

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: Andreas S (*anonymous_at_discussions.microsoft.com*)

Date: 05/06/04

Date: Thu, 6 May 2004 03:07:45 -0700

Ok, I can't find anything wrong with the install but I still can't find it in the uninstall menu either..

but here's the log text in txt format:

```
itemID="ie60x.internetexplorer6x.ver_platform_win32_nt.5.1
.x86.en.ver_nt_workstation..2600.1.0.com_microsoft.q837009
_oe6_sp1."
name="Q837009_OE6_SP1"><publisherName>com_microsoft</publi
sherName><language>en</language></identity><description
hidden="0"><descriptionText><title>Cumulative Security
Update for Outlook Express 6 Service Pack 1 (KB837009)
</title><eula
href="/msdownload/update/v3/static/eula/en/eula.htm"/><det
ails href="http://go.microsoft.com/fwlink/?
LinkId=26397"/></descriptionText></description><platform
name="ver_platform_win32_nt"><processorArchitecture>x86</p
rocessorArchitecture><version major="5" minor="1"
build="2600" servicePackMajor="1"
servicePackMinor="0"/></platform><downloadStatus
value="COMPLETE"/><downloadPath>C:\WUTemp\com_microsoft.Q8
37009_OE6_SP1</downloadPath><client>IU_Site</client><insta
llStatus value="COMPLETE"
needsReboot="0"/></itemStatus><itemStatus xmlns=""
timestamp="2004-02-13T15:40:58"></identity
```

I'm running NAV 2003 with pretty standard settings, including scriptblocking, yes. It was however disabled during update so I don't understand what the problem could be.

Thanks,
Andreas

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

>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?
>--
>~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.
>>>>
>>>> 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.](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.*
>
>.
>