

Microsoft Knowledge Base Article - Q320219

Macromedia Flash Player 5.0 Causes an Error Message in Windows XP

The information in this article applies to:

- Microsoft Windows XP Home Edition
- Microsoft Windows XP Professional

Plaintiff's Exhibit
 8558
 Comes v. Microsoft

SYMPTOMS

When you try to use Macromedia Flash Player version 5.0, your computer may become unstable, Microsoft Internet Explorer may stop responding (hang), or you may receive the following error message or an error message that is similar to it:

Internet Explorer has encountered a problem and must be shut down.

If you view the data that the error report contains, you may see error signature information similar to the following:

App name	App version	Module name	Module version	Offset
iexplore.exe	6.0.2600.0	Unknown	0.0.0.0	00000000
iexplore.exe	6.0.2600.0	swflash.ocx	various	various

CAUSE

This issue may occur if you are using Macromedia Flash Player version 5.0 on a computer running Windows XP. Macromedia Flash Player 5.0 is not completely compatible with Windows XP.

RESOLUTION

To resolve this issue on a computer using Macromedia Flash Player version 5.0, obtain and install the most current version of Macromedia Flash Player. As of March 22, 2002, the most current version of Macromedia Flash Player is version 6.0.23.0, and this version is completely compatible with Windows XP. For information about how to obtain and install the most current version of Macromedia Flash Player, please see either of the following Macromedia Web sites:

- http://www.macromedia.com/shockwave/download/frameset.fhtml?P1_Prod_Version=ShockwaveFlash
- <http://www.macromedia.com/>

Microsoft provides third-party contact information to help you find technical support. This contact information may change without notice. Microsoft does not guarantee the accuracy of this third-party contact information.

MORE INFORMATION

For information about how to contact Macromedia, click the appropriate article number in the following list to view the article in the Microsoft Knowledge Base:

- [Q65416](#) Hardware and Software Third-Party Vendor Contact List, A-K
- [Q60781](#) Hardware and Software Third-Party Vendor Contact List, L-P

Date 7/25/02 Exhibit # 2
 Case Sun vs. Microsoft
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Hardware and Software Third-Party Vendor Contact List, Q-Z

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