

Re: Can't Right-Click Folders

Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2004-10/5270.html>

From: Don Taylor (*dont_at_agora.rdrop.com*)

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"Pedro" <pedro_pirate@hotmail.com> writes:

*>Have just installed WXP Pro SP2. Whenever I right click a
>folder to perform any task (Copy, Delete, Properties etc)
>or try to access the same by using 'File' on the Tool Bar
>Explorer freezes and attempts to send Error Message. (Dr
>Watson also appears to fail and sends Error Message.)
>Only solution is to Log Off or re-boot. Same problem does
>not appear to occur with files within folders.*

>Any solutions please---gratefully received????????????????

>Pedro.

There have been a string of folks reporting very similar problems to what you are reporting. Some find that anything which uses Windows Explorer (Recycle bin, folder shortcuts, control panel, etc) all have a similar problem. Some find that right clicks are their major problem. Some find any click. Some find it crashes on open. Some find it refuses any clicks. There are some claims but I've been scanning the thousands of postings on SP2 and I don't think you will find any with "the fix" for this, at least yet.

But, some find it will work when you boot in safe mode.

And, some find it will work when you create a new user and switch to that user to try it.

One of those might be a temporary work-around till you get an answer.

Some claim it is all spyware and viruses but I haven't seen any posting that confirmed this for the Windows Explorer problem. I carefully and repeatedly checked, no viruses or spyware and my windows explorer locks up every time

Some claim it is Divx or Spy Sweeper installed that is responsible

for this but others have it, don't have those and some seem to have those and have no problem. I don't and it locks up.

Some claim it is "ShellExtensions", little accessory gadgets that sort of script extra cute features. The advice for that is to install free ShellExView and to try (carefully) disabling these features one at a time, if turning one off doesn't do anything then turn it back on and try again. I did that with all 75 at once and it made no difference at all. One person sent me mail saying that disabling one extension he had did appear to fix his problem.

You can escalate to Microsoft, go to support.microsoft.com/windowsxpsp2 and give them all the details and clues and patterns you can find. There is no guarantee that their analysis or directions will be correct or even not make it worse. They told me I must "have some corrupted files, repair windows back to install state and then reinstall SP2 twice while in Safe mode." Before I did that someone posted the "switch user" workaround that let me get by temporarily. I sent email saying that if it worked for one user then it seemed less likely it was "some corrupted files" and asked if they still wanted me to blow windows away. They have not responded to that in a number of days now. But I can imagine what it is like inside now.

I hope this helps. If someone tells you to try something and it doesn't help then please make a posting so we can start accumulating what suggestions don't do any good. And if someone tells you something that does work then please report it.