

## Re: Proxy Desktop hangs up

**Source:**

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.basics/2004-07/3821.html>

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**From:** T.L. \ (Tim) Donnelly (*tldonn\_at\_NOSPAMworldnet.att.net*)

**Date:** 07/23/04

Date: Fri, 23 Jul 2004 10:36:56 -0400

I've encountered something similar.

Three days ago I was infected with the Beagle Virus (variant W32.Beagle.AG@mm). I ran the Norton Virus scan and it Quarantine many infected files (Approx 136). I attempted to clean these files using Norton, but for some reason it was not able to. I visited the Symantec website and found W32.Beagle fixer tool, which I ran. The tool stated that the virus was not found.

However, now I am having problems with my desktop.

- 1) The Norton ICON in the System Tray is disappearing (this was a systemic action the beagle virus performed) and I cannot get it back.
- 2) I am unable to open any explorer windows, or any folders on my desktop. If I look at the active tasks, for each folder or window I try to open, I see a new explorer service started. Again, this sound very similar to the systemic actions beagle would take.
- 3) Whenever I try to shutdown my workstation, "Desktop Proxy" is not terminating properly and I must cancel it via the Dialogue that is presented.

I have updated my virus definitions and have performed a scan. No Virus Found. I have performed the suggestions located at <http://www.outpostfirewall.com/forum/archive/index.php/t-6212.html> but I still have the problem. I found one unnamed service under the Services tab for the System Configuration Utility (msconfig). I have prevented that service from starting, however this has not corrected the issues.

It seems that once I open a EXPLORE windows, all subsequent EXPLORE sessions begin to fail. Eventually, I lose my Norton shield ICON in the System Tray. I still think I am infected with something, but have no idea how to clean it.

Here's what I have found so far. BTW – One of the posts (which I can't seem to find) talked about MyDvd install causing the problem. It's funny – that is the last App I installed before encountering the problem. I'm going to search there and see if I get any hits.

Michael wrote:

\*Win Explorer won't start from menu. proxy desktop won't close.

These two problems seem related (because they only occur together).

I'm running Windows XP Pro SP1.

I can always open Windows Explorer without problems by right-clicking on the desktop My Computer icon, then clicking Open or Explore.

For the last few months, I've NEVER been able to open Windows Explorer using the Start Menu item. If I click it, the machine seems to consider the matter briefly, then I see nothing -- neither the Explorer window nor any message.

Also, if I bring up the Properties dialog for any Start Menu item, pressing the Find Target button gets no response (though Change Icon still works, as does the Browse button in the Change Icon dialog).

Then, every time I shut down Windows AFTER I've tried to open Windows Explorer using the Start Menu item, I get a message that "Proxy Desktop" is not responding. Then I have to use End Program to get Windows to proceed with Shutdown.

A Knowledge Base search for "Proxy Desktop" turns up nothing. I haven't installed a program by that name. Spyware and virus checkers find nothing wrong.

Help would be appreciated, also a copy of any response to my email address above. \*

Responding to Michael's original post about the Windows "end program Proxy Desktop not responding" error when trying to close or restart Windows, and Windows Explorer not starting up from the start menu.....

I had the same problem with Win XP Pro Went through the same steps-- (McAfee Virus scan, tried different restore points, since I just finished installing a bunch of programs, like My DVD, Show Biz, Record Now-- still no go. Now, I am not EXACTLY SURE what SPECIFICALLY got rid of the End Program Proxy Desktop not responding, but here are my final steps prior to curing this problem:

1. Looked at the cookies on my machine, and started deleting the "suspicious" ones-- anything that I thought were adware or spyware relating, or simply ones that I didn't recognize.
2. Matrox has something called Matrox Power Desk--HF, and I had selected "save icons and desktop positions". I shut that off (default)
3. Finally, (and I really think THIS is what actually cured it), when I tried to restart Windows, and got the End Program error, I went into task manager (ctrl alt delete), went into PROCESSES, and started ending all the

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instances of explorer.exe that were using 0 mem resources. I THINK I did NOT end task on the "active one" using memory resources. I figured that was the "good one" . Well, by doing that I had about 4 or 5 explorer.exe's on my task bar at the bottom, and started closing them, and up popped a message from Windows saying something about being unable to find the target file for MY DOCUMENTS!!??? I clicked on DEFAULT, and WALLAH! Windows Explorer, Control Panel (which I put on the desktop) worked EVERY TIME from the desktop or start menu!!! (You know, come to think of it, everytime you open up Windows Explorer, it DOES use My Documents as the default folder to start on). Hmmmmm.....????? Hope this helps. Sorry if it doesn't sound too "scientific" but it worked! jpepe3691@aol.com

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jpepe3691

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1. This has to do with Windows Explorer freezing. Thus resulting in multiple instances of Explorer.exe running in the Task Manager if you tried to re-open. If you choose the correct Explorer.exe to end process on, then you won't get the error message upon boot. Also, uncheck the setting here if set: Windows Explorer/Tools/Folder Options/View/Launch folder windows in a separate process.

2. <http://www.google.com/search?hl=en&ie=UTF-8&q=sysfader&btnG=Google+Search>

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All the Best, Kelly

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Thanks for all your help!

Although, I don't know if it's relevant any longer. I noticed that after Net Nanny became activated, the problem would occur, and I realized that it had only started in the first place after I'd installed Net Nanny.

I have uninstalled it and everything now seems to be working fine.

Still, I'll keep this post for reference. Thanks again.

"Kelly" <kelly@mvps.org> wrote in message

news:%230qHpd3KEHA.2576@TK2MSFTNGP12.phx.gbl... Proxy Desktop, has not been clearly defined nor found to the exact words. Other XP users with this issue "claimed" to have run cleaners to exclude. However, without seeing this for myself, I would suggest running all of them and yes, all of them:

Ad-Aware <http://www.lavasoftusa.com/>

Spybot <http://tinyurl.com/btf8>

CWShredder (Line 313) [http://www.kellys-korner-xp.com/xp\\_tweaks.htm](http://www.kellys-korner-xp.com/xp_tweaks.htm)

Hijack This <http://www.spychecker.com/program/hijackthis.html>

Free Online Virus Scan

[http://housecall.trendmicro.com/housecall/start\\_corp.asp](http://housecall.trendmicro.com/housecall/start_corp.asp)

And if, per chance it is named Desktop Proxy, check in here (even though there is no support): <http://www.desktopproxy.com/>

If none of the above applies, run the Startup Tracker listed here and post the finding in your reply, minus the extra's.

[http://www.kellys-korner-xp.com/xp\\_u.htm#xp\\_util](http://www.kellys-korner-xp.com/xp_u.htm#xp_util)

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All the Best, Kelly

Microsoft-MVP Windows® XP

2004 Windows MVP "Winny" Award

Troubleshooting Windows XP <http://www.kellys-korner-xp.com>

Taskbar Repair Tool Plus! <http://www.kellys-korner-xp.com/taskbarplus!.htm>

"aussiem" <aussiem@garbagehotmail.com> wrote in message

news:%23MUKWiSKEHA.268@TK2MSFTNGP11.phx.gbl... If this is the wrong group please accept my apologies and redirect me.

Lately I have been experiencing strange problems with Windows (not Internet) Explorer and My Computer.

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After I reboot or log off and then on again everything works fine, but eventually I cannot open either of them. Everything else opens, and I can get to them through Word and Excel etc, but I can't open them directly. Can anyone help?

This email was cleaned by emailStripper, available for free from <http://www.papercut.biz/emailStripper.htm>

"Jeff" <anonymous@discussions.microsoft.com> wrote in message news:22ff01c44e84\$643ac800\$7d02280a@phx.gbl...

Everytime I try to shut down, I'm informed that the Proxy Desktop is not responding and I have to kill it before I can shut down. I don't know if this has anything to do with the ongoing failure of windos explorer or not.

Why are there so many problems with WinXP?