

Re: Q811493 hotfix

Source:

http://www.derkeiler.com/Newsgroups/microsoft.public.windowsxp.security_admin/2003-04/2713.html

From: Joe ([vortex @msn.com](mailto:vortex@msn.com))

Date: 04/24/03

From: "Joe" <vortex@msn.com>

Date: Wed, 23 Apr 2003 16:14:25 -0700

Thanks for the info, Jupiter. I use Norton AV & firewall and my system also has slowed to a crawl (taking up to 10 seconds for basic prog's to load with a 1.6 ghz processor) after installing the Q811493 hotfix. I was almost tempted to remove the damned thing via Add/Remove but was worried it'd drop my system back a week to the prior restore point and I'll lose a lot of program updates. Anyone know if it restores back to before the hotfix or just removes the hotfix and retains everything else that's been updated since? Hopefully we'll see a fix soon.

Joe

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

>Jack;

>Some computers have issues with 811493 causing a slowdown, others do

>not.

>The issue seems to be a conflict with Windows Update 811493 and

>antivirus applications.

>Similar issues reported with McAfee, Norton, EZ Trust and possibly

>others.

>Uninstall 811493 from Control Panel Add/Remove Programs.

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>Microsoft has stated they are working on the cause, so hopefully we

>will get some definitive solution real soon.

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>--

>Jupiter Jones

>An easier way to read newsgroup messages:

><http://www.microsoft.com/windowsxp/pro/using/newsgroups/setup.asp>

>Please respond to newsgroup only for everyone's benefit.

>

>

> "Jack" <jackg058@msn.com> wrote in message

> news:05f201c309db\$a204d7a0\$3401280a@phx.gbl...

>> Last week I updated my Windows XP Home Edition OS via

>> Windows Update, installing the Q811493 update as suggested.

>> My system is now crawling, in fact so slow I was beginning

>> to think I may have hardware issues. That is, until I read

>> the article posted on Yahoo this a.m. which indicates that

>> many users are discovering this slowdown and that it

>> relates to the hotfix listed above. Microsoft has claimed

>> that no one has informed the help desk, but since I cannot

>> find the number anywhere (other than pay ones) I cannot

>> inform the help desk. The fix, according to users, is to

>> remove this patch. Microsoft says please don't, to inform

>> their help desk. This is my attempt to inform Microsoft

>> that I do have this slowdown issue, and it is so bad that I

>> had mostly quit using my laptop that runs Windows XP Home.

>> Is there going to be a fix, or do I follow the users

>> advice and remove that fix?

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