

Re: "Windows Explorer has encountered a problem and needs to close"

Re: "Windows Explorer has encountered a problem and needs to close"

Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2008-07/msg02293.html>

- *From:* "Laura MS MVP" <toidi@xxxxxxxx>
 - *Date:* Fri, 11 Jul 2008 17:02:19 -0700
-

For your Explorer startup error try my Explorer Shell Fix tool. Download it here
<http://pcbutts1.com/downloads/tools/tools.htm>

For your Windows update issue try my Svchosts Fix tool. Download it here
<http://pcbutts1.com/downloads/tools/tools.htm>

Ignore posts made by the person called Leythos, he is a stalker who's been obsessed with me for years ever since I spurned his advances towards me.

"Stellasgr1" <Stellasgr1@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
<news:D46A3B2C-C30F-46F5-B5B2-52539C41D107@xxxxxxxxxxxxxxxxxxxxxxxx>

I am working on a Toshiba Satellite Laptop and running Windows XP (Home) Awhile ago I started having issues on startup and received an error message stating that "Windows Explorer has encountered a problem and needs to close" I have done tons of diagnostics including attempting to update my software from microsoft.com. When I try to update from microsoft, I get an error message. I have run The Genuine Advantage diagnostics tool . . . this is the reopr I got from that :
Diagnostic Report (1.7.0095.0):

WGA Data-->
Validation Status: Genuine
Validation Code: 0
Online Validation Code: N/A
Cached Validation Code: N/A
Windows Product Key: *****-*****-W3R3K-J2VF4-JFP8W
Windows Product Key Hash: XPfxGkd+SaYWqIyXYZav/klic8c=
Windows Product ID: 76477-OEM-2111907-00111
Windows Product ID Type: 2
Windows License Type: OEM SLP
Windows OS version: 5.1.2600.2.00010300.2.0.hom

Re: "Windows Explorer has encountered a problem and needs to close"

Re: "Windows Explorer has encountered a problem and needs to close"

CSVLK Server: N/A
CSVLK PID: N/A
ID: {EBDABFA4-20C8-4138-A306-2859A3085ACE}(3)
Is Admin: Yes
TestCab: 0x0
WGA Version: Registered, 1.7.69.2
Signed By: Microsoft
Product Name: N/A
Architecture: N/A
Build lab: N/A
TTS Error: N/A
Validation Diagnostic: 025D1FF3-171-1
Resolution Status: N/A

WgaER Data-->
ThreatID(s): N/A
Version: N/A

WGA Notifications Data-->
Cached Result: 0
File Exists: Yes
Version: 1.7.18.5
WgaTray.exe Signed By: Microsoft
WgaLogon.dll Signed By: Microsoft

OGA Notifications Data-->
Cached Result: N/A, hr = 0x80070002
Version: N/A, hr = 0x80070002
WGATray.exe Signed By: Microsoft
OGAAddin.dll Signed By: N/A, hr = 0x80070002

OGA Data-->
Office Status: 100 Genuine
Microsoft Office Professional Edition 2003 - 100 Genuine
OGA Version: Registered, 1.6.21.0
Signed By: Microsoft
Office Diagnostics:
77F760FE-153-80070002_7E90FEE8-175-80070002_77F760FE-153-80070002_7E90FEE8-175-80070002

Browser Data-->
Proxy settings: N/A
User Agent: Mozilla/4.0 (compatible; MSIE 6.0; Win32)
Default Browser: C:\Program Files\Internet Explorer\iexplore.exe
Download signed ActiveX controls: Prompt
Download unsigned ActiveX controls: Disabled
Run ActiveX controls and plug-ins: Allowed
Initialize and script ActiveX controls not marked as safe: Disabled
Allow scripting of Internet Explorer Webbrowser control: Disabled
Active scripting: Allowed
Script ActiveX controls marked as safe for scripting: Allowed

Re: "Windows Explorer has encountered a problem and needs to close"

Re: "Windows Explorer has encountered a problem and needs to close"

File Scan Data-->

File Mismatch: C:\WINDOWS\system32\winlogon.exe[5.1.2600.2180]
File Mismatch: C:\WINDOWS\system32\licdll.dll[5.1.2600.2180]
File Mismatch: C:\WINDOWS\system32\ntoskrnl.exe[5.1.2600.3093]
File Mismatch: C:\WINDOWS\system32\ntdll.dll[5.1.2600.2180]
File Mismatch: C:\WINDOWS\system32\kernel32.dll[5.1.2600.3119]
File Mismatch: C:\WINDOWS\system32\crypt32.dll[5.131.2600.2180]
File Mismatch: C:\WINDOWS\system32\advapi32.dll[5.1.2600.2180]
File Mismatch: C:\WINDOWS\system32\setupapi.dll[5.1.2600.2180]
File Mismatch: C:\WINDOWS\system32\oembios.bin[hr = 0x80070714]
File Mismatch: C:\WINDOWS\system32\oembios.dat[hr = 0x80070714]
File Mismatch: C:\WINDOWS\system32\oembios.sig[hr = 0x80070714]
File Mismatch: C:\WINDOWS\system32\syssetup.dll[hr = 0x80070715]

Other data-->

Office Details:

<GenuineResults><MachineData><UGUID>{EBDABFA4-20C8-4138-A306-2859A3085ACE}</UGUID>
M115</Model></SYSTEM><BIOS><Manufacturer>Phoenix Technologies
LTD</Manufacturer><Version>1.00 </Version><SMBIOSVersion major="2"
minor="4"/><Date>20060824000000.000000+000</Date><SLPBIOS>TOSHIBA,TOSHIBA,TOSHIBA,TOSHIBA,
Standard
Time(GMT-06:00)</TimeZone><iJoin>0</iJoin><SBID><stat>2</stat><msppid></msppid><name>Toshiba
<Software><Office><Result>100</Result><Products><Product
GUID="{90110409-6000-11D3-8CFE-0150048383C9}"><LegitResult>100</LegitResult><Name>Microso
Office Professional Edition
2003</Name><Ver>11</Ver><Val>598FA83E916FD00</Val><Hash>qArAD4FTzsL2+N71nao6cmO+pT0-
Id="15" Version="11" Result="100"/><App Id="16" Version="11"
Result="100"/><App Id="18" Version="11" Result="100"/><App Id="19"
Version="11" Result="100"/><App Id="1A" Version="11" Result="100"/><App
Id="1B" Version="11" Result="100"/><App Id="44" Version="11"
Result="100"/></Applications></Office></Software></GenuineResults>