

RE: Windows Picture and Fax Viewer file selection

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2005-07/msg03216.htm

- *From:* "Adrastos" <Adrastos@xxxxxxxxxxxxxxxx>
 - *Date:* Mon, 11 Jul 2005 16:56:04 -0700
-

Tom,

I've found that if I use Windows Explorer and right-click on a photo and then "Open With" Photo and Fax Viewer, I get the problem behavior (files outside the selected range get loaded). This happens whether Photo and Fax Viewer is the default app for the photo file or not, and I've replicated on a couple different machines. Let me know if you get the same results. Thanks in advance!

"Tom Che [MSFT]" wrote:

- > Hi Adrastos,
- >
- > Thanks for your response.
- >
- > If you have any updates or need any further assistance on this issue,
- > please feel free to let me know. I am glad to be of assistance. :-)
- >
- > Have a nice day!
- >
- > Sincerely,
- > Tom Che
- >
- > Microsoft Online Partner Support
- > Get Secure! – www.microsoft.com/security
- > =====
- > When responding to posts, please "Reply to Group" via your newsreader so
- > that others may learn and benefit from your issue.
- > =====
- > This posting is provided "AS IS" with no warranties, and confers no rights.
- >
- > -----
- >>Thread-Topic: Windows Picture and Fax Viewer file selection
- >>thread-index: AcWDHP/toBXCgfqdSoq7KkocMcrAvA==
- >>X-WBnr-Posting-Host: 192.156.27.34
- >>From: "=?Utf-8?B?QWRyYXN0b3M=?" <Adrastos@xxxxxxxxxxxxxxxx>
- >>References: <C55529A4-520D-4787-983D-BBA94D33445A@xxxxxxxxxxxxxxxx>

RE: Windows Picture and Fax Viewer file selection

> <0ogrfesgFHA.3936@xxxxxxxxxxxxxxxxxxxxxxxx>
>> Subject: RE: Windows Picture and Fax Viewer file selection
>> Date: Thu, 7 Jul 2005 10:55:02 -0700
>> Lines: 144
>> Message-ID: <EA62A12E-B9D7-43B2-8FA4-C9EF62E45800@xxxxxxxxxxxxxxxx>
>> MIME-Version: 1.0
>> Content-Type: text/plain;
>> charset="Utf-8"
>> Content-Transfer-Encoding: 7bit
>> X-Newsreader: Microsoft CDO for Windows 2000
>> Content-Class: urn:content-classes:message
>> Importance: normal
>> Priority: normal
>> X-MimeOLE: Produced By Microsoft MimeOLE V6.00.3790.0
>> Newsgroups: microsoft.public.windowsxp.help_and_support
>> NNTP-Posting-Host: TK2MSFTNGXA03.phx.gbl 10.40.2.250
>> Path: TK2MSFTNGXA01.phx.gbl!TK2MSFTNGXA03.phx.gbl
>> Xref: TK2MSFTNGXA01.phx.gbl
> microsoft.public.windowsxp.help_and_support:159675
>> X-Tomcat-NG: microsoft.public.windowsxp.help_and_support
>>
>> Tom,
>>
>> Thanks very much for the reply. Yes, you do understand the issue I'm
> having
>> and your tests replicate the way I tend to open a range of photo files.
> I'll
>> see if there are any other clues I can find regarding this problem and
> pass
>> that along.
>>
>>
>> "Tom Che [MSFT]" wrote:
>>
>>> Hi Adrastos,
>>>
>>> Thanks for posting here.
>>>
>>> From your post, my understanding of this issue is: Occasionally you
> select
>>> a range of photo files and open them into Windows Picture and Fax
> Viewer,
>>> but you find some photos from outside the range you selected are also
>>> loaded into the Viewer. If this is not correct, please feel free to let
> me
>>> know.
>>>
>>> I have performed a lot of research on this issue, searching in both our
>>> internal knowledge base and the Internet, but I cannot find any similar
>>> issue. Especially, this issue seems to happen randomly, and
> intermittent

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>>> problems are a real pain to isolate, so it may be very difficult to find
>>> the root cause.
>>>
>>> Furthermore, I have tested this issue on my own box as below:
>>>
>>> 1. Open a folder containing a lot of pictures in Windows Explorer.
>>>
>>> 2. Select multiple picture files with the following methods:
>>>
>>> a. Select some consecutive files, click the first item, press and hold
> down
>>> SHIFT, and then click the last item (or using mouse to drag and drop).
>>>
>>> b. Select some nonconsecutive files, press and hold down CTRL, and then
>>> click each item.
>>>
>>> 3. Open these selected files with Windows Picture and Fax Viewer with
> the
>>> following methods:
>>>
>>> a. Right click one of the selected files, and then click Preview.
>>>
>>> b. Press ENTER key directly.
>>>
>>> 4. Everything works fine – only selected files are opened and browsed by
>>> Windows Picture and Fax Viewer.
>>>
>>> I have done the same test with different picture files for several
> times,
>>> and I never encounter the issue as you mentioned during the test.
>>>
>>> So, is there any difference between your operation process and my test?
>>>
>>> Furthermore, if the issue persists, I suggest you may test this issue
> again
>>> and again in a Clean Boot environment to eliminate third-party
> interference
>>> as below:
>>> =====
>>> A clean boot will allow us to isolate any device drivers or programs
> that
>>> are loading at startup that may be causing a conflict with other device
>>> drivers or programs that are installed in your computer.
>>>
>>> 1. Click Start, click Run, type "msconfig" (without the quotation marks)
> in
>>> the Open box, and then click OK.
>>> 2. In the Startup tab, click the "Disable All" button.
>>> 3. In the Services tab, check the "Hide All Microsoft Services"
> checkbox,
>>> and then click the "Disable All" button.

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>>> 4. Click OK and restart your computer.
>>>
>>> If your issue is resolved at this point, repeat the process, but add one
>>> check back each time to the list of files listed under the "Startup" and
>>> "Services" menu until the issue reappears again, when this happens
> follow
>>> these steps:
>>>
>>> 1. Select the tab for the last file you enabled and remove the checks
> from
>>> each line in that file.
>>> 2. Click the Apply button
>>> 3. Reboot your computer and verify the issue has not reappeared.
>>> 4. Replace each check mark one line at a time.
>>> 5. Click the Apply button.
>>> 6. Reboot your computer.
>>>
>>> When the issue reappears you will then know which line or command is
>>> causing the issue.
>>>
>>> How to troubleshoot by using the System Configuration utility in Windows
> XP
>>> <http://support.microsoft.com/kb/310560>
>>>
>>> Hope this helps!
>>>
>>> Have a nice day!
>>>
>>> Sincerely,
>>> Tom Che
>>> Microsoft Online Partner Support
>>> Get Secure! – www.microsoft.com/security
>>>
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>>> >thread-index: AcWCT+y5amERGcNzQPmNbGyBWp2hrg==
>>> >X-WBNR-Posting-Host: 192.156.27.34
>>> >From: "=?Utf-8?B?QWRyYXN0b3M=?" <Adrastos@xxxxxxxxxxxxxx>
>>> >Subject: Windows Picture and Fax Viewer file selection
>>> >Date: Wed, 6 Jul 2005 10:27:03 -0700
>>> >Lines: 11
>>> >Message-ID: <C55529A4-520D-4787-983D-BBA94D33445A@xxxxxxxxxxxxxx>
>>> >MIME-Version: 1.0
>>> >Content-Type: text/plain;

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◇ *From:* Adrastos

◆ ***RE: Windows Picture and Fax Viewer file selection***

◇ *From:* Tom Che [MSFT]

- Prev by Date: ***RE: Outlook Nuisance***
- Next by Date: ***Re: Windows update problem***
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