

Re: Windows explorer will not open

Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.accessibility/2004-10/0362.html>

From: Michael Solomon \((MS-MVP)\) (*user_at_#notme.com*)

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First, be sure your antivirus software has the latest definitions and run a virus scan.

Second, download, install and run Ad Aware:

www.lavasoftusa.com

Note: you should always be well backed up before running an application of this type.

Assuming you have an XP CD and not a recovery CD, place the XP CD in the drive, when the setup screen appears, select "Check System Compatibility," the report it generates may point to problem hardware or software on your system. If you do not have an XP CD, you can download this application known as the Upgrade Advisor from the following site:

<http://www.microsoft.com/windowsxp/pro/howtobuy/upgrading/advisor.asp>

Note: If you have access to a broadband connection it might be best to download using that as this is a rather large download.

Check for the latest drivers for your hardware, especially your graphics card and soundcard and all peripherals connected to your system. Do not use Windows Update for this, go to the device manufacturer's web sites and if you install updated drivers, ignore the message about drivers being unsigned by Microsoft. *Before installing any drivers, be sure you are well backed up and it's probably a good idea to manually create a restore point in System Restore in case you have problems as a result of the driver update and note, System Restore is not a substitute for a backup. Start\All Programs\Accessories\System Tools\System Restore

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Michael Solomon MS-MVP

Windows Shell/User

Backup is a PC User's Best Friend

DTS-L.Org: <http://www.dts-l.org/>

"PJ" <PJ@discussions.microsoft.com> wrote in message

news:129D40B5-7266-4D95-86D3-DAE45F608594@microsoft.com...

> When I logged on as the administrator in normal mode and try to launch
> windows explorer, a window pops up for a second and then closes with out
> giving a error message. When I'm logged on in safe mode windows explorer
> opens with out any problems. I am running Windows XP SP2, I have all my
> updates. In my event viewer I have this application error "The shell

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> stopped

> unexpectedly and Explorer.exe was restarted." Any help would be great.