

Re: Explorer has encountered a problem....

## Re: Explorer has encountered a problem....

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*Source:*

[http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help\\_and\\_support/2007-05/msg02227.htm](http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2007-05/msg02227.htm)

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- *From:* paul johnson <[johnson46@xxxxxxxxxxxxxxxxxxxx](mailto:johnson46@xxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Mon, 21 May 2007 12:40:42 GMT
- 

Thanks for the reply

No, I don't have any download managers installed at all, and I don't have any software that uses SQL server as far as I know. I'm thinking it maybe a problem with explorer.exe? Because when I rightclick in a web-browser, it doesn't cause the problem...it's just when I rightclick on the desktop or within a folder that it crashes.

Paul

nass wrote:

Hi Paul,

Do you have free Download Manager installed?.

I'm not sure if that apply to you but read it:

<http://www.ca.com/us/securityadvisor/pest/pest.aspx?id=453096362>

<http://www.bleepingcomputer.com/forums/topic34904.html> <Quote from:

www.liutilities.com>

dbghelp.dll: Windows Image Helper

dbghelp.dll is a module that contains functions used for the symbol engine and for the symbol and module enumeration

</Quote>

PRB: SymGetSymFromAddr Fails with Error 487

<http://support.microsoft.com/kb/189780>

FIX: An access violation may occur when you try to run a Transact-SQL query in SQL Server 2000

<http://support.microsoft.com/kb/909089/>

User Mode Process Dumper Version 8.1

<http://www.microsoft.com/downloads/details.aspx?FamilyID=E089CA41-6A87-40C8-BF69-28AC08570B7>

DBGHELP.DLL

<http://www-1.ibm.com/support/docview.wss?uid=swg21178889>

It should be located in here:

C:\Program Files\Debugging

Imagehlp.dll and DBGHELP.dll files

C:\Windows\System32

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Download this tool to see in real time the running program that causing this issue. Autoruns for Windows v8.61

<http://www.microsoft.com/technet/sysinternals/utilities/Autoruns.mspix>

Process Monitor v1.12

By Mark Russinovich and Bryce Cogswell

<http://www.microsoft.com/technet/sysinternals/FileAndDisk/processmonitor.mspix>

FileMon for Windows v7.04

By Mark Russinovich and Bryce Cogswell

<http://www.microsoft.com/technet/sysinternals/FileAndDisk/Filemon.mspix>

It is real still unclear as the Dr Watson is a reporting error tool not the problem itself, it could be a memory leak or a corrupt application from the one you have installed on your system. Do you have any software that use SQL server like windows accounting 2007?.

HTH.

nass

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"Paul Johnson" wrote:

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.

rooter firewall

All scans report the computer is malware and virus free.

Once gain, thanks for the help.

Paul

nass wrote:

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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.michaelstevensstech.com/XPrepairinstall.htm>

HTH.

nass

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[www.nasstec.co.uk](http://www.nasstec.co.uk)

"Paul Johnson" wrote:

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

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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.

Re: Explorer has encountered a problem....

"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>

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 Taps:

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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.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  
interfering with a game or a  
program that you currently  
use

<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.

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

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

HTH.

Let us know.

Regards,

nass

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