

Re: must have deleted explorer

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Windows File Protection (& SFC) would immediately replace a system file if it was altered (Renamed, Moved or Deleted). It's unlikely you've got a situation where a key OS component's been deleted.

The module you note is not part of Windows XP, so it's possible you're dealing with Malware or a corrupted application.

Have you attempted to start the PC in Safe Mode ?

"sacani642" <sacani642.27nojd@xxxxxxxxxxxxxxxxx> wrote in message <news:sacani642.27nojd@xxxxxxxxxxxxxxxxx>

now, I can get to the desktop, but nothing displays, including the toolbar. If I ctrl-alt-del I can get the windows task manager. but any application I try to run pops up an error window : Unable to Locate Component This application has failed to start because iertutil.dll was not found. Re-installing the application may fix this problem.

Then it has the same window, but it apparently can't find the Normaliz.dll either. So, I'm guessing explorer got deleted or is unaccessable. Please help if you can. Thx.

—
sacani642