

# explorer and Windows Explorer will not open

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Hi,

A friend's computer will not open Internet Explorer or Windows Explorer. There is no error message. The hourglass comes up, then disappears. He is running XP, but I don't know if it is home version or professional. I think it has SP2 on it. The machine is probably 8 years old.

It was working fine, then he turned it off for a week. The machine loaded some MacAfee and Windows Updates when he turned it on. Will a system restore work?

I had him go to: Start – Run then typing in – 'iexplore about:blank' He got a message that iexplore could not be found or something like that.

I also tried opening internet explorer without add-ons, going to Start – All Programs – Accessories – System Tools – Internet Explorer (No Add-ons), but the option for No Add-ons was not there. He only had Internet Explorer in there and it did not open.

I tried to search for the ie.inf file using Start – Search, but the search window did not open.

I tried to Open Windows Explorer from Start – All Programs – Accessories – Windows Explorer, but it did not open and no error message. I also tried the keyboard command of "Windows+E" with the same result.

His Outlook Express is still woking and he is able to get his messages off the Internet Service Provider's Server.

He called his ISP and they had him run something that asked for the XP Home Edition CD. He got the machine from a friend and does not have the CD. I have a Windows Professional XP CD. Will the professional one work?

Sorry for the lengthy post. I know enough not to play with the registry or rename files randomly.

Any help or suggestions would be greatly appreciated.

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Thank you,  
Wendy