

## Re: explorer.exe closes and restarts (a circulus viciosus)

**Source:**

[http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help\\_and\\_support/2004-10/7307.html](http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2004-10/7307.html)

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**From:** Dana Brash (*dbrash\_at\_gmail.com*)

**Date:** 10/21/04

Date: Fri, 22 Oct 2004 00:36:55 +0800

Hello Jim,

We solved this for another user (See the posts titled: "explorer starts and stops over and over at startup" dated 10/17/2004)

Here is the solution from that thread:

1. Boot into Safe Mode
2. Open Task manager by pressing CTRL+SHIFT+ESC
3. In Task Manager select File > New Task (Run...)
4. type "cmd" (no quotes) and hit enter to open a command prompt
5. navigate to your %windir% directory (probably c:\windows\)
6. Use this command from the %windir% directory: dir spuninst.exe /s
7. Look for this entry:

Directory of C:\WINDOWS\NtUninstallKB834707\$\spuninst

09/20/2004 04:50 AM 169,984 spuninst.exe  
1 File(s) 169,984 bytes

8. Navigate to the correct folder by entering:

```
C:>cd C:\WINDOWS\NtUninstallKB834707$\spuninst
```

9. You will be prompted with:

```
C:\WINDOWS\NtUninstallKB834707$\spuninst>
```

10. type "spuninst" (without the quotes) so that it will now look like:

```
C:\WINDOWS\NtUninstallKB834707$\spuninst>spuninst
```

11. Click 'next' at the dialog box to confirm uninstalling the patch.

12. reboot

I do NOT recommend continuing to run without this patch. There is (most

likely) a problem somewhere else, and I think the best next step is to figure out how to make this patch work for you.

I'd start with a thorough virus scan, general system maintenance (kill temp internet files, cookies, that annoying bit of software you've been meaning to get rid of for the past few weeks but haven't gotten to, etc), defrag (twice ~~ not a fix, but definitely beneficial), make sure Office is updated, make sure anti-virus is updated, etc. etc.... It seems some people had other problems with this patch that were related to running Zone Alarm and the Windows based firewall at the same time. I don't know what your situation is...

After a good bit of housecleaning, I'd apply the cumulative patch again. Now that you know how to kill it, it's not a problem if it breaks again. If it works then great, if it does break again, then try each included update individually. This process would be a wonderful contribution to the community so that we could (hopefully) nail down EXACTLY which fix is breaking your systems. Those updates can be found from the links in this article: <http://support.microsoft.com/?kbid=834707>

Please let me know if these steps allow you to regain controll of your system.

If they do not, then perhaps your dead chicken dripped some blood into the circuitry and you will need to do some more praying. I hear melted candle wax does wonders for transistors and silicon...

;~)

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HTH,

=d=

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"Jim Hernandez" <jb00@earthlink.net> wrote in message

news:%23hoATA3tEHA.2596@TK2MSFTNGP15.phx.gbl...

>I have a machine (Win XP Pro SC 2) with this same issue. At least I believe

>it is the same issue. This system keeps starting and stopping explorer.exe

>over and over in regular and safe mode as well. All attempts, so far, to

>stop this have failed. Just incase this machine's details are any

>different, here they are.

>

> 1. The machine seems to boot normally to the login screen.

> 2. Login seems to start normally.

> 3. Explorer.exe starts and startup programs begin loading.

> 4. Explorer.exe quits, dies or somehow stops as if I had terminated it's

> process. This occurs before the startup programs have completely loaded.

> No error message is given.

> 5. Explorer.exe tries to start again. In about 3-5 seconds, it repeats 4.

>

> So far I have (not in any particular order):

> 1. Run several registry cleaners (Norton Windoctor, System mechanic).

> 2. Played around with

> HKEY\_LOCAL\_MACHINE\Microsoft\Windows\CurrentVerson\policies\Explorer key

> UseDesktopIniCache (using value 0 or 1 or no key at all)

> 3. Ad-Aware, Spybot S&D (various seemingly nonrelated fixes)

> 4. AVG and Norton Antivirus (nothing found)

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> 5. CHKDSK /R (recovery console, booted from cd)
> 6. Prayer. The Universe laughed at me.
> 7. Waving a dead chicken over the possessed machine.
> 8. Disk defrag (sometimes this can fix some weird problems, not
> recommended though. At least I wouldn't suggest this as a fixer.)
> 9. sfc /scannow
> 10. Uninstall various patches.
>
> Has anyone figured this out yet? I have seen this problem in several
> places but I have seen no posted solution.
>
> Regards. If there is any suggestions, please post it here.
>
> Thanks.
>
> "TheSurgeon" <TheSurgeonB_REMOVE@hotmail.com> wrote in message
> news:enZNigRtEHA.2660@TK2MSFTNGP12.phx.gbl...
>> Hi, I have installed three updates (which???) after SP2 and after reboot,
>> explorer opnes and closes fater 2-3 seconds continuously. I can't get
>> System Restore working. In safe mode, the same thing happens.
>> What can I do instead of watching an ever oscillating explorer screen or
>> reinstalling windows? Is there a way to activate system restore from DOS?
>> Thank you.
>>
>> Sumer Yamaner
>>
>
>
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