

## Re: "My Computer" system folder freezes

**Source:**

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.basics/2004-11/0328.html>

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**From:** C. M. G. (*cmg\_at\_ohiorepromed.moc*)

**Date:** 11/04/04

Date: Wed, 3 Nov 2004 22:30:17 -0500

Michael,

I did get the upgrade advisor (version 6.0.2448.0) from the web site you suggested. I get the same error message:

=====  
Setup cannot continue because the version of Windows on your computer is newer than the version on the CD.

Warning: If you decide to delete the newer version of Windows that is currently installed on your computer, the files and settings cannot be recovered.

=====  
Any idea why I keep getting this error message?

Thanks,

Clem.

"Michael Solomon (MS-MVP)" <user@notme.com> wrote in message news:ungt4\$cwEHA.392@TK2MSFTNGP12.phx.gbl...

> *Obviously, something is corrupted in the old account but the information*  
> *you posted from event log is symptomatic as opposed to causal.*

>

> *You might try downloading the compatibility checker from the following*  
> *site, it is known as the Upgrade Advisor:*

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

>

>

> --

> *Michael Solomon MS-MVP*

> *Windows Shell/User*

> *Backup is a PC User's Best Friend*

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

>

microsoft.public.windowsxp.basics: Re: "My Computer" system folder freezes

> "C. M. G." <cmg@ohiorepromed.moc> wrote in message  
> news:ePJ3uiTwEHA.2172@TK2MSFTNGP14.phx.gbl...  
>>  
>> Michael,  
>>  
>> since my prior response, I have made some other discoveries:  
>>  
>> 1, drivers are up to date.  
>>  
>> 2, I have created a new account, and that account does not have the  
>> problem with the "my computer" system folder crashing.  
>>  
>> Does this help in figuring out the problem? (I would prefer to continue  
>> using the old account because of the many settings associated with it...)  
>>  
>> Thanks,  
>>  
>> Clem.  
>>  
>> "Michael Solomon (MS-MVP)" <user@#notme.com> wrote in message  
>> news:%23ONGBUEwEHA.1452@TK2MSFTNGP11.phx.gbl...  
>>> Yes, I would run the System Compatibility Check.  
>>>  
>>> Also, check your device manufacturers websites for the latest drivers.  
>>>  
>>> Also, you might try temporarily disabling or otherwise uninstalling your  
>>> antivirus as sometimes antivirus software can cause this type of issue.  
>>> Do this as a last resort if none of the above help. If it proves to be  
>>> the issue, you'll enact to contact Trend Micro for help with this issue.  
>>>  
>>> --  
>>> Michael Solomon MS-MVP  
>>> Windows Shell/User  
>>> Backup is a PC User's Best Friend  
>>> DTS-L.Org: <http://www.dts-l.org/>  
>>>  
>>> "C. M. G." <cmg@ohiorepromed.moc> wrote in message  
>>> news:%23VUuNA8uEHA.3828@TK2MSFTNGP12.phx.gbl...  
>>>>  
>>>> Michael,  
>>>>  
>>>> Thank you for your response.  
>>>>  
>>>> I use Trend Micro Internet Security, my pattern version is constantly  
>>>> (sometimes several times daily) updated, and a system scan finds no  
>>>> viruses.  
>>>>  
>>>> Ad-Aware SE v. 6.\_ w/ the latest pattern file finds only a few tracking  
>>>> cookies (deleted).  
>>>>  
>>>> I unchecked "Automatically Restart" as you suggested, but when I go to

>>>> "My  
>>>> Computer" and click "Change a Setting," the system freezes until I  
>>>> close  
>>>> the window, and no blue screen is displayed.  
>>>>  
>>>> The event viewer shows the following info:  
>>>> =====  
>>>> Event Type: Information  
>>>> Event Source: Winlogon  
>>>> Event Category: None  
>>>> Event ID: 1002  
>>>> Date: 10/26/2004  
>>>> Time: 8:20:53 PM  
>>>> User: N/A  
>>>> Computer: DELL04  
>>>> Description:  
>>>> The shell stopped unexpectedly and Explorer.exe was restarted.  
>>>>  
>>>> For more information, see Help and Support Center at  
>>>> <http://go.microsoft.com/fwlink/events.asp>.  
>>>> =====  
>>>>  
>>>>  
>>>> I followed that link and get this information:  
>>>>  
>>>> +++++  
>>>> Details  
>>>> Product: Windows Operating System  
>>>> ID: 1002  
>>>> Source: Winlogon  
>>>> Version: 5.0  
>>>> Component: Application Event Log  
>>>> Symbolic Name: EVENT\_SHELL\_RESTARTED  
>>>> Message: The shell stopped unexpectedly and %1 was  
>>>> restarted.  
>>>>  
>>>> Explanation  
>>>> The shell was stopped and then restarted. By default, the  
>>>> shell  
>>>> is explorer.exe; however, you might have a customized shell.  
>>>>  
>>>>  
>>>> User Action  
>>>> No user action is required.  
>>>>  
>>>>  
>>>>  
>>>> Version: 5.2  
>>>> Symbolic Name: EVENT\_SHELL\_RESTARTED  
>>>> Message: The shell stopped unexpectedly and %1 was  
>>>> restarted.

>>>>

>>>> *Explanation*

>>>> *The shell was stopped and then restarted. By default, the*

>>>> *shell*

>>>> *is explorer.exe; however, you might have a customized shell.*

>>>>

>>>>

>>>> *User Action*

>>>> *No user action is required.*

>>>>

>>>>

>>>>

>>>>

-----  
>>>>

>>>> *Related Knowledge Base articles*

>>>> *You can find additional information on this topic in*

>>>> *the*

>>>> *following Microsoft Knowledge Base articles:*

>>>> *. A security policy does not process restricted groups*

>>>> *correctly*

>>>> *If you configure a restricted group by using Group*

>>>> *Policy,*

>>>> *the membership list is incomplete when the group is processed by the*

>>>> *client.*

>>>> *This problem is indicated by events from the SceCle and Userenv sources*

>>>> *in*

>>>> *the application event log. For...*

>>>>

>>>> ++++++

>>>>

>>>> *I follow the link to*

>>>>

>>>> *Article ID : 320099*

>>>>

>>>>

>>>>

>>>>

>>>>

>>>> *but I do not, quite honestly, understand what that article is about.*

>>>>

>>>> *I imagine that this might be related to installing SP2?*

>>>>

>>>> *Any advice where to go from here? Should I use my XP CD and generate*

>>>> *the*

>>>> *"Check System Compatibility" report?*

>>>>

>>>> *All help is appreciated!*

>>>>

>>>> *Clem.*

>>>>

>>>>  
>>>> *"Michael Solomon (MS-MVP)" <user@#notme.com> wrote in message*  
>>>> *news:elAS7LtuEHA.3840@tk2msftngp13.phx.gbl...*  
>>>>> *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.*  
>>>>>  
>>>>> *If your system is clear of viruses, open Control Panel, open System,*  
>>>>> *go to*  
>>>>> *the Advanced tab, click Settings under Startup and Recovery, remove*  
>>>>> *the*  
>>>>> *check from "Automatically Restart" under System Failure. This will*  
>>>>> *cause*  
>>>>> *the system to blue screen instead of restarting on errors and the*  
>>>>> *information on the blue screen may give a clue as to the source of the*  
>>>>> *issue.*  
>>>>>  
>>>>> *Open Control Panel, open Administrative Tools, open Event Viewer, look*  
>>>>> *for*  
>>>>> *errors corresponding to the crash, double click the error, the*  
>>>>> *information*  
>>>>> *contained within may give a clue as to the*  
>>>>> *source of the problem. If you don't understand the information*  
>>>>> *inside,*  
>>>>> *the*  
>>>>> *third button down in that dialog box will copy the information,*  
>>>>> *you can then paste it into a message and post it here and maybe we can*  
>>>>> *figure out what is going on.*  
>>>>>  
>>>>> *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*



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