

## Re: OE6 shows MSOE error when Security update KB837009 is applied

*Source:*

[http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6\\_outlookexpress/2004-09/1](http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6_outlookexpress/2004-09/1)

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*anonymous\_at\_discussions.microsoft.com*

*Date:* 09/06/04

Date: Mon, 6 Sep 2004 11:47:04 -0700

Hi Jim

I solved the erratic sending – did that by uninstalling OE6, then doing a reinstall (I think I may have just uninstalled the recent security patch, which may have been the worry).

BUT the MSOE problem still happens – whenever I reload security patch KB837009, I get the message "Cannot load MSOE.dll"; I then need to unistall OE6, then reinstall it without the patch. I don't get any error messages relating to IE6\_SP1, nor did I have this problem until late last week (I've had the patch running for several months without worry), and it has only just become a worry.

Am I at great risk by running OE6 without it (I have a virus checker, Firewall and Spyware software in place)? I'm currently running Win98Se, and it too has been fine thus far.

Are there any options for a total uninstall of OE6 and IE, and starting from scratch, or is that prone to other problems? Also, would I lose emails and the address book if this was an option?

Many thanks again Jim, I much appreciate your help.

Steve

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

>If you are getting an error that states IE6\_SP1 must be installed, that

>message just means the path is not needed.

>

>As to the problem with erratic sending, try ensuring that your antivirus

>program is not interfering (i.e., shut down all antivirus scanning of email

>since it provides not one whit of prtotection) and make certain your

>firewall settings (if using a firewall) are not the problem.

>

>If none of those work, try creating a new identity, so that you wind up with

>all new registry information concerning that new identity, switch to it and

>create the mail account in the new identity and test it.

If all works then,

>you have some corruption in the registry for your existing identity.

>

>Post back with the complete and exact text of any error message you may be

>getting, along with info as to what operating system is in use on your

>computer.

>---

>Jim Pickering, MVP–Outlook Express

>Please reply only to newsgroup.

>

>

>"Steve G" <stevestringbender@yahoo.co.uk> wrote in message

>news:5ed001c49211\$0ff54c90\$a301280a@phx.gbl...

>> Hi Jim

>>

>> The problem seems to have intensified tonight, as it

>> appears that I have erratic access to new emails (ie when

>> hitting "send/rcv" it is 50–50 as to whether it will just

>> hang, or go through the motions; this too has only

>> occurred tonight. Is there any way I can (or even SHOULD)

>> be thinking of totally removing all instances of OE and

>> reinstalling, or – worse case scenario – reformatting the

>> hard drive? I obviously don't want to do the latter, but

>> I'm beginning to fear that this is the only option to make

>> sure I can get back to where I was earlier this week.

>>

>> I tried what you suggested, but getting into OE6 isn't

>> really the problem, it's getting the patch accepted

>> without the MSOE.dll failure... unless this would work

>> after the patch was applied (I must admit I didn't try

>> *that, as the other problem seems to be quite extreme*  
*this*  
>> *evening. Thanks for any advice that you may have with*  
*the*  
>> *latest problem though, Jim.*  
>>  
>> *Steve*  
>>>-----*Original Message*-----  
>>>*See if the info at this site helps fix it:*  
>>><http://www.fjsmjs.com/OE/directdb.htm>  
>>>  
>>>*Post back if you need more help.*  
>>>--  
>>>*Jim Pickering, MVP-Outlook Express*  
>>>*Please reply only to newsgroup.*  
>>>  
>>>  
>>>*"Steve G" <stevestringbender@yahoo.co.uk> wrote in*  
>> *message*  
>>>*news:5ac401c491e5\$1b214500\$a501280a@phx.gbl...*  
>>>> *Hi*  
>>>>  
>>>> *I had a problem with OE6 yesterday, showing "cannot*  
*load*  
>>>> *MSOE.DLL" as the message.*  
>>>>  
>>>> *I uninstalled OE6, then reinstalled it, and it worked*  
>>>> *fine... but reverts to the same problem when I try to*  
>> *load*  
>>>> *the security update KB837009.*  
>>>>  
>>>> *Can anyone help me? I am running Win98Se, and up until*  
>>>> *yesterday it was fine - I also have an up-to-date*  
*virus*  
>>>> *checker and "Spy Sweeper" spyware checker too. I*  
>> *obviously*  
>>>> *do not want to run OE6 without the correct patches in*  
>>>> *place.*  
>>>>  
>>>> *Many thanks for any help.*  
>>>>  
>>>> *Steve*  
>>>  
>>>.  
>>>  
>  
>.  
>