

# Re: Outlook Express Update Exp 6 SP! (KB837009)

*Source:* <http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2004-08/3186.html>

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*From:* PA Bear ([PABear\\_at\\_mvps.org](mailto:PABear_at_mvps.org))

*Date:* 08/20/04

Date: Fri, 20 Aug 2004 14:27:43 -0400

[Crossposted to WinUp newsgroups]

Did you run Symantec's Removal Tool?

<http://securityresponse.symantec.com/avcenter/venc/data/w32.beagle@mm.removal.tool.html>

Try running NAV in Safe Mode per this post, Grant:

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

The fact that you got a Bagle/Bagel/Beagle infection tells me that either NAV isn't kept fully up-to-date at all times, the system was already infected by one or more pieces of hijackware, and/or the system is not kept up-to-date at Windows Update at all times. It also indicates unsafe email practices: Don't open any email or attachment you weren't expecting, even if it appears to be "from" someone you know. When in doubt, ask the Sender (in a new message, not a Reply To message).

Protect Your PC

<http://www.microsoft.com/security/protect/default.asp>

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~PA Bear

Grant wrote:

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> Reran the update for ninth time - checked history that
> indicates successful update each time. But, Update still
> indicates that this update needs to be run. Result
> of 'javascript:navigator.appMinorVersion'
> is ;SP1;Q867801;q313829; A few weeks ago, I got a version
> of the Bagle virus. Ran Norton to remove it
> successfully. Could this still be causing problems?
> Grant
>
> > -----Original Message-----
> > KB837009/MS04-013 (Apr-04) has been replaced by KB867801/MS04-025
> > (Jul-04) which you already have installed. Translation: You don't need
> > KB837009.
> >
> > To assure a clean install, your anti-virus application should be
> > disabled and all other running processes closed before installing
> > anything, including Windows Updates.
> >
> > Go to http://windowsupdate.microsoft.com and allow your system to be
> > scanned. Install *all* "critical updates", bar none. Then run
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microsoft.public.windowsupdate: Re: Outlook Express Update Exp 6 SP! (KB837009)

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> > 'javascript:navigator.appMinorVersion' again and post back to this
> > thread with the results.
> > --
> > ~PA Bear
> >
> > anonymous@discussions.microsoft.com wrote:
> > > ;SP1;Q867801;q313829;
> > > Window 98SE
> > >
> > > -----Original Message-----
> > > Copy/paste the following line into an IE Addressbar, click on GO,
> > > then copy/paste the results into your reply:
> > >
> > >     javascript:navigator.appMinorVersion
> > >
> > > Also state/reconfirm your Windows version.
> > > --
> > > Grant wrote:
> > > > This update keeps reoccurring - wanting me to install it -
> > > > after every reboot.  What's happening and how can I fit it?
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