Website Yammer.com is not responding

woensdag 01 februari 2012 12:48

One of our users is complaining that the website www.yammer.com is not working anymore. Other websites are ok only when he is browsing to
 www.yammer.com
nothing happenend and the status of de brower is connecting. Other users on the same machine do not have this problem.

Brower: Internet Explorer 7.0

Cause:

In Process monitor I found that right after

  Date & Time: 1-2-2012 11:29:51
Event Class: File System
Operation: CreateFile
Result: SUCCESS
Path: C:Documents and SettingsxxxLocal SettingsTemporary Internet FilesContent.IE58UZG8A78yammer_com[1].htm
TID: 3472
Duration: 0.0099086
Desired Access: Generic Read
Disposition: Open
Options: Synchronous IO Non-Alert, Non-Directory File
Attributes: N
ShareMode: Read, Write
AllocationSize: n/a
OpenResult: Opened

Chrome is called

  Date & Time: 1-2-2012 11:29:51
Event Class: File System
Operation: QueryOpen
Result: NAME NOT FOUND
Path: C:Documents and SettingsxxxLocal SettingsApplication DataGoogleChromeApplication16.0.912.77chrome.exe
TID: 1456

Duration: 0.0000093

This is strange, because there is no chrome installed - or it is removed - on this computer.

Solution:
- Rename (or remove) the folder C:Documents and SettingsxxxLocal SettingsApplication DataGoogleChrome
- Remove all the Chrome keys under registry HKEY_CURRENT_USERSSoftwareClasses