

Re: OE Crashes Code: 0xc0000005 Flags: 0x00000000 etc..

Source:

http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6_outlookexpress/2004-05/1

From: PA Bear (*PABear_at_mvps.org*)

Date: 05/06/04

Date: Wed, 5 May 2004 22:17:41 -0400

OK, just making sure. I have another thread going in another forum where user is reporting the same thing.

Please check:

IE Help>About>Update Versions> Is Q837009 listed here?

Open your Windows Update log (iuhist.xml; Explorer must be configured to show hidden). The log displays in descending date order. Look for the install of Q837009/MS04-013 and note any errors associated with it, posting them in your reply.

Please run the hijackware checking protocols I posted earlier. I'm fairly certain your problem is spyware related, Andreas.

Q: Do you use NAV and is its Script Blocker enabled? Was your anti-virus application running during the install of the Apr-04 updates?

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~PA Bear

>> anonymous@discussions.microsoft.com wrote:

>>> Thanks,

>>> Sorry to repeat myself though, in my control panel,
>>> install/uninstall programs, there's nothing but a bunch
>>> of hotfixes, hotfixes SP2 and the one for service pack
>>> 1a. Most of them has numbers at the end like KB824146 and
>>> then some of the have numbers like Q819696 but there's
>>> none called Q837009.

>>

>>>> -----Original Message-----

>>>> And your Windows version is...? We'll assume its WinXP, considering
>>>> the patches which were installed.

>>>>

>>>> A/V = anti-virus application

>>>>

>>>> To assure a clean install, your anti-virus application should be
>>>> disabled and all other running processes (e.g. OE) closed before
>>>> installing from anything, including Windows Update.

>>>>

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>>>> Q837009 will be found in Add/Remove Programs
> as "Outlook Express
>>>> Q837009"; the others as "Windows XP Hotfix - KB123456".
>>>>
>>>> Uninstall one-at-a-time, rebooting after each uninstall.  If an
>>>> uninstall solves your problem, return to Windows Update with your AV
>>>> disabled and all other processes closed to reinstall the(se) important
>>>> patch(es).
>>>>
>>>> If uninstalling any/all of the patches doesn't solve your problem,
>>>> Check your system for "hijackware":
>>>>
>>>> Help with Hijackware
>>>> http://aumha.org/a/parasite.htm
>>>> http://aumha.org/a/quickfix.htm
>>>> http://mvps.org/winhelp2002/unwanted.htm
>>>> http://www.mvps.org/inetexplorer/Darnit.htm
>>>>
>>>> CoolWebSearch Chronicles
>>>> http://www.spywareinfo.com/~merijn/cwschronicles.html
>>>>
>>>> Run these tools in the following order with nothing else running in
>>>> background:
>>>>
>>>> 1. CWShredder (fix all found)
>>>>
>>>> 2. Ad-Aware (fix all found)
>>>>
>>>> 3. Spybot (RTFM but generally fix everything in red)
>>>>
>>>> Important: You *must* seek updates for Ad-Aware, Spybot, etc., before
>>>> each and every use, even "right out of the box".  But even they can't
>>>> catch everything, 24/7.  When all else fails, HijackThis
>>>>
> (http://www.spywareinfo.com/~merijn/files/HijackThis.exe)
>>> is the preferred
>>>> tool to use.  It will help you to both identify and remove any
>>>> hijackware/spyware.  **Post your files to
>>>> http://forums.spywareinfo.com/ or
>>>> http://forum.aumha.org/viewforum.php?f=30 for expert analysis, not
>>>> here.**
>>>>
>>>> [Alternate download pages for many of the above tools may be found at
>>>> http://aumha.org/a/parasite.htm.]
>>>>
>>>> Also update your virus definitions and then run a full system scan.
>>>> From now on, do both daily.
>>>>
>>>> So How Did I Get Infected Anyway?
>>>> http://boards.cexx.org/viewtopic.php?t=957
>>>>
>>>> When all is well, reinstall the patches per the above.
>>>> --
>>>> Andreas S wrote:
>>>>> Thanks for your reply,
>>>>> I now realize it could probably be any of the following
>>>>> five patches I installed on the same day... Q837009,
>>>>> KB831167, KB837001, KB828741, KB835732. The first one is
>>>>> the one specified to be for OE, the second for IE and the
>>>>> three other ones are for win XP in general but since the
>>>>> OS is quite integrated with the rest of the programs I
>>>>> guess it could be any one of them, huh?
```

>>>> Btw, what is A/V? (Gettin tired so I'm probably just not
>>>> thinkin of the obvious...)
>>>> Anyways, checked in the "remove installed programs" meny
>>>> but the patches have sometimes different names there.
>>>> Alas the Q837009 is not there to be found with that
>>>> name.. It is stated as installed in the history at the
>>>> win update site though.
>>>>
>>>> Thanks again for your time and patience.
>>>> Andreas
>>>>> -----Original Message-----
>>>>> Which Patch? Was it Q837009? You can check download history at
>>>>> Windows Updates. Did you turn off your A/V before downloading the
>>>>> patch? This could be the cause of the problem. That patch can be
>>>>> removed in Add/Remove Programs in the Control Panel. Remove it and
>>>>> see if everything works. If so, download it again with the A/V turned
>>>>> off.
>>>>> --
>>>>> "Andreas S" <anonymous@discussions.microsoft.com> wrote in message
>>>>> news:8d8601c432ca\$d3d4ae90\$a101280a@phx.gbl...
>>>>>> Since I updated with the patch that was releast recently,
>>>>>> I've had nothing but problems. Everytime I run OE it
>>>>>> shuts down within a minute to an hour. I get that dreaded
>>>>>> message that OE encountered a problem and needs to close.
>>>>>> I send the error report but so far no response.
>>>>>> Afterwards I can start up OE again w/o problem just to be
>>>>>> shut down a while later... What's with that patch? Wish I
>>>>>> hadn't updated..
>>>>>> I run OE with the IMAP protocol only and had until this
>>>>>> crappy patch never had a real problem with OE.