

Re: Re: Windows Explorer.exe Crashing--Common not Unique to SP2

Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.customize/2004-08/1101.html>

From: DanielLJ (*DanielLJ.laykbz_at_mail.mcse.ms*)

Date: 08/14/04

Date: Sat, 14 Aug 2004 00:15:17 -0500

Chad Harris wrote:

- > **Harold--*
- >
- > **What error information are you getting from Event Viewer*??? It*
- > *would be*
- > *the first place I'd go if I were getting this type of crash or any*
- > *crash.*
- > *Also using the other error reporting tools might shed some light.*
- >
- > *If and when you see that Explorer crash again, go to your run box and*
- > *type*
- > *in "eventvwr.msc" or "eventvwr.exe" and look under System and*
- > *Application at*
- > *the time of the crash and paste what error messages you are getting.*
- > *That*
- > *could be a key to what's going on that probably isn't an SP2 bug.*
- > *Are you*
- > *getting any page fault errors in Event Viewer? How about any error*
- > *messages*
- > *on your desktop. When you click for more information and you get*
- > *"Sorry for*
- > *the inconvenience Windows Explorer will close now" you should be*
- > *getting*
- > *some type error on the box when you click the first hyperlink for*
- > *more info,*
- > *and then when you click again you will get more, possibly in English*
- > *and*
- > *possibly in Hex.*
- >
- > *Also to context the type of problems you have been having with*
- > *Windows*
- > *Explorer and right click, this type of problem is not infrequent in*
- > *any*
- > *Windows OS and it would hardly be unique to XP SP2 on a single box*

- > *and does*
- > *not sound like an SP2 bug given that if one does a search for this*
- > *problem*
- > *using Google or anything else, many people report that problem on*
- > *many*
- > *forums long before XP SP2 or XP any build was a gleam in Redmond's*
- > *eye.*
- >
- > *See:*
- >
- > *Windows Explorer Right Click Crashes*
- > <http://tinyurl.com/6ee68>
- >
- > *Right Click Files Windows Explorer Crashes*
- > <http://tinyurl.com/6pc8t>
- >
- > *Right Click My Computer Crashes*
- > <http://tinyurl.com/4pnq2>
- >
- > *You also might want to refer to this KB and find it helpful in fixing*
- > *your*
- > *Explorer/files crash if you see it again on that or another box even*
- > *if you*
- > *aren't getting this error verbatim.*
- >
- > *Err Msg: Explorer Caused an Invalid Page Fault in Module Shell32.dll*
- > <http://tinyurl.com/ndbi>
- >
- > *Additional Trouble Shooting Moves for Right Click Windows Explorer*
- > *crashes:*
- >
- > *1) Run Adaware and Spybot S+D and any other spyware checkers you*
- > *have*
- > *because Spyware is not an infrequent cause of these right click*
- > *problems.*
- > *Also run a current AV scan, because several viruses can cause this.*
- >
- > *2) Boot into Safe Mode and see if these errors are reproduced.*
- >
- > *3) Start>run>type "inetcpl.cpl">OK>advanced>uncheck enable 3rd party*
- > *browser*
- > *extensions and if that fixes it you may have to look for an unstable*
- > *BHO by*
- > *going to Options>Settings View Objects on the general tab from the*
- > *IE*
- > *Toolbar.*
- >
- > *2) Use msconfig as a troubleshooter by*
- > *Start>run>msconfig>Startup>disable*
- > *all>OK>and then the step of disabling all 3rd party browser*
- > *extensions*

> above.
>
> See: *How to troubleshoot by using the System Configuration utility*
> in
> *Windows XP*
> <http://tinyurl.com/2n3yf>
>
> Best,
>
> *Chad Harris*
>
>
> _____
>
>
> "Harold" <lewtonh@yahoo.com> wrote in message
> news:Ok4ouLldEHA.592@TK2MSFTNGP11.phx.gbl...
> >I have always used Windows explorer.exe to open multiple files at
> the same
> >time by highlighting them, right clicking, and choosing "Open."
> Never any
> >problems doing this until after installing XP's SP2 build 2162. Now
> when I
> >do the same procedure the files open but Windows explorer.exe
> crashes
> >wanting to send a message to Microsoft and then it closes down. My
> files
> >remain open but Windows explorer.exe shuts down. I have tried doing
> a sfc
> >/scannow and boy was that a fiasco. In any case, it didn't find any
> file
> >to replace but I'm not sure it was an accurate run but that is a
> whole
> >other story.
> >
> >
> >
> > Any suggestions on how to fix Windows explorer.exe short of
> uninstalling
> > SP2?
> >
> >
> >
> > Thanks
> >
> >
> >
> > Harold
> >
> > *

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microsoft.public.windowsxp.customize: Re: Re: Windows Explorer.exe Crashing--Common not Unique to SP2

DanielLJ

Posted via <http://www.mcse.ms>

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