

Re: Explorer has encountered a problem....

Re: Explorer has encountered a problem....

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2007-05/msg02219.htm

- *From:* Paul Johnson <johnson46@xxxxxxxxxxxxxxxxxxxx>
 - *Date:* Mon, 21 May 2007 11:23:17 GMT
-

Hi Nass,

"Faulting application drwtsn32.exe, version 5.1.2600.0, faulting module dbghelp.dll, version 5.1.2600.2180, fault address 0x0001295d.

For more information, see Help and Support Center at <http://go.microsoft.com/fwlink/events.asp>.

I don't know what this Dr Watson program is. The error comes up just after the explorer error. I assumed it is part of windows XP error reporting.

I use firefox.

AVG anti virus

Spybot.

router firewall

All scans report the computer is malware and virus free.

Once gain, thanks for the help.

Paul

nass wrote:

Hi Paul.

Well, there is should be an error pattern been logged in the Event Viewer can shed some light on the causer or the Application causing it.

Try to view the Event Viewer by doing this:

Open a run command and type in:

eventvwr.msc click [OK] on the event viewer double click the Error Message(X) to get info about it and also you can copy and past the exact wording in your next post for us to have a look and troubleshoot.

Also tell us what browser you are using, protection software and is your machine is clean from malware/viruses, back up your data while you are able to see/log into your computer you may need to perform a Repair/Install or clean Install of the Operating system.

How to perform Repair/Install of XP:

<http://www.michaelstevestech.com/XPrepairinstall.htm> HTH.

nass

===

www.nasstec.co.uk

"Paul Johnson" wrote:

Re: Explorer has encountered a problem....

Thanks for your time.

I have done all that you suggest, including a restore to an earlier time. Nothing seems to work. Intrestingly this "explorer" error comes up when right clicking on the desk top, or in a window clicking on file. I don't use internet explorer. I have still to try the memory test, as I haven't quite worked out how to run it.

Thanks again.

Paul

nass wrote:

"Paul Johnson" wrote:

Hi, thanks for reading this. Can you help?

I have recently re instaled XP, including service pack 2, on my pc. having brought a new hard drive. My hardware is all working properly, and acording to AVG I am virus free.

For no reason, this morning whenever I right click I get a crash with the message "Windows explorer has encountered a problem, and needs to shut down." It also happens when I try to click "file" in any window.

Any ideas?

Thanks for your time.

Paul

Hi Paul,

"Explorer Has Encountered an Error and Needs to Close" Error Message When you Start Windows XP
<http://support.microsoft.com/kb/822797>

"Iexplore.exe has encountered a problem and needs to close" error message when you try to start Internet Explorer
<http://support.microsoft.com/kb/831432>

Re: Explorer has encountered a problem....

Error message when you start Internet Explorer in Windows XP: "Microsoft Internet Explorer has encountered a problem and needs to close. We are sorry for the inconvenience"
<http://support.microsoft.com/kb/921470>

You receive a "Microsoft Internet Explorer has encountered a problem and needs to close"
<http://support.microsoft.com/kb/293623/>

You receive an "Internet Explorer has encountered a problem and needs to close (Mshtml.dll)" error message
<http://support.microsoft.com/kb/810887>

Open a run command and type in:
sfc /scannow click [OK] get your XP CD handy.

1... First, try to clean up your caches, Internet files and delete cookies

by doing this:

Click Start >> Control Panel >> Double click Network and Internet

Connections >> Double click Internet Options.

On the IE properties windows you will see these Tabs:

General | Security | Privacy | Content | Connections |

Programs |

Advanced

Under General Tab clear your History, Internet Files and Cookies.

Then click on Advanced tab and scroll down to under the Browsing Option:

[&] Browsing

[] Enable Third-Party browser extensions (Req Rest)

uncheck this box.

Then click on Programs Tab and click Manage Add-Ons and Disable all non

Verified Add-Ons (You should Renable them later

one-by-one and see the

culprit and update it or remove it.

How to manage Add-Ons:

<http://support.microsoft.com/kb/883256>

2... You need to be sure your system is clean from malwares and Viruses by

scanning for them

Scan for malwares from here:

http://www.lavasoft.com/products/ad-aware_se_personal.php

<http://www.safer-networking.org> ; for Spybot S&D

=How to perform a clean boot procedure to prevent background programs from

Re: Explorer has encountered a problem....

[interfering with a game or a program that you currently use
http://support.microsoft.com/kb/331796](http://support.microsoft.com/kb/331796)

3... You may have a bad RAM try to test your RAM by
running Memtest by
downloading this tool and unzip it and make a floppy or
CD/DVD and run it on

Reboot.

<http://www.memtest86.com/>

You may need to reposition/reset the RAM sticks in their
slots.

HTH.

Let us know.

Regards,

nass

www.nasstec.co.uk