

Re: Windows XP updates

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2007-11/msg00481.html>

- *From:* HoneyTea <HoneyTea@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Wed, 14 Nov 2007 03:00:01 -0800
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Jupiter,

Thanks for your reply.

We have more than 2500 PCs using Acrobat Reader 6 and I don't want to add an extra job for Technical support to install Acrobat Reader 7 because this update is making problems with IE and Acrobat Reader.

I will try to restore one of the PCs and install the updates one by one until I find the one that caused the problem.

"Jupiter Jones [MVP]" wrote:

Is there some reason you do not want the latest version of Acrobat Reader?

That seems to be the solution.

Perhaps Adobe has an answer, possibly in release notes for version 7 even though 7 is older than these updates?

You could try installing the updates one at a time until you find the specific update that causes the problem.

If all computers already have the updates:

Try System Restore on one computer to date/time before updates and issue started.

Verify there is no longer an issue.

Then install updates one at a time on that computer until issue returns.

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Jupiter Jones [MVP]

<http://www3.telus.net/dandemar>

<http://www.dts-l.org>

"HoneyTea" <HoneyTea@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message

Re: Windows XP updates

news:70E41DC6-C7FB-4231-B05C-633836E7228A@xxxxxxxxxxxxxxxxxxxx

I have installed the following updates

Security update for Windows XP (KB933729)
Security update for Windows XP (KB936021)
Security update for Windows XP (KB938829)
Update for Windows XP (KB933360)
Update for Windows XP (KB938828)

After installation IE6 is not able to open PDF files. I am using
Acrobat
Reader 6.

When I uninstall Acrobat 6 and installed Acrobat Reader 7 IE was
able to
open PDF files.

Can someone help in identifying which update caused the problem?

I have pushed the update to more than 200 PCs and I need to fix this
ASAP.