

Re: Right Click Crashes Windows Explorer

Source:

http://www.tech-archive.net/Archive/Vista/microsoft.public.windows.vista.installation_setup/2008-06/msg00964.htm

- *From:* "Ramesh, MS-MVP" <ramesh@unknownhost>
 - *Date:* Tue, 17 Jun 2008 15:02:12 +0530
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Hi Terry,

What about other shell extensions (not only Context Menu handlers). Have you tried temporarily disabling them as well?

Secondly, see if the Event Viewer provides any clue on the Windows Explorer crash. Click Start, type eventvwr.msc. Check the Application and System logs (match the date/time when the crash occurred.)

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Regards,

Ramesh Srinivasan, Microsoft MVP [Windows Shell/User]
The Winhelponline Blog: <http://www.winhelponline.com/blog>
Windows® Troubleshooting: <http://www.winhelponline.com>

"Terry Smerling" <smerling@xxxxxxxxxxxxxxxx> wrote in message
news:OjujSi8zIHA.4040@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

Thank you for the quick reply. Before I posted I tried ShellExView and disabled all non-MS context menu handlers, but the problem continued nonetheless. Any other ideas?

"Ramesh, MS-MVP" <ramesh@unknownhost> wrote in message
news:OnBoVN8zIHA.6096@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

Hi Terry,

This is most likely caused by a third-party shell extension. See "Method 2" here:

Right-click is slow or weird behavior caused by context menu handlers:
<http://windowsxp.mvps.org/slowrightclick.htm>

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Regards,

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Ramesh Srinivasan, Microsoft MVP [Windows Shell/User]
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"Terry Smerling" <smerling@xxxxxxxxxxxxxxxx> wrote in message
<news:770EB508-24DD-4B4D-9148-EB5139905D1B@xxxxxxxxxxxxxxxx>

Each time I attempt a right click to access the context menu
Windows
Explorer crashes. This is true whether I use Explorer or
PowerDesk Pro
7 as my file manager. As a result I am unable to zip files,
rename
files or run executables as the Administrator. The error
message I get
is simply that "Windows Explorer has stopped working." I
suspected that
possibly Norton 360 was the culprit, but I disabled Norton
360 and the
problem persists. I believe this problem did not start until I
installed Vista's SP1. I am running Vista Home Premium on
a powerful
MicroExpress machine with ample RAM. Any ideas or
suggestions would be
greatly appreciated.