

Windows Explorer Application Error

Source:

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- *From:* Jim <Jim@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Fri, 28 Mar 2008 08:17:01 -0700
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I have a Dell Dimension 4550 desktop computer, Windows XP Home with SP-2 and all Microsoft updates installed, 768MB of RAM. No viruses that I know about. I run AVG anti-spyware, AdAware, SpybotS&D, CWS shredder, Spyware Doctor, and Zone Alarm (free version). I keep them updated daily or as often as the companies release updates. I scan daily and so far, so good.

All this started about a week ago. I'm not sure what is causing all this, but whenever I plug a USB flash drive into either of the two USB ports on the front of my computer, or into the one USB port open on the back of my computer, or if I put a CD or DVD in either of my optical drives, the computer will respond with either of two error messages.

Here they are:

[first error message]

explorer.exe – Application Error

The instruction at "0x7c910f29" referenced memory at "0x00000000". The memory could not be "read".

Click on OK to terminate the program

Click on CANCEL to debug the program

OK (button) CANCEL (button)

If I click on OK, the error message goes away, I'm back to my desktop, all my desktop icons briefly disappear, then re-appear, and my computer seemingly returns to normal. Except I still cannot use any USB port or optical drive.

If I click on CANCEL, I get another error message, which reads this way:

Error Signature

AppName: explorer.exe

AppVer: 6.0.2900.3156

ModName: ntdll.dll

ModVer: 5.1.2600.2180

Offset: 00011e58

No button appear on this box. I have to use the Ctrl-Alt-Del to bring up the Task Manager to box this box, then restart my computer. When the computer restarts, I still cannot use any USB ports or optical drives.

I have run the built-in defragger and the error-checker. Both work normally

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and the error-checker does not report any problems.

I thought I may have a bad or failed memory card, so I ran the Microsoft Windows Memory Diagnostic (<http://oca.microsoft.com/en/windiag.asp>). I ran it overnight and it came back with "no errors".

Here is the second error message:

Windows Explorer

Windows Explorer has encountered a problem and needs to close. We are sorry for the inconvenience.

If you were in the middle of something, the information you were working on might be lost.

For more information about this error, click here.

DEBUG (button) CLOSE (button)

If I click on the CLOSE button, I'm back to the desktop and the disappearing and re-appearing icons. If I click on the DEBUG button, I get a box with the same information as you can read above (AppName, AppVer, etc), except at the bottom of this box is this:

To view technical information about the error report, click here.

CLOSE (button)

When I click there, I get a larger box full of random numbers and letters.

When I close that box, if I wait for a moment or two, I get THIS box:

DrWatson Postmortem Debugger

DrWatson Postmortem Debugger has encountered a problem and needs to close.

We are sorry for the inconvenience.

DEBUG (button) CLOSE (button)

The CLOSE button takes me back to the desktop. The DEBUG button shows me another error signature box, which looks like this:

Error Signature

Event Type: BEX

P1: drwatson32.exe

P2: 5.1.2600.0

P3: 3b7d84a2

P4: dbghelp.dll

P5: 5.1.2600.2180

P6: 4110969a

P7: 0001295d

P8: c0000409

P9: 00000000

You folks can imagine how long it took me to write all this down while reading it from my screen!

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I thank you for reading all this, and would be grateful for any and all advice which would lead to resolving this problem.

Thank you.

Jim

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