

## Re: Explorer.exe not responding (need to end/start it)

**Source:**

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2005-01/7723.html>

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**From:** Steve Go (*SteveGo\_at\_discussions.microsoft.com*)

**Date:** 01/10/05

Date: Sun, 9 Jan 2005 21:17:03 -0800

Thanks Don -- I will try some of the suggestions you summarized.

I did try creating a new account -- no change.

I did notice an odd service that starts automatically: DGZEFEMAY.EXE on the SYSTEM32 folder. I never heard of it, could find nothing on it via google so disabled it -- but no change in behaviour. Ever heard of DGZEFEMAY?

More trial and error to come I see...

"Don Taylor" wrote:

> "=?Utf-8?B?U3RldmUgR28=?" <SteveGo@discussions.microsoft.com> writes:  
> >I have XP PRO, SP2 with all current updates. Recently Explorer.exe (not IE)  
> >is unresponsive. If I watch it in task manager, it just consumes memory up to  
> >about 28k or so and levels off. However, if I try to click on MY COMPUTER,  
> >CONTROL PANEL or anything that is not a direct shortcut to an application, I  
> >get an hour glass for a while and then nothing.  
>  
> >If I kill EXPLORER.EXE and start it again from task manager (Run  
> >explorer.exe), the problem occasionally does not reappear and everything is  
> >fine until a reboot.  
>  
> >However, it seems that on booting, if I click on MY COMPUTER quickly --  
> >before all items are on the task bar and the entire start up is not complete  
> >-- I do not seem to have a problem.  
>  
> >I am at a loss as to how to debug this...any ideas? I am leaning towards  
> >thinking that there is a sequence issue and something that is being started  
> >'later' at start up is conflicting with something started 'sooner' but I  
> >can't tell what and am leery at trying all permutations -- assuming there is  
> >some way to identify the order in which things get started!  
>  
> >Thoughts?  
>

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- > >Thanks much
- >
- > New developments listed at the bottom of this, but still no fix, yet.
- >
- > If you have recently installed SP2 on your computer then
- > there have now been over 200 people reporting very similar problems
- > to what you are reporting. Some find that anything which uses
- > Windows Explorer (Recycle bin, folder shortcuts, control panel,
- > search, 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. Some claim
- > they know how to fix this but I've read the tens of thousands of
- > postings on SP2 and I don't think you will find any with "the fix"
- > for this, at least not yet. Less than a dozen people ever reported
- > finding a solution for this.
- >
- > 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. <<<Late breaking news, after
- > hundreds of people reporting this problem, ONE person did let me
- > know that trendmicro actually found a WORM\_SDDROP.A virus/worm, he
- > removed that and it appeared to solve his problem, so that's 10,000
- > times people chanting "it's all viruses and spyware" and one correct
- > diagnosis>>>
- >
- > Some claim it is all "bad applications" like Divx or Spy Sweeper
- > being installed that is responsible for this, a very few people
- > have confirmed this appeared to be the source of their problem but
- > others have these installed and have no problem, most reporting the
- > problem don't have these installed and still have the problem. I
- > don't have either and it locks up every time. And unfortunately
- > there is still no list of specific files known to cause this.
- >
- > Some claim it is all "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. Two people have reported that disabling
- > one extension they had did appear to fix their problem.
- >
- > Some claim it is all "corrupted user profiles" that are the
- > cause of this but I've never been able to track down a tool that

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- > would check a user profile to see if it was corrupted. There was
- > one web page that Microsoft had which described a way of reporting
- > errors found in this but this doesn't appear feasible for XP.
- >
- > You can try to uninstall SP2, there are various descriptions of how
- > to do that, using Control Panel/Add-Remove Programs or using a
- > Restore point or doing a Repair Install of Windows or reformatting
- > your hard drive, each of those is a bigger hammer than the previous
- > method, but a number of folks have reported having various problems
- > when they try to remove SP2 or after they do so. To be fair, SP2
- > probably fixes thousands of small and massive bugs in Windows XP
- > and if you can get it to work it is probably a good thing to have.
- >
- > You can escalate to Microsoft, go to
- > <http://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.
- >
- > You can try each one of these things and see if any one of them
- > helps, but don't expect a fix.
- >
- > <<<New Developments>>>
- > I just spent another two hours in chat with Microsoft Support, he
- > changed his diagnosis a dozen times, going back to things we had
- > already concluded had nothing to do with this, he thought that a
- > file might have been corrupted during installation and this would
- > leave an error message in /windows/setuperr.log, that file is empty,
- > so he thought there might be answers in /windows/setupapi.log but
- > he said he was not trained to know how to interpret that file, and
- > the final conclusion was that he didn't know how to fix this one
- > and I was "escalated", again.
- >
- > So the next guy had me run msconfig, in the startup tab disable all
- > items, in the service tab hide all Microsoft services and disable
- > all, reboot the machine, tell it not to show or launch the config
- > window... If the problem had disappeared after this was done then
- > the instructions were to begin enabling these items one at a time
- > until the one was found that made this fail. My Windows Explorer
- > problem was unchanged and I was "escalated" again.
- >
- > So the next guy had me download a copy of Process Explorer and dump
- > out all the dll's that are connected with Windows Explorer and mail
- > them to him. Just like the situation with shell extensions, I see

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> that all but a couple of these are Microsoft supplied. After he had  
> seen the list he asked that I rename some of the non-Microsoft dll's  
> and reboot, likely to see if they were responsible. The problem was  
> still there and I've restored the original names. Now we seem to be  
> back to square one and he's asking again if this happens in Safe  
> mode, which we have already repeatedly covered.  
>  
> Now we've sent him HijackThis logs, 3 megabytes of ntuser.dat, he  
> keeps claiming they DO have a process for figuring this out but  
> there just isn't anything that can diagnose what the problem is and  
> they just keep trying things until the problem seems to go away.  
> And he asks me to send him HijackThis logs again. He admits that  
> lots of people have problems with Windows Explorer and that usually  
> they can figure something out but that there is no list of known  
> file names/sizes/dates/version numbers that fail, there is no list  
> of steps a person can follow to track this down. And they spent a  
> billion bucks making Sp2 more secure and bug free! But that doesn't  
> put anything in the event log for Windows Explorer failures and the  
> flood of error reports send to them when people have this happens  
> apparently doesn't give them any clue what the cause is either.  
>  
> Another week goes by before he responds... and he didn't find  
> anything in the HijackThis logs this time either. And he didn't  
> find anything in ntuser.dat. Now he has me back to msconfig,  
> turning everything off in msconfig for selective startup and  
> rebooting, with a cute little note that doing this isn't recommended  
> for anyone but a pro to do. The problem is still there. As a  
> bonus, his directions have now blown away my Windows activation and  
> it is telling me that the computer has changed and I have to  
> reactivate, even though nothing has changed in months.  
>  
> That didn't do solve the problem so now he concludes it must be one  
> of the hardware drivers and he tells me to start disabling those  
> until we find the culprit. But this is senseless, we have already  
> ruled that out because switching to a freshly created new user makes  
> the problem go away. He hasn't answered whether he still wants me  
> to disable the drivers yet.  
>  
> Can you say "clueless groping, hoping for a miracle"? 3 1/2 weeks  
> of playing this game with them and no sign that any progress has  
> been made.  
>  
> So I have repeatedly told them I don't just want to randomly change  
> things until we don't notice the problem anymore, I'm going to track  
> down the real root cause of this one and we are going to get a fix  
> for this.  
>  
> I hope something in this helps someone. But it appears that the  
> large majority of people never get a fix for the "Windows Explorer"  
> problem. If someone tells you to try something and it doesn't help  
> then please make a posting so we can start accumulating what

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- > *suggestions don't do any good. And if someone tells you something*
- > *that does work then please report it.*
- >