

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: 05/07/04

Date: Fri, 7 May 2004 08:08:21 -0700

I still believe it's a success! Two days w/o any errors and it's a couple of weeks since that happened the last time.

Anyways, here's what I did:

Since I'm a user of Ace Utilities I ran the program to figure out a way to uninstall the patch for OE. In the program I was able to locate the patch even though it wasn't visible in the regular uninstall menu. Next thing was to uninstall it and after restart, install it again.

This time a version I dl'd from microsoft separately.

Once again I disabled A/V and this time the patch seems to work, YAY! During this whole operation I also ran the suggested "hijack ware" detection programs. The one I personally prefer is Ad-aware. I did however, as I expected, not find any such software on my computer. I don't dl stuff if I don't know what it is and I don't open attachments unless I asked for one or, once again, know what it is before doing so. I have never installed an extra tool bar thingy i IE, nor any other shady programs, so the result was as expected: a few tracker cookies.

Anyways, my OE is now working again and I'm grateful for the help I received here!

Regards,

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>.]*

>>>>>

>>>>> *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.
>
>
>