

# Re: Crash upon accessing View menu in Windows Explorer

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*Source:*

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2005-11/msg03036.html>

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- *From:* "Kelly" <kelly@xxxxxxx>
  - *Date:* Sun, 20 Nov 2005 02:18:45 -0600
- 

<http://www.eventid.net/display.asp?eventid=1003&source=>

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All the Best,  
Kelly (MS-MVP/DTS&XP)

Troubleshooting Windows XP  
<http://www.kellys-korner-xp.com>

"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  
> own account (which is the only Administrator account on the computer).  
> When  
> I log on as my wife, I do not have this problem.  
>

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- > 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 appreciated. Here is the Event Log for the latest shut down. Note that on each shut down, the third paramter changes, but always seems to be a variation on ba4. All the other paramaters 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 1000008e, 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:
- > 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

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> 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 columns 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.  
>>  
>> 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,

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>> "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!  
>> >-----  
>>

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• **References:**

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