

Re: Clicking on a WMV file in Explorer causes error... FOUND IT!!!

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Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2005-05/msg09949.html>

- *From:* "Bobby C" <bobbyc.dixon-REMOVE-creek.com>
 - *Date:* Tue, 17 May 2005 07:26:00 -0700
-

As I started to type my initial reply to this idea it dawned on me that Windows Media Player was able to open the file up directly. It was always a problem in Explorer. So I looked at the information you gave me about the place in the registry where the InfoTips get their information. For mine the data value was:

```
prop:Type;DocTitle;EpisodeName;ProgramDescription;Duration;Bitrate;Dimensions;Protected;Size
```

if I changed it to

```
prop:Type;Duration;Bitrate;Size
```

then the error no longer occurs when I hover. Now I am trying to track down why it occurs when I click or double-click.

"Ramesh, MS-MVP" <ramesh@xxxxxxxxxxxxxxxx> wrote in message news:ONCK77pWFHA.1384@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

> The video card drivers perhaps?

>

> Geeks To Go - Free Computer Help -> Radeon 9800 Pro Problems:

> http://www.geekstogo.com/forum/Radeon_9800_Pro_Problems-t6435-s60.html

>

>

> --

> Ramesh, Microsoft MVP

> Windows XP Shell/User

> <http://windowsxp.mvps.org>

>

>

> "Bobby C" <bobbyc.dixon-REMOVE-creek.com> wrote in message

> news:uVxahEkWFHA.1148@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

>> There were no errors that showed up in the Applications log but under the

>> System log I found the following two entries:

>>

>> -----

>>

>> Event Type: Information

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>> Event Source: Application Popup
>> Event Category: None
>> Event ID: 26
>> Date: 5/16/2005
>> Time: 10:47:21 AM
>> User: N/A
>> Computer: LAPTOP
>> Description:
>> Application popup: Explorer.EXE – Application Error : The instruction at
>> "0x1022b676" referenced memory at "0xa8000000". The memory could not be
>> "read".
>>
>> Click on OK to terminate the program
>> Click on CANCEL to debug the program
>>
>> For more information, see Help and Support Center at
>> <http://go.microsoft.com/fwlink/events.asp>.
>>
>> -----
>>
>> Event Type: Information
>> Event Source: Application Popup
>> Event Category: None
>> Event ID: 26
>> Date: 5/16/2005
>> Time: 10:47:24 AM
>> User: N/A
>> Computer: LAPTOP
>> Description:
>> Application popup: Explorer.EXE – Application Error : The instruction at
>> "0x1022b676" referenced memory at "0xa8000000". The memory could not be
>> "read".
>>
>> Click on OK to terminate the program
>>
>> For more information, see Help and Support Center at
>> <http://go.microsoft.com/fwlink/events.asp>.
>>
>>
>> -----
>>
>> Following the link for either of these I get the following information:
>>
>> Details
>> Product: Windows Operating System
>> ID: 26
>> Source: Application Popup
>> Version: 5.2
>> Symbolic Name: STATUS_LOG_HARD_ERROR
>> Message: Application popup: %1 : %2
>>

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>> Explanation
>> The program could not load a driver because the program user
>> doesn't have sufficient privileges to access the driver or because the
>> drive is missing or corrupt.
>>
>>
>> User Action
>> To correct this problem:
>>
>> a.. Ensure that the program user has sufficient privileges
>> to access the directory in which the driver is installed.
>> b.. Reinstall the program to restore the driver to the
>> correct location.
>> If these solutions do not work, contact Product Support
>> Services.
>>
>>
>>
>> Version: 5.0
>> Symbolic Name: status_log_hard_error
>> Message: Unable to Load Device Driver : device driver could
>> not be loaded.
>>
>> Explanation
>> The program could not load a driver because the program user
>> doesn't have sufficient privileges to access the driver or because the
>> drive is missing or corrupt.
>>
>>
>> User Action
>> To correct this problem:
>>
>> a.. Reinstall the program to restore the driver to the
>> correct location.
>>
>>
>> -----
>>
>> I'm not quite sure which program it thinks I should reinstall or
>> what driver is missing or corrupted.
>>
>>
>>
>>
>> "Ramesh, MS-MVP" <ramesh@xxxxxxxxxxxxxxxx> wrote in message
>> news:%23UBP0uiWFHA.1152@xxxxxxxxxxxxxxxxxxxxxxxx
>>> Hi Bobby,
>>>
>>> The Infotip queries these details when you hover over a video (eg..WMV)
>>> file:

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>>>
>>> prop:Type;DocTitle;EpisodeName;ProgramDescription;Duration;Bitrate;Dimensions;Protected;Size
>>>
>>> Set in this registry key:
>>> [HKEY_CLASSES_ROOT\SystemFileAssociations\video]
>>> Value named "InfoTip"
>>>
>>> BTW, have you checked the Event Log for any info about the crash?
>>>
>>> Click Start, Run and type eventvwr.msc
>>> Select Application entry in the left pane
>>> In the right-pane, look for the Error entry denoted by a Red X
>>> Sort by date and track-down the entry based on what time the error
>>> exactly occurred. Locate and double-click the entry and you'll see more
>>> information in the resulting dialog, as given below:
>>>
>>> Event Type: Error
>>> Event Source: Application Error
>>> Event Category: None
>>> Event ID: 1000
>>> Date: 12/30/2004
>>> Time: 2:41:34 PM
>>> User: N/A
>>> Computer: SUPERCOMPUTER
>>> Description:
>>> Faulting application explorer.exe, version 6.0.2900.2180, faulting
>>> module
>>> hyperbar.dll, version 1.0.1.1, fault address 0x0000e956.
>>>
>>> For more information, see Help and Support Center at
>>> <http://go.microsoft.com/fwlink/events.asp>.
>>> Data:
>>> 0000: 41 70 70 6c 69 63 61 74 Applicat
>>> 0008: 69 6f 6e 20 46 61 69 6c ion Fail
>>> 0010: 75 72 65 20 20 65 78 70 ure exp
>>> 0018: 6c 6f 72 65 72 2e 65 78 lorer.ex
>>> 0020: 65 20 36 2e 30 2e 32 39 e 6.0.29
>>> 0028: 30 30 2e 32 31 38 30 20 00.2180
>>> 0030: 69 6e 20 68 79 70 65 72 in hyper
>>> 0038: 62 61 72 2e 64 6c 6c 20 bar.dll
>>> 0040: 31 2e 30 2e 31 2e 31 20 1.0.1.1
>>> 0048: 61 74 20 6f 66 66 73 65 at offse
>>> 0050: 74 20 30 30 30 30 65 39 t 0000e9
>>> 0058: 35 36 0d 0a 56..
>>>
>>>
>>> ---
>>> Ramesh, Microsoft MVP
>>> Windows XP Shell/User
>>> <http://windowsxp.mvps.org>
>>>

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>>>>
>>>> "Bobby C" <bobbyc.dixon-REMOVEME-creek.com> wrote in message
>>>> news:uQWkxpiWFHA.3928@xxxxxxxxxxxxxxxxxxxxxxxxxxxx
>>>> After disabling certain items I disabled all ActiveX Filters, audio
>>>> codecs and video codecs. The problem still remains. It's odd that it
>>>> occurs when I hover the mouse pointer over a .WMV file. What function
>>>> in XP gives the file information when you point at a media file (audio,
>>>> video or graphics)?
>>>>
>>>> "Ramesh, MS-MVP" <ramesh@xxxxxxxxxxxxxxxx> wrote in message
>>>> [news:eeL\\$PJiWFHA.3572@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:eeL$PJiWFHA.3572@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)
>>>>> You can locate and selectively disable third-party Codecs using Nir's
>>>>> MMCompView v1.10 utility. Download it from here:
>>>>>
>>>>> View installed Codec and ActiveX filters and enable / disable them:
>>>>> <http://www.nirsoft.net/utills/mmview.html>
>>>>>
>>>>> --
>>>>> Ramesh, Microsoft MVP
>>>>> Windows XP Shell/User
>>>>> <http://windowsxp.mvps.org>
>>>>>
>>>>>
>>>>> "Bobby C" <bobbyc.dixon-REMOVEME-creek.com> wrote in message
>>>>> news:%233kJOgiWFHA.3716@xxxxxxxxxxxxxxxxxxxxxxxxxxxx
>>>>>> If so I've installed a lot of other stuff after that. Is there a way
>>>>>> to reinstall the original codecs for Media player? Or maybe there is
>>>>>> a way to tell what codecs are installed?
>>>>>>
>>>>>> --
>>>>>>
>>>>>> Bobby C.
>>>>>>
>>>>>>> "If You're Not A Part Of The Solution, There's Good Money To Be Made
>>>>>>> In Prolonging The Problem." – from the 2002 Despair series posters
>>>>>>> entitled "Consulting"
>>>>>>>
>>>>>>> "Ramesh, MS-MVP" <ramesh@xxxxxxxxxxxxxxxx> wrote in message
>>>>>>> news:uO7L27hWFHA.3280@xxxxxxxxxxxxxxxxxxxxxxxxxxxx
>>>>>>> Bobby,
>>>>>>>
>>>>>>>> Did you install a third-party codec pack or similar? Also, if this
>>>>>>>> has happened recently, System Restore rollback might be a good idea.
>>>>>>>> See <http://go.microsoft.com/fwlink/?LinkId=34275>
>>>>>>>>
>>>>>>>> --
>>>>>>>> Ramesh, Microsoft MVP
>>>>>>>> Windows XP Shell/User
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>>>>>>>>
>>>>>>>>

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