IE and
made no
|||| other changes to any settings.
||||
|||| Just now, I opened the IE and checked the Search and Customization
and
it
|||| had changed back to just the two choices and Loading.....
||||
|||| So....as I reported previously here that there seemed to be a

method

to the
|||| on –again–off–again madness, I closed IE, went to
Start>Search>Change
|||| Preferences>Change Internet Search behavior>and saw that it had
changed back
|||| to With Classic search instead of the With Search Companion I had
||| changed
||| it
|||| to that last time. ???
||||
|||| Then I selected the With Search Companion, closed the Search and
opened IE.
|||| The Search Companion window was there as it should be.
||||
|||| Then I closed IE, reopened Search from the Start menu, and went

to

Change
|||| Preferences> Change Internet Search behavior>reselected the With
Classic
|||| search, closed Search and reopened IE. There is the panel was the
normal

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|||| search window, the Customize tab and grayed out Next button. When

I

clicked

|||| the Customize button, there were the normal 3 choices and all related

list

|||| boxes, all worked as it should.

||||

|||| I checked the laptop and the same change up had happened there

even

||| with

||| the

|||| machine turned off, and with the same set of steps necessary to restore the

|||| normal Customize window.

||||

|||| Dang! This is really confusing! How the heck can we determine

what

is

|||| causing this when there seems to be a gremlin in the works making changes

|||| all the time? Here is another aspect. I turned off the laptop, although,

|||| it was still plugged in to the power supply. I did not turn off

my

desktop,

|||| although, all programs were closed. Thus, I did not have reboot,

or

|||| re–logon the desktop, but, did the laptop. Neither situation

seemed

to make

|||| any difference.

||||

|||| The only thing that I can think of at this point, and it may be

off

the mark

|||| by a mile, is that it might have to do with the opening and

closing

of
IE,
|||| although, I did open and close the IE several times while testing
last
|||| evening and there were no changes that took place on closing that

I

could
|||| tell.
||||
|||| However, at this point, I *can* make the normal Search Customize
||| choices
||| and
|||| selections available by doing the steps that I outlined above, and
all
do
|||| work as they should. At least at this point. While it is a
round-robin
|||| effort, at least they do work for now, and hopefully, a step

closer

to
|||| finding a workaround.
||||
|||| Perhaps Anna could test the steps that I posted here and see if

they

work
|||| for her as well.
||||
|||| Hope this helps.
||||
|||| Jan :)
|||| MS MVP – Windows IE/OE [DTS/AumHa]
|||| Smiles are meant to be shared,
|||| that's why they're so contagious.
||||
|||| Replies are posted only to the newsgroup for the benefit or other
readers.
|||| How to make a good newsgroup post:
|||| <http://www.dts-l.org/goodpost.htm>

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||||| Hi all :-)

|||||

||||| "Jim Byrd" <jrbyrd@xxxxxxxxxxxxxxxxxxxxxxxx> wrote in message

||||| news:O11yOkJTGHA.776@xxxxxxxxxxxxxxxxxxxxxxxx

||||| Hi Jan – Well, the single common element you describe is core IE

||||| exclusive

||||| of SP1 or 2. Here's my full "fix IE" post – maybe something in

it

will

||||| suggest something:

|||||

|||||

||||| There is no direct Repair function for IE6 in XP. Here are some

alternatives:

|||||

||||| First try this courtesy of MVP Ramesh Srinivasan:

||||| <http://windowsxp.mvps.org/IEFIX.htm>

|||||

||||| Then try each of the following:

|||||

||||| 1. If you're on XP SP2, try the following suggestions from KB

870700,

||||| here:

||||| How to troubleshoot problems accessing secure Web pages with

Internet

||||| Explorer 6 Service Pack 2,

||||| <http://support.microsoft.com/?kbid=870700#9>

||||| first. Don't worry that your problem isn't specifically

secure–page

||||| related – these extracted below are general fix steps for the

most

part.

||||| Check to see if your problem remains after each:

|||||

||||| a. Turn off the pop–up blocker

||||| Internet Explorer SP2 includes the ability to block pop–up

windows.

This

||||| new

||||| feature may block some Web pages. To turn off the Pop–Up

Blocker,

follow

||||| these steps:

|||||

||||| 1) On the Tools menu in Internet Explorer, click Internet

Options,

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and

||||| then

||||| click the General tab.

||||| 2) Click the Privacy tab.

||||| 3) In the Pop-Up Blocker section, click to clear the Block

pop-ups

check

||||| box.

||||| 4) Click Apply.

||||| 5) Click OK.

|||||

||||| b. Delete the contents of the Temporary Internet Files folder

||||| If a copy of the Web page is in the Temporary Internet Files folder,

the

||||| page may not display as expected. To resolve this problem, you

must

||||| delete

||||| the contents of this folder. To do this, follow these steps:

|||||

|||||

||||| 1) On the Tools menu in Internet Explorer, click Internet

Options,

and

||||| then

||||| click the General tab.

||||| 2) Click Delete Cookies, and then click OK.

||||| 3) Click Delete Files, and then click OK.

||||| 4) Click Clear History, and then click Yes.

||||| 5) Click OK.

|||||

||||| c. Third-party browser extensions

||||| Some third-party browser extensions and add-ons may interfere

with

how

||||| Internet Explorer views certain Web pages. To turn off these extensions,

||||| follow these steps:

|||||

||||| 1) Click Start, right-click Internet Explorer, and then click Internet

Properties.

||||| 2) Click the Advanced tab.

||||| 3) Click to clear the Enable third-party browser extensions (requires

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||||| restart) check box.
||||| 4) Click Apply.
||||| 5) Click Ok.
||||| 6) Start Internet Explorer, and then try to reproduce the issue.
|||||
||||| OK...here's the last update thus far. After running the IEFix on
the
||||| laptop, there was no change in the status of the Search window
situation.
||||| Thus, I proceeded with the next 3 steps above: a) no change, b)

no

change,
||||| c) unchecked and then closed IE. I went to the Start>Search> and
the
||||| clicked the Change Preferences>Change Internet search
behavior>selected
||||| Classic search>selected my search engine and clicked OK. Then
clicked on
||||| Search the Internet. When IE opened and the Search panel opened,
the
word
||||| Search was on the top of the search bar. Clicking the Customize
button
||||| opened the customize window and there were 3 choices and two list
boxes,
||||| as there should be. In this window the first selection, Search
Assistant
||||| is now selected. I can change the selections and new list boxes
appear
||||| for each different choice selected as they should. I can change

the

||||| choices and selection, however, I must close and reopen IE after
each
||||| change for it to take effect. All appears to be working as it
should,
||||| with the
||||| exception of the Next button, which remains grayed out.
|||||
||||| However, I don't think that we can look at what has transpired

here

as a
||||| possible solution until at least 24 hours without change has
occurred, as
||||| things continue to change on and off as a matter of course in

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this

problem

||||| for the past week or more. So I won't know if it is a good fix

or

not

||||| until some time has passed. But, at last now I am able to make changes,

||||| which I was not able to do before, even when it appeared that things

were

||||| normal.

|||||

||||| I did not proceed with the other steps below at this point, in order

to

||||| see what will happen in the next 24 hours.

|||||

||||| I hope this helps.

|||||

||||| Jan :)

|||||

|||||

||||| d. Reset the Security Zones to the default settings:

|||||

||||| 1) On the Tools menu in Internet Explorer, click Internet

Options,

and

||||| then

||||| click the Security tab.

||||| 2) Click Internet, and then click Default Level.

||||| 3) Click Local Intranet, and then click Default Level.

||||| 4) Click Trusted sites, and then click Default Level.

||||| 5) Click Restricted sites, and then click Default Level.

||||| 6) Click Apply.

||||| 7) On the Privacy tab, click Default, and then click Apply.

|||||

||||| 2. Then you need to go (as an Administrator) to Start|Run and

type

"sfc

||||| /scannow" (without the quotes and notice the space between the c

and

the

||||| /.)

||||| Have your XP CD handy and be prepared to go get a cup of

coffee –

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it

||||| takes a
||||| while. This will do the same thing as Repair IE6 for XP but a

lot

more,

||||| that is find any corrupt system files and replace them. It does
NOT,
||||| however, re-register the various software components, and you

will

need

||||| to
||||| do this manually using regsvr32.exe if any are shown as
replaced
||||| in
||||| Event Viewer\System.
|||||
||||| Be aware that under certain circumstances (Win2k before SP4 –

see

mskb

||||| 814510,
||| <http://support.microsoft.com/default.aspx?scid=kb;EN-US;Q814510>)
||||| sfc
||||| can erroneously overwrite (restore over) previously installed
files
from
||||| certain "hotfixes" which will then need to be re-installed.

This

may

||||| also
||||| apply to XP. To check for this, after running sfc, open a Cmd
window and
||||| enter "qfecheck /v /l:c:\" (without the quotes). If you don't
have
||||| qfecheck
||||| installed, it can be obtained for XP here:
||||| <http://www.microsoft.com/downloads/release.asp?ReleaseID=35468>

and

for

||||| Win2k
||||| here:
<http://www.microsoft.com/downloads/release.asp?ReleaseID=35470> A

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||||| version stated to be common to both is available here:
|||||
|||||

<http://www.microsoft.com/downloads/details.aspx?displaylang=en&FamilyID=155C7C58-102E-47B0-A12A-BFA>

||||| Further information about qfecheck is
||||| available here: <http://support.microsoft.com/kb/282784/EN/>

IE6

listed
||||| in
||||| Add-Remove Programs, then in Start|Run then enter
|||||
||||| "rundll32 setupwbv.dll,IE6Maintenance"
|||||
||||| without the quotes, exactly as shown (it's case sensitive), and
select
||||| the
||||| appropriate entry. More detailed info is available here:
||| Description
||| of
||||| the Internet Explorer Repair Tool
||||| <http://support.microsoft.com/default.aspx?scid=kb:EN-US;q194177>
||| (You
||||| may
||||| have to re-install Sun Java JRE if you had it installed
afterwards,
BTW.)
can			
shown –			
it's			

in

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Windows

||||| on
||||| your C:\ partition. Change as appropriate for your particular
||||| situation.)
|||||
||||| rundll32.exe setupapi,InstallHinfSection DefaultInstall 132
||||| c:\windows\inf\ie.inf
|||||
||||| 4) It will display a "File Needed" screen, click "Browse.." and
||| browse
||| to
||||| <CD-ROM drive>\i386, (where <CD-ROM drive> is the drive letter

of

the
||||| CD-ROM, For example, D:).
|||||
||||| 5) Click Open, click Ok, it should begin reinstalling Internet
Explorer.
|||||
||||| (NOTE: It has been reported, courtesy of Steve Wechsler, that

if

you're
||||| on
||||| Windows XP Pro SP2, it may prompt you for some files that it
cannot
find
||||| in
||||| the WINDOWS\ServicePackFiles\i386 folder, which you'll then

need

to
||||| browse
||||| to. It's thought that this may apply to XP Home also. The
specific
||||| files
||||| are iexplore.exe which actually IS in the i386 folder,
mswrd632.wpc
||||| , which is located in the Program Files\Common Files\Microsoft
||||| Shared\TextConv folder, AND, INSTALL.IN_ , which will be
located
||||| on
||||| a slipstreamed XP Pro CD in the i386 folder and also located in
the
i386
||||| folder on an XP Pro SP1 disk. So, copying the 2 files above to
the

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||||| WINDOWS\ServicePackFiles\i386 folder should allow you to be
able

to
||||| repair/reinstall IE on an SP2 system by right clicking ie.inf in
the
||||| WINDOWS\inf folder and selecting Install or using the
rundll32.exe

line
||||| given above.)
|||||
|||||
||||| 5. Lastly, here is a link to a MSKB article about re-installing
IE6/OE6:
|||||
||||| How to Reinstall or Repair Internet Explorer and Outlook Express
in
||||| Windows
||||| XP (Q318378)
||||| <http://support.microsoft.com/?id=kb:en-us:Q318378>

||||| --
||||| Regards, Jim Byrd, MS-MVP/DTS/AH-VSOP
||||| My Blog, Defending Your Machine, here:
||||| <http://DefendingYourMachine.blogspot.com/>

||||| "Jan II" <abuseSPAM@xxxxxxxxxxxxxxxxxxxx> wrote in message
||||| news:eBxxQUJTGHA.736@xxxxxxxxxxxxxxxxxxxxxxxx

||||| "Jim Byrd" <jrbyrd@xxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
||||| [news:%23z\\$5iZITGHA.2088@xxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:%23z$5iZITGHA.2088@xxxxxxxxxxxxxxxxxxxxxxxx)

||||| Yeah, I agree Bear – looking at the rest of the thread
something's clearly

||||| out of kilter beyond a normal .reg reset. I wonder if a
Tools\Internet

||||| Options\Programs| "Reset Web Settings" or a Repair IE:
|||||

||||| The one thing that gets me is that is it not limited to one

type

of
||||| OS,
||||| it
||||| seems to be affecting them all across the board, and yet, not
all
||||| Users.

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||||| And
|||||| it comes and goes. So....how the heck do you nail it down? It
does
||||| seem
||||| to
|||||| be Internet generated, but, why not all Users?
||||||
||||||
|||||| "3. Another alternative for just IE6 repair if you don't

have

IE6 listed
|||||| in
|||||| Add–Remove Programs, then in Start|Run then enter
||||||
|||||| "rundll32 setupwbv.dll,IE6Maintenance"
||||||
|||||| without the quotes, exactly as shown (it's case sensitive),

and

||||| select
||||| the
|||||| appropriate entry. More detailed info is available here:
||||| Description
||||| of
|||||| the Internet Explorer Repair Tool
||||||

<http://support.microsoft.com/default.aspx?scid=kb:EN-US:q194177>

||||| (You
||||| may
|||||| have to re–install Sun Java JRE if you had it installed
||| afterwards,
||| BTW.)"
||||||
||||||
|||||| would work, or has this already been tried somewhere along

the

way?
||||||
|||||| IIRC, somewhere along the way in one of the threads here or

the

||| AumHa
||| forum,

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||||||| I or someone else did recommend doing a repair, and AIRC it

did

not resolve

||||||| the problem. I am really pretty sure at this point, given

that

I

am

||||||| experiencing the same situation as the OPs that is it not a
problem

||||||| with

||||||| the

||||||| PC's, program or update. We are not all using the same OS,

||| firewall,

||||||| AV

||||||| or

||||||| other such programs, the only link is IE. However, there too,

is

a

||||||| difference, as some only have IE6 SP1, and some of us have IE
SP2.

????

|||||||

||||||| Jan :)

||||||| MS MVP – Windows IE/OE [DTS/AumHa

|||||||

|||||||

||||||| --

||||||| Regards, Jim Byrd, MS–MVP/DTS/AH–VSOP

||||||| My Blog, Defending Your Machine, here:

||||||| <http://DefendingYourMachine.blogspot.com/>

|||||||

|||||||

|||||||

||||||| "PA Bear" <PABearMVP@xxxxxxxxxx> wrote in message

||||||| <news:OJ0vqjHTGHA.4976@xxxxxxxxxxxxxxxxxxxxxxxx>

||||||| It didn't do what "Anna" wanted it to do when she tried it
from

||| my

||| post in

||||||| her thread at Aumha Forums, Jim. I think "something"

definitely has

||||||| changed. -- ~PA Bear

|||||||

||||||| Jim Byrd wrote:

||||||| Hi Jan – Did you try my .reg file on this?

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|||||||
|||||||
||||||| Download and run:
|||||||
http://www.kellys-korner-xp.com/regs_edits/RestoreSearch2.REG
||| to
||| restore
||||||| your default Search functionality and reset your prefixes.
||| You'll
||||||| have
||||||| to
||||||| manually re-select any Search Customizations you may have
had,
however.
|||||||
|||||||
||||||| "Jan II" <abuseSPAM@xxxxxxxxxxxxxxxxxxxx> wrote in message
||||||| <news:%23mlBiTwSGHA.424@xxxxxxxxxxxxxxxxxxxxxxxx>
||||||| As of this time, the Search has changed back to it was
earlier this
||||||| morning. None of the Customize settings will work, and
everything just
||||||| hangs up again.
|||||||
||||||| Hope this helps.
|||||||
||||||| Jan :)
||||||| MS MVP – Windows IE/OE [DTS/AumHa]
||||||| Smiles are meant to be shared,
||||||| that's why they're so contagious.
|||||||
||||||| Replies are posted only to the newsgroup for the benefit

or

other
||||||| readers. How to make a good newsgroup post:
||||||| <http://www.dts-l.org/goodpost.htm>
|||||||
|||||||
||||||| "Jan II" <abuseSPAM@xxxxxxxxxxxxxxxxxxxx> wrote in message
||||||| <news:ekJn4orSGHA.1728@xxxxxxxxxxxxxxxxxxxxxxxx>
||||||| They just now changed here, or at least within the last
hour. I see
||||||| the same search list I did a few days ago when I first
checked it
||||||| due
||||||| to
||||||| Anna's post. It then changed the Customize to only two
||||||| selections,
||||||| Search

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|||||||||| Assistant and Use one search service. No list boxes,

and

||| when
||| I
||||||| tried
||||||| to
||||||||||| select one of the choices, they would not work. When I
||| clicked
||||||| OK,
||||||| it
||||||||||| just brought the search list up again, and all that was

in

it
||||||| was
||||||| the
||||||||||| search window and the GO button.
|||||||||||
||||||||||| Now, I see the same Search window in the panel, but, the
||||||| Customize
||||||| is
||||||| as
||||||||||| it was before.
|||||||||||
||||||||||| Hope this helps.
|||||||||||
||||||||||| Jan :)
||||||||||| MS MVP – Windows IE/OE [DTS/AumHa]
||||||||||| Smiles are meant to be shared,
||||||||||| that's why they're so contagious.
|||||||||||
|||||||||||
||||||||||| "PA Bear" <PABearMVP@xxxxxxxxxx> wrote in message
||||||||||| news:%23knrsXjSGHA.4616@xxxxxxxxxxxxxxxxxxxxxxxxxxxx
||||||||||| Check again today and see if things have changed at

all.

||| They
||| have
||||||||||| here. Why? I have no idea.
||||||||||| --
||||||||||| ~Robear Dyer (PA Bear)
||||||||||| MS MVP–Windows (IE/OE, Security, Shell/User)
|||||||||||
||||||||||| PA Bear wrote:
||||||||||| See these recent threads: <http://snipurl.com/f05w>
|||||||||||

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||||| Yes, Search Assistant has changed. No, we don't know
how
||| or
||||| why.
||||| (This
||||| may
||||| have something to do with it:
|||||
||| http://seattlepi.nwsource.com/business/260821_msftads25.html.) No,
||||| there
||||| doesn't seem to be a way of getting the old Search
||| Assistant
||| back.
|||||
||||| Steve Horrillo wrote:
||||| I notice the Search Assistant isn't working right
anymore. "Next"
||||| is now
||||| greyed out and will only let me use one chosen search
||| engine.
||||| This
||||| has
||||| happened on my XP as well as my Win 2000 machine.
What's
wrong?