

Re: Crash upon accessing View menu in Windows Explorer

Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2005-11/msg03006.html>

- *From:* "Charlie Tame" <charlie@xxxxxxxx>
 - *Date:* Sun, 20 Nov 2005 00:40:49 -0600
-

Actually the suggestion wasn't mine but never mind....

I think before going further I'd be tempted to create another account and make it a member of the administrators group, just in case something else goes wrong.

Your desktop is provided by explorer functionality and if you lose the admins desktop you are in deep er, trouble.

In any case, if the same thing happens with another admin account it may change what everyone is looking for.

Charlie

"Luis" <Luis@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message news:2704E226-0A34-41B8-A4DC-B6EF1DC19C8D@xxxxxxxxxxxxxxxxxxxx

- > Charlie and cquirke, I really appreciate your replies. I have tried all
- > of
- > your suggestions and have learned some things in the process, but believe
- > it
- > or not, I am still dealing with this issue. However, there are a couple
- > of
- > other "facts" I can provide that can hopefully get us closer to an answer.
- >
- > 1) The problem occurs not just in Windows Explorer and My Computer, etc.,
- > but in Internet Explorer.
- >
- > 2) I was mistaken. The shut down occurs not when I pull down on the View
- > menu to Details, but when I simply click on the View menu. The sub-menus
- > do
- > not even appear before I get the blue screen with the stop code (I paste
- > the
- > Event Details for the latest shut down below).
- >
- > 3) It turns out that I only have this problem when I'm logged in under my

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- > own account (which is the only Administrator account on the computer).
- > When
- > I log on as my wife, I do not have this problem.
- >
- > 4) I checked which Shell Extensions (using the Shell Viewer program you
- > recommended, Charlie) were running under my log-on and under my wife's.
- > There was only one that was running under my account and not hers --
- > \$Address
- > (IE Toolbar), a Shell Browser UI Library. When I tried to disable it, a
- > similar Shell Extension called \$Address (System), also a Shell Browser UI
- > Library, which WAS running under my wife's account, was also disabled. I
- > could not disable or enable one without doing the same to the other. When
- > these two extensions were disabled, I still experienced the Stop Error.
- >
- > 5) I also checked MSCONFIG for different Startup Applications and Services
- > that were running under the two accounts. The Services were identical,
- > but
- > my wife was running two Applications that I wasn't--Windows Messenger and
- > AOL. I made these startup items on my account but I continued to receive
- > the
- > Stop Error.
- >
- > 6) I have tried to upgrade my graphics driver but I get the Stop Error
- > almost as soon as I start the installation program.
- >
- > 7) I have an installation CD for a new printer I purchased. After some
- > time
- > running the installation program, I also get the Stop Error.
- >
- > Any ideas would be appreciated. Here is the Event Log for the latest shut
- > down. Note that on each shut down, the third parameter changes, but always
- > seems to be a variation on ba4. All the other parameters and the basic
- > error
- > code of 10000008e remain the same.
- >
- >
- > Event Type: Error
- > Event Source: System Error
- > Event Category: (102)
- > Event ID: 1003
- > Date: 11/19/2005
- > Time: 7:33:52 PM
- > User: N/A
- > Computer: LAPTOP
- > Description:
- > Error code 10000008e, parameter1 c0000005, parameter2 8056e2a2, parameter3
- > b1fffba4, parameter4 00000000.
- >
- > For more information, see Help and Support Center at
- > <http://go.microsoft.com/fwlink/events.asp>.
- > Data:

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```
> 0000: 53 79 73 74 65 6d 20 45 System E
> 0008: 72 72 6f 72 20 20 45 72 rror Er
> 0010: 72 6f 72 20 63 6f 64 65 ror code
> 0018: 20 31 30 30 30 30 30 38 1000008
> 0020: 65 20 20 50 61 72 61 6d e Param
> 0028: 65 74 65 72 73 20 63 30 eters c0
> 0030: 30 30 30 30 30 35 2c 20 000005,
> 0038: 38 30 35 36 65 32 61 32 8056e2a2
> 0040: 2c 20 62 31 66 66 66 62 , b1fffb
> 0048: 61 34 2c 20 30 30 30 30 a4, 0000
> 0050: 30 30 30 30 0000
>
>
> "cquirke (MVP Windows shell/user)" wrote:
>
>> On Sat, 15 Oct 2005 08:01:04 -0700, "Luis"
>>
>> >I currently display my files as "Tiles" in Windows Explorer. When I
>> >click on
>> >the View Menu to change the display to "Details," my computer shuts
>> >down.
>> >What is the problem?
>>
>> Most likely a toxic persistent handler, or some other code running
>> underfoot that is facilitated by the change. The best tool to manage
>> this, may be NirSoft's Shell Extension Viewer, from here...
>>
>> http://www.nirsoft.net/utils/shexview.html
>>
>> Windows Explorer is the shell that runs not only Windows Explorer, "My
>> Computer" etc. but also the Desktop and Start Menu. It is a namespace
>> browser that browses folders, not a file system browser that browses
>> drives and directories alone.
>>
>> Namespace objects make up the heirarchy you see in the left pane in
>> Windows Explorer view. Anything on the desktop that is not a file,
>> folder or shortcut is likely to be a CLSID-defined namespace object.
>>
>> In the right pane of Windows Explorer view (and the only pane in "My
>> Computer" etc.) are the contents of the folder being viewed, and a
>> different set of code can be invoked here. Your choice of view can
>> determine whether such code is invoked, or not.
>>
>> When you switched from Tiles (thumbnails?) to Details, you may have
>> invoked a lot of extra code that populates the details colums when
>> folders are viewed. Additional code may come into play when a
>> particular file is hovered over or highlighted, to populate a ToolTip,
>> the Status Bar, or a "more info" area of "View As Web Page".
>>
>> There's a safety failure aspect to this, in that this code may "run"
>> material in files before you have indicated any desire to "open" them.
```

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>>
>> What Shell Extension Viewer will do, is list various code extensions
>> that are integrated into the shell, so that you can reversably disable
>> them. Start with all the non-Microsoft extensions, and if that works,
>> "test-to-break" by re-enabling them one by one.
>>
>> I expect malware to take an interest in this integration opportunity,
>> if this hasn't happened already – so I'd also advise you to do a
>> formal virus scan, e.g. from a Bart PE CDR boot.
>>
>>
>>
>> >-----
>> I'm baaaack!
>> >-----
>>

• **References:**

- ◆ **Re: Crash upon accessing View menu in Windows Explorer**
◇ From: Luis
- Prev by Date: **Re: Home or Professional version**
- Next by Date: **Re: YAHOO AND AOL MESSANGERS AUTOMATICALLY SHUT DOWN WHEN I START**
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