

Re: Tuesday update issue

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2007-12/msg00929.html>

- *From:* "PA Bear" <PABearMVP@xxxxxxxxxx>
 - *Date:* Sun, 16 Dec 2007 19:02:18 -0500
-

(Yes, install 042615 and any other critical update offered.)

PA Bear wrote:

What does #4 say?

Rick wrote:

Sorry but forgot to ask, do i re-install KB942615 when I go to Windows update and they ask to install??.

1. Disable your anti-virus application, any real-time protection provided by an anti-spyware application (except for Windows Defender; includes Spybot Tea Timer, SpySweeper Guards, AVG AS guard.exe, etc.), disable any third-party firewall AND enable the Windows Firewall.

NB: If you're running ZA Free firewall, you may need to uninstall it instead of disabling it. You're "working without a net" now: Don't to ANYTHING else online (e.g., browsing; reading email; chatting) except #4 below until your anti-virus application has been re-enabled!

2. Uninstall "Security Update for Windows XP (KB942615)" via Add/Remove Programs (make sure Show Updates box is checked at top right) and reboot.

3. Re-do #1 above.

4. Go to <http://windowsupdate.microsoft.com> and install any Critical Updates offered. If "Root Certificates" update is listed in the

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Optional

Updates category, you might install it, too, to take full advantage of IE7's additional security.

5. Reboot > Make sure everything in #1 above is enabled again and, if applicable, disable the Windows Firewall and enable your third-party firewall.

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Start a free Windows Update support incident request:
<https://support.microsoft.com/oas/default.aspx?gprid=6527>

Support for Windows Update:
<http://support.microsoft.com/gp/wusupport>

Customers in the U.S. and Canada can receive technical support from Microsoft Product Support Services at 1-866-PCSAFETY. There is no-charge for support calls that are associated with security updates. When you call, clearly state that your problem is related to a Security Update and cite the update's KB number (e.g., KB931678).

In other countries, see <http://support.microsoft.com/default.aspx?pr=securityhome> > "No-Charge Support...for virus and other security-related" issues in right-hand menu for localized contact information.

For more information about how to contact Microsoft for support issues, visit the International Support Web site:
<https://support.microsoft.com/common/international.aspx>

~Robear Dyer (PA Bear)
MS MVP-Windows (IE, OE, Security, Shell/User)
AumHa VSOP & Admin <http://aumha.net>
DTS-L.ORG <http://66.39.69.143/>

rcook17@xxxxxxxx wrote:

Re: Tuesday update issue

Hi, all, seems that yesterdays updates have created a nice little issue for me. I installed all 8 updates yesterday and now IE crashes each time I open gmail or intellicast in IE. The quirk is that if I go to cnn before it works fine. Below is the info from the "IE has encountered a problem" screen.

Any help would be great!

~Ryan

AppName: iexplore.exe AppVer:
6.0.2900.2180 ModName: urlmon.dll
ModVer: 6.0.2900.3231 Offset: 0003b5ce