

# Re: IE Error on Only One Webpage

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6.browser/2007-05/msg0033>

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- *From:* "PA Bear" <[PABearMVP@xxxxxxxxxx](mailto:PABearMVP@xxxxxxxxxx)>
  - *Date:* Tue, 22 May 2007 11:34:38 -0400
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1. Run a thorough check for hijackware, including posting your HijackThis log to an appropriate forum.

Check for Hijackware

<http://aumha.org/a/parasite.htm>

<http://aumha.org/a/quickfix.htm>

<http://mvps.org/winhelp2002/unwanted.htm>

<http://inetexplorer.mvps.org/Darnit.htm>

[http://www.mvps.org/sramesh2k/Malware\\_Defence.htm](http://www.mvps.org/sramesh2k/Malware_Defence.htm)

<http://defendingyourmachine2.blogspot.com/>

When all else fails, HijackThis (<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 HijackThis log to <http://forums.spywareinfo.com/>, <http://castlecops.com/forum67.html>, <http://aumha.net/viewforum.php?f=30> or other appropriate forum for expert analysis, not here.\*\*

2. After an expert gives your HijackThis log a clean bill of health and the machine has the latest drivers and BIOS upgrades (if any) installed, install WinXP SP2 \_with your anti-virus application disabled\_.

3. Now go to Windows Update and install all critical updates offered.

4. Now enable Automatic Updates.

Also see:

What to Know Before Downloading/Installing SP2

[http://www.microsoft.com/windowsxp/sp2/sp2\\_whattoknow.msp](http://www.microsoft.com/windowsxp/sp2/sp2_whattoknow.msp)

Installing SP2 Step-by-Step

[http://support.microsoft.com/default.aspx?scid=fh:\[ln\]:xpsp2insthowto](http://support.microsoft.com/default.aspx?scid=fh:[ln]:xpsp2insthowto)

Troubleshooting Your Installation

[http://support.microsoft.com/default.aspx?scid=fh:\[ln\]:xpsp2instshoot](http://support.microsoft.com/default.aspx?scid=fh:[ln]:xpsp2instshoot)

WinXP SP2 FAQ: What to do after installing SP2

<http://support.microsoft.com/default.aspx?scid=fh:ln:xpsp2installed>

Service Pack (any) Installation Checklist (MVP Jupiter Jones)

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<http://www3.telus.net/dandemar/spackins.htm>

WinXP SP2-specific Page (MVP Jupiter Jones)

<http://www3.telus.net/dandemar/xpsp2.htm>

The hard disk space requirements for Windows XP Service Pack 2

<http://support.microsoft.com/default.aspx?kbid=837783>

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~Robear Dyer (PA Bear)

MS MVP-Windows (IE, OE, Security, Shell/User)

AumHa VSOP & Admin; DTS-L.org

JaneBrown wrote:

I'm having a problem with and IE error on a specific webpage only. The webpage is RCI.com. When I try to log on, it logs me in but then I get the IE error box saying, "Internet Explorer has encountered a problem and needs to close. We are sorry for the inconvenience." I can access all other webpages okay, including all the RCI pages when not logged in.

The data from the error report is as follows:

AppName: iexplore.exe

ModVer: 6.0.2745.2800

AppVer: 6.0.2600.0

ModName: mshtml.dll

Offset: 0019cOd2

Please help!