

microsoft.public.windowsxp.network_web: msnsvr32.exe has encountered a problem

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Everytime I reboot my PC (Dell – running Windows XP) I get the 'msnsvr32.exe has had a problem, do you want to report it' error message.

Not to be frustrated with Microsoft at all, but, they have recommended – first – to check every file in my startup folder to see what file causes the message. Amazingly, it is the 'msnsvr32.exe' file that is causing it. No other file in the startup folder had a problem.

Then, Microsoft suggested running a virus scan and a spyglass program to fix the problem – the PC must have a virus. (\$80 later after buying the McAfee Internet security Suite – which didn't help). One file in 'MY Documents' had a problem – I quarantened that and rebooted....the 'msnsvr32.exe' issue is still present.

I have removed the McAfee Internet Security Suite since that caused other issues. I have removed by MSN Network Broadband software – just on the chance that would help.

If anyone could give me an idea of other areas to look at I would be deeply indebted. If not, writing this has helped relieve some of the frustration!