

# Rundll exception error involving shell32.dll and sysdm.cpl

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*Source:*

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I have a Core 2 Duo Desktop PC that is less than 1-year old with 4Gb RAM the OS is XP SP2 and current with all subsequent releases.

The following error message, headed RUNDLL:  
an exception has occurred while trying to run  
"c:\windows\system32\shell32.dll,control\_rundll  
"c:\windows\system32\sysdm.cpl" ,system",

is displayed when I attempt to display the Open With dialog box or click the following buttons in the System Properties dialog on the Advanced tab in the Startup and Recovery section: Settings, Environment Variables or Error Reporting.

If the problem occurs with other functions, I haven't found them yet. I have had other unrelated issues resulting in the PC being rebuilt twice from a hard disk format. The first rebuild was completed by the retailer with their OEM XP SP2 installation disk. I rebuilt it the second time using the XP SP2 disk that came with the PC.

On both occasions all subsequent OS releases were downloaded and installed. The only piece of hardware that hasn't been either been tested stupid or replaced (again for other reasons) is the Motherboard. However, I have been told that the error message in question is unlikely to be hardware related.

As the error has existed since the PC was new, I tested for it and found that it existed after I rebuilt the PC. I tested this when Windows was the only software on the PC, i.e. before anything else was installed, before any peripherals or the Internet were connected.

I've tried searching the Internet and Microsoft for answers without success.

I've tried Windows Repair install without success.

I've tried copying shell32.dll and sysdm.cpl from another PC with the same build standard without success. I was told that this may not have worked because if these files were already in the cache, the cache files may have overwritten the newly introduced files as part of Windows self-protection

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from changes to system files.

As this was a problem from the start of a fresh install, obviously using a Restore Point isn't an option.

The system logs do not report this error. The system logs are so clean you could be forgiven for thinking that this is as good as it gets for XP. The system is otherwise very stable. It runs 24/7 with typically only needing a restart after software updates.

I use the Cisco firewall in the modem / router, NOD32 anti-virus, Online Armour, Spybot and Ad-Aware. I have very good housekeeping utilities, most of which are used at least weekly and I defrag at least once per month.

Sorry about the overload of information, but I'm attempting to save the time of anybody that may be willing to help by eliminating what has already been tried.

Thanks for your consideration.  
Kindest regards

Ken

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