

Re: My Documents folder

Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2007-08/msg05471.html>

- *From:* "Ramesh, MS-MVP" <ramesh@xxxxxxxxxxxxx>
 - *Date:* Fri, 24 Aug 2007 13:18:16 +0530
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Do you have "ArcSoft MPEG splitter" installed in your system? If so, see if uninstalling it helps.

arcspl.ax – File information

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COMMENTS: ArcSoft MPEG splitter
COMPANY NAME: ArcSoft Co. (hangzhou, PRC)
FILE ATTRIBUTES: Archive
FILE DESCRIPTION: MPGSplitter Filter
FILE FOLDER: %PROGRAMFILESCOMMON%\arcsoft\mpeg engine
FILE NAME: arcspl.ax
FILE SIZE: 135,168 KB
FILE VERSION: 2, 4, 0, 4
INTERNAL NAME: arcspl.ax
LEGAL COPYRIGHT: Copyright (C) ArcSoft Co. 2002–2004
MD5 SIGNATURE: 17e31e7abe5036cedc9c0f0bd27e3fc6
ORIGINAL FILE NAME: MpegSplitter.ax
PRODUCT NAME: ArcSoft MPEG splitter
PRODUCT VERSION: 2, 4, 0, 4
SPECIAL FOLDER: PROGRAMFILESCOMMON

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Regards,

Ramesh Srinivasan, Microsoft MVP [Windows Shell/User]
Windows@ Troubleshooting <http://www.winhelponline.com>

"OkieTom" <OkieTom@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
<news:5CADD2E0-F75B-4F07-9C33-674F193F4FA0@xxxxxxxxxxxxxxxxxxxxx>
Thank you for your help. I am sorry I do not know what module "arcspl.ax" is.
I also know nothing about reading error logs that would help me. If you could
be of further help I would appreciate it.

"Ramesh, MS-MVP" wrote:

Re: My Documents folder

As per the log, the module "arcspl.ax" is causing Explorer to crash.

[http://www.internetsecurityzone.com/Entities/?_ArcSoft+Co.+\(hangzhou%2C+PRC\)](http://www.internetsecurityzone.com/Entities/?_ArcSoft+Co.+(hangzhou%2C+PRC))

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Regards,

Ramesh Srinivasan, Microsoft MVP [Windows Shell/User]
Windows® Troubleshooting <http://www.winhelponline.com>

"OkieTom" <OkieTom@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message <news:0B00598D-EDC3-4625-92D5-2329F691E286@xxxxxxxxxxxxxxxxxxxx>
For some time now I have had a error message that said internet exploer needs to close when I try opening my documents folder. This does not happen with any other programs or when opening other folders. I can hide the error and still use the documents folder. However I wpould like to correct it if I could . I have ran spyware and malware removal tools and other than some cookies nothing was found. So I believe my system is clean. Your help would be appreciated. Here is a copy of the error. My computer is a Windows XP media center edition version 2002 sevice pack 2. I have internet explorer version 7.0.5730.11

Event Type: Information
Event Source: Winlogon
Event Category: None
Event ID: 1002
Date: 8/23/2007
Time: 8:50:26 AM
User: N/A
Computer: YOUR-4DACD0EA75
Description:
The shell stopped unexpectedly and Explorer.exe was restarted.

For more information, see Help and Support Center at <http://go.microsoft.com/fwlink/events.asp>.

Event Type: Error
Event Source: Application Error
Event Category: None
Event ID: 1000
Date: 8/23/2007
Time: 8:50:44 AM
User: N/A

Re: My Documents folder

Computer: YOUR-4DACD0EA75

Description:

Faulting application explorer.exe, version 6.0.2900.3156, faulting module arcspl.ax, version 2.4.1.12, fault address 0x00002305.

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 33 31 35 36 20 00.3156
0030: 69 6e 20 61 72 63 73 70 in arcsp
0038: 6c 2e 61 78 20 32 2e 34 l.ax 2.4
0040: 2e 31 2e 31 32 20 61 74 .1.12 at
0048: 20 6f 66 66 73 65 74 20 offset
0050: 30 30 30 30 32 33 30 35 00002305
0058: 0d 0a ..