

## Re: Windows explorer error??

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- *From:* Rock <[rock@xxxxxxxxxxxxxxxxx](mailto:rock@xxxxxxxxxxxxxxxxx)>
  - *Date:* Wed, 01 Jun 2005 11:39:38 -0700
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Hrglas wrote:

I seem to be having the same problem; with a twist. I just put my dell together fresh out of the box, and i was starting to install other programs that i have used on my previous computer. I went to install Norton Systemworks, did all the liveupdates that were needed, then when i finally did the last restart, i get the "windows explorer encountered an error" message. With me however, every time i try to start the computer it happens, and I cant do anything. My computer freezes. Sometimes the desktop will show up, sometimes it wont. If i restart in safe mode, no problems, but safemode doesnt allow you to remove programs and such that may have caused the problem. at this point, i have just taken my computer back to its factory settings (if youre using a dell, its tapping CTRL+F11 together at the "Dell" screen).

Anyway, i was told by dell that its possible that one of the liveupdates didnt download and install properly, and may have caused the problem. i cant see how it could be a compatibility issue.

I'm going to try to load it again, and see if it happens again. wish me luck

<snip>

To second what Alias said, stay away from the Norton products. There are many good - and many of those free - alternatives.

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Rock  
MS MVP Windows - Shell/User

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