

Re: Error messages upon accessing Outlook Express

Source:

http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6_outlookexpress/2004-10/1

From: PA Bear (*PABear_at_mvps.org*)

Date: 10/08/04

Date: Fri, 8 Oct 2004 05:37:54 -0400

Try running a full system scan in Safe Mode, per this post:

<http://aumha.org/forum/viewtopic.php?t=5878>

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~PA Bear

Al Smith wrote:

> This is in follow up to your earlier inquiry about a
> complete system scan. The system scans I have run
> recently [past full month] were not completed. I have
> internal drives C & D. C=18.6GB with 4.63GB used and
> D=37.2GB with 2.86GB used. System scans completes and
> reports on D drive, but the system scan run on C drive
> only progresses to about 2/3 on the progress bar, stops
> and recycles, ending with with an insufficient memory
> message. I have the same response after removing all
> programs except systray and explorer in both regular and
> safe modes. Possibly this could have some bearing on the
> inaccessibility of OE? Thanks. Allan
>
>
>> -----Original Message-----
>> Completed items 1 and 2 to no avail. Same error messages
>> upon attempts to access OE.
>>
>> I have been running IE6 SP1 since final installation after
>> applying KB 303339 instructions.
>>
>> The OE error messages have been persistent since as early
>> as 09-11-04.
>>
>> Neither MS Office or Outlook is installed.
>>
>> Recent MS updates installed were:
>>
>> IE6 and OE SP 1 "updates" installed 10-06-04 and
>> designated as KB 837009; KB 867801 and KB 833989.
>>
>> Installed IE6 SP1 on 09-20-04; 09-21-04 and 09-25-04. On
>> the first [09-20] attempt, the download was interrupted by
>> my ISP which caused continuing error messages requesting
>> me to try Setup again when booting my PC. Although all
>> installations were noted as "successful" within the update
>> history, I believe the only successful one was on 09-25

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>> when VirusScan was disabled during installation and by
>> applying instructions within KB Article 303399. I never
>> received any "try Setup again" messages thereafter.
>>
>> I believe VirusScan was possibly running during the 09-20
>> and 09-21 IE6 SP1 download and installation attempts.
>>
>> OE was not accessible nor running during any of the
>> attempts.
>>
>> What next and thanks, AL?
>>
>>> -----Original Message-----
>>> Do the following and tell us if the problem persists afterwards, Al:
>>>
>>> 1. <http://www.oehelp.com/oedef.aspx>; then...
>>>
>>> 2. <http://www.oehelp.com/oelnk.aspx>
>>>
>>> How long have you been running IE6 SP1 in WinME? How long has this been
>>> a
>>> problem? Is MS Office or Outlook also installed?
>>>
>>> Did you install anything from Windows Update recently and was VirusScan
>>> running during the install? Was OE or other IE windows?
>>> --
>>> ~PA Bear
>>>
>>>
>>> Al Smith wrote:
>>>> Thanks for your response. Yes, these are ongoing
>>>> errors. No attempt to reinstall Win ME after IE6 SP1
>>>> upgrade. Running current VirusScan definitions, and yes,
>>>> a full system scan has been run recently. AL SMITH
>>>>
>>>>
>>>> -----Original Message-----
>>>> Crossposted to WinME General NG.
>>>>
>>>> Is this a sudden, new error or an ongoing one, Al?
>>>>
>>>> Have you ever attempted to reinstall WinME after having upgraded to
>>>> IE6
>>>> SP1?
>>>>
>>>> Have you a reliable and working anti-virus application running on the
>>>> machine with current definitions installed and have you run a full
>>>> system scan lately?
>>>> --
>>>> ~Robear Dyer (PA Bear)
>>>> MS MVP-Windows (IE/OE), AH-VSOP
>>>>
>>>> WinXP SP2: What's New for Internet Explorer and Outlook Express
>>>>
>> <http://www.microsoft.com/windowsxp/sp2/ieoeoverview.msp>
>>>>
>>>> What You Should Know About Spyware
>>>>
>> <http://www.microsoft.com/athome/security/spyware/deviouss>
>> oftware.msp
>>>>
>>>> "There is no 'silver bullet' solution."

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>>>> http://go.microsoft.com/fwlink/?LinkId=33131
>>>>
>>>> Al Smith wrote:
>>>>> In Win ME and upon attempt to access Outlook Express from
>>>>> the menu bar [New Message], the following error message
>>>>> is displayed: "iexplore has caused an error in
>>>>> KRNL386.EXE" and closed. Also when accessing [Read Me}
>>>>> from the same menu bar icon, the following error message
>>>>> is displayed: "Msimn has caused an error in USER.EXE" and
>>>>> closes.
>>>>>
>>>>> Can anyone offer guidance to eliminate these errors to
>>>>> gain access to Outlook Express? Thanks !
>>>>
>>>>> .
>>>
>>> .
>>>
>>> .
>> .
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