

# Re: Windows Explorer – crashes when deleting/copying files

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*Source:*

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2008-03/msg00898.html>

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- *From:* "Gerry" <[gerry@xxxxxxxxxx](mailto:gerry@xxxxxxxxxx)>
  - *Date:* Tue, 4 Mar 2008 18:20:48 -0000
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Jan

How are you selecting / accessing the delete or copy commands? Please describe.

How is your problem recorded in the Event Viewer logs. Can you please post a complete copy of the Report.

You can access Event Viewer by selecting Start, Control Panel, Administrative Tools, and Event Viewer.

A tip for posting copies of Error Reports! Run Event Viewer and double click on the error you want to copy. In the window, which appears is a button resembling two pages. Click the button and close Event Viewer. Now start your message (email) and do a paste into the body of the message. Make sure this is the first paste after exiting from Event Viewer.

How large is your hard drive and how much free disk space? Is the drive partitioned?

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Hope this helps.

Gerry

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FCA

Stourport, England

Enquire, plan and execute

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JanR wrote:

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Hi

No, it gave no error messages, but I will use the drive diagnostic test and see what happens. This will have to be tomorrow now, but thank you anyway.

"Bob I" wrote:

Did it give any error messages during CHKDSK? Perhaps determine the drive manufacturer and then get the drive diagnostic from their web site and check the drive for other problems?

JanR wrote:

Thank you for this, Bob. It's taken an hour or so to do (and I didn't know about that checking feature, so that was very helpful), and it is all apparently clear. The system rebooted but the first file I tried to delete caused it to crash out again (it is only Windows Explorer that suddenly closes, not the whole PC). Clearly something is corrupt, but what and how I don't know. Do you have any other suggestions? Thank you.

"Bob I" wrote:

In My computer, r-click the "C" drive and then select Properties, Tools, Check now.

JanR wrote:

My Windows Explorer (Windows XP Pro) keeps crashing when either deleting files (any type e.g. .doc files), or copying files. It is erratic in that I can delete 3 files, and then on the 4th it crashes. I have checked for viruses/spyware etc, and have repaired Windows in case of

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corruption, but it is still  
doing it.  
PC is 2 years old (Dell).  
Any suggestions? Thanks.  
Jan