

RE: IE Explorer error when viewing jpg

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http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2006-08/msg05055.htm

- *From:* Nancy A <NancyA@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Tue, 29 Aug 2006 06:44:01 -0700
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"nass" wrote:

"Nancy A" wrote:

I am unable to view the items in a folder which contains several jpg files. Explorer begins to open the folder then shuts down with the message explorer has encountered a problem we are sorry for the inconvenience.

The error log shows the following:
Faulting application explorer.exe, version 6.0.2900.2180, faulting module ntdll.dll, version 5.1.2600.2180, fault address 0x0003426d.

I was able to copy the folder to a thumb drive and could view it on my laptop without any problems, so I don't believe it's a corrupted file.

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Nancy A

Hi Nancy,
Open Command Run and type the following;
sfc /scannow click Ok or Hit enter and get your XPCD handy to put in the CD Rom if needed, the scannow will fix and damaged files/folders.
HTH.
Please let us know.
Regards,
nass

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Thanks. I did as you suggested, but still received the message telling me explorer has encountered a problem and needs to shut down. This time I have the following details:

AppName: explorer.exe
AppVer: 6.0.2900.2180
ModName 0.0.0.0
Offset 00000000

Sending the error report gave me a crash analysis report suggesting the following:

Possible Virus Infection (I'm running McAfee and a scan of the drive did not find anything)

Corrupted media file or files (I copied the folder and am able to view it without any problems on my laptop)

Corrupted audio or video codex being installed

Could you offer suggestions on how to determine if the last item is my problem?

Thanks again for your help.

Nancy A

Hi Nancy,

Try to go through your McAfee Options (i.e Block pop-up, block ads...) in the Privacy Service and check that McAfee not treating your jpg as Spam and blocking them from Display, also disable McAfee Fishing Filter in IE Properties, by clicking on the Programs Tab and click on Manage Add-Ins, locate the Add-Ins for McAfee titled *McAfee Fishing Filter* and Click/check Disable Radio Button and Click Ok to confirm your Settings.

Click on Advanced Tab and scroll down to MultiMedia and check the options for Displaying Images. and Click Ok to close and reboot your Machine.

HTH.

Please let us know.

Regards,

nass

I apologize for not replying sooner and I want to thank you for your help. I tried these suggestions, but several of them did not apply since I'm only using the Virus Scanner portion of McAfee. I did however disable my pop-up blocker and I also disabled all add-ins in IE.

I removed the problem directory and recopied the images, only to find that the problem was still there despite the fact that I could work with all the images on my laptop. At that point I decided to try to repair windows, which was only resulted in additional errors. Another person suggested deleting the

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ntdll.dll file but I was unable to access the file even through the command prompt.

So... long story short, I reloaded windows and most of my programs and everything appears to be working fine now.

Thank you for your suggestions, I sincerely appreciate the help.

Nancy A

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