

Re: Why is IE 6 constantly freezing?

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6.browser/2007-11/msg0005>

- *From:* "Jon Kennedy" <jkennedy2@xxxxxxxxxxxxxxxxx>
 - *Date:* Sat, 3 Nov 2007 10:28:51 -0400
-

The presence of the matrix.dll file could indicate an infection by malware, like SubSeven. You could have gotten it by installing a toolbar, like WinBudget, or rouge anti-spyware programs like SpySherrif.

Use Ad-Aware, Windows Defender and/or Spybot Search & Destroy to remove it.

Windows Defender

<http://www.microsoft.com/athome/security/spyware/software/default.mspx>

Ad-Aware: <http://www.lavasoftusa.com/>

Spybot: <http://www.safer-networking.org/en/index.html>

Good sites on how to install and use Spybot –

<http://www.safer-networking.org/en/tutorial/index.html>

<http://tomcoyote.com/SPYBOT/index1.php>

Also download a winsock repair tool, to have just in case cleaning up anything found breaks it –

Winsock repair tools:

LSPFix– all versions of Windows <http://www.cexx.org/lspfix.zip>

Winsock2 Fix– Win98, ME

<http://www.bu.edu/pcsc/internetaccess/winsock2fix.html>

LavaSoft– all versions of Windows–

<http://digital-solutions.co.uk/lavasoft/whndnfix.zip>

More information here:

<http://www.spywareinfo.com/>

<http://inetexplorer.mvps.org/tshoot.html>

<http://spywarewarrior.com/sww-help.htm>

If no joy, in IE go to Tools...Internet Options...Advanced tab, Browsing section, uncheck "Enable third-party browser extensions", click Apply, click Okay, reboot. If that solves your problem, then more troubleshooting is needed to find out exactly which program, or Browser Helper Object (BHO) is causing this problem. You don't want to leave it at that, as some BHOs are useful or necessary – like Adobe Acrobat for reading .pdf files or an essential component of Norton AV. Get BHODemon – <http://www.definitivesolutions.com/bhodemon.htm> – read all about BHOs.

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Disable all items, and then gradually replace one or two at a time to narrow down the culprit.

Or if you have IE 6 SP-2 you can do this within the browser:
How to manage Internet Explorer add-ons in Windows XP Service Pack 2
<http://support.microsoft.com/default.aspx?scid=kb:en-us:883256>

If all the above fails, then the problem could be something new that the spyware cleaners above don't have in their databases yet. In that case....

HijackThis direct download:

<http://www.spywareinfo.com/~merijn/files/hijackthis.zip>

Tutorial on how to use HijackThis:

<http://www.spywareinfo.com/~merijn/htlogtutorial.html>

Then post it's output log to the forum here for analysis and feedback by the parasite experts:

<http://forums.spywareinfo.com/>

<http://aumha.net/viewforum.php?f=30>

Or one of the other HijackThis Logs forums listed here:

<http://www.spywareinfo.com/~merijn/forums.html>

Or try this program to get some of the most nasty malware:

CWShredder direct download:

<http://aumha.org/downloads/cwshredder.zip>

An alternate resource for all of this and more:

<http://www.aumha.org/secure.htm>

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Jon Kennedy, MS MVP/IE
Charlotte, NC, USA
jkennedy2@xxxxxxxxxxxxxxxxxx

"WDMaples" <WDMaples57@xxxxxxxxxxxxxxxx> wrote in message
<news:A232160F-BE00-44BB-BAD7-091D0E5E5FEC@xxxxxxxxxxxxxxxx>

Error signature

EventType: BEX P1: IEXPLORE.EXE P2:6.0.2900.2180 P3:41107b81

P4:matrix.dll

P5:1.0.0.1 P6:471e5ca9 P7:0001812f P8:c0000409 P9:00000000u

Error report contents

the following files will be included in this error report:

C:\DOCUME~1\HP_ADM~1\LOCALS~1\Temp\WERba27.dir00\appcompat.txt

C:\DOCUME~1\HP_ADM~1\LOCALS~1\Temp\WERba27.dir00\IEXPLORE.EXE.mdmp

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That was all that was listed under the details. I think you need more than that to figure things out. I have disabled error reporting, but I need to know where the errors will be redirected to. That way, I can relay them to you next time it happens. (And that will probably be in the next 15 minutes.)

Thanks -- Doug

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Thanks -- Doug

"Jon Kennedy" wrote:

We need more information from that error message to help effectively. When that error message comes up, click the blue link by "To see what this error report contains – click here". Need to know the App name and Mod name.

More info: http://inetexplorer.mvps.org/archive/answers_8.htm#ert

Or go to this article – Description and Availability of Internet Explorer Error Reporting Tool
[http://support.microsoft.com/default.aspx?scid=kb;\[LN\];Q276550](http://support.microsoft.com/default.aspx?scid=kb;[LN];Q276550) – scroll down for how to disable the Error Reporting Tool, and then let Windows capture the error the next time. There will then be an error box with a Details button. Need to know the XXXX caused a YYYY in module ZZZZ part. You can leave out the stack dump numbers. Also need to know the version of Windows the user is running.

These errors may be caused by spyware/malware that's gotten installed on your system. Use Ad-Aware, Windows Defender and/or Spybot Search & Destroy to remove it.

Windows Defender

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Jon Kennedy, MS MVP/IE
Charlotte, NC, USA
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"WDMaples" <WDMaples57@xxxxxxxxxxxxxxxx> wrote in message
<news:E01152D4-8343-41D4-8857-AA162AEEC3B4@xxxxxxxxxxxxxxxx>

Over the past two days I have been having a problem with Internet Explorer version 6.0 constantly having errors that initiates the Microsoft error box that tells you the program needs to be shut down. You have the option of sending an error report to Microsoft or not. This happens to it three or four times an hour. The box that comes up says:

Internet Explorer

Internet Explorer has encountered a problem and needs to close. We are sorry for the inconvenience.

If you were in the middle of something, the information you were working on might be lost. Please tell Microsoft about this problem. We have created an error report that you can send to help us improve Internet Explorer. We will treat this report is confidential and anonymous.

This is extremely frustrating. What can I do?

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Thanks -- Doug

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