

## Re: Help!

**Source:**

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6.browser/2004-09/0480.htm>

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**From:** mark (*mark\_at\_discussions.microsoft.com*)

**Date:** 09/02/04

Date: Wed, 1 Sep 2004 17:19:06 -0700

Hi Elizabeth,

thanks for the response. I'm using Windows 98. Well, if I totally screwed up the operating system...ce la vie. My next idea was to reinstall the OS, so I was headed there anyway. If I hadn't deleted the explorer file, was there an easy answer to the problem of an explorer.exe fault?

thanks,  
Mark

"Elizabeth Chubbuck" wrote:

- > *You make no mention of what operating system you are running. If you went*
- > *into DOS and deleted the entire IE folder you have probably corrupted your*
- > *system. You cannot just delete files via DOS and expect to not mess up your*
- > *operating system. Unless you know specifically what you are doing, you*
- > *should always remove an application via Add/Remove Programs, or its own*
- > *Uninstall file if the program has one.*
- >
- > *I would now run a reinstall of your Operating system. You do not need to*
- > *reformat your harddrive so that any files that you have saved will remain*
- > *intact but any missing or corrupt files will be replaced. . If you are*
- > *worried about losing files try to back up data onto floppy disks, or cds if*
- > *possible via DOS if thats the only way you can currently access them.*
- > *Many files the operating system shares so if you delete them for Internet*
- > *Explorer you have probably deleted some files the operating system needs but*
- > *it creates an error in explorer.exe. (Explorer.exe is not from Internet*
- > *Explorer, its a system file that displays that which you call a desktop, so*
- > *deleting IE is not going to stop the issue of an explorer.exe crash).*
- >
- > *Thanks, sorry this is probably your only option due to the deletion of*
- > *required system files*
- > --
- > *Elizabeth Chubbuck [MSFT]*
- >
- > *This posting is provided "AS IS" with no warranties, and confers no rights.*
- > *"mark" <mark@discussions.microsoft.com> wrote in message*

> news:5A305ADA-DCD7-4540-8617-FED389DFD460@microsoft.com...  
> > Hi,  
> >  
> > I posted this message on 8/30 but haven't gotten any responses. I'm really  
> > hoping that someone can help me with this.  
> >  
> > I am getting an 'invalid page fault' message when I boot up the computer.  
> > Once I close that 'invalid page fault' dialog box absolutely NOTHING comes  
> > up  
> > on the screen, so in effect I can't access anything on the computer.  
> >  
> > I am able to get in to dos mode using a Norton Works emergency disk. I  
> > used  
> > Norton and did a full scan which pulled up no viruses. I then went ahead  
> > and  
> > deleted the entire internet explorer file, hoping that this would solve  
> > the  
> > problem. But it hasn't. I assume that this is some kind of adware/malware  
> > problem. I have Ad-aware on the machine but I'm not sure whether or not  
> > that  
> > runs in dos mode.  
> >  
> > The error message is as follows:  
> >  
> > Explorer caused an invalid page fault in module explorer.exe at  
> > 017f:00401f31  
> >  
> > Registers  
> >  
> > EAX=00000000 CS=017f EIP=00401f31 EFLGS=00010246  
> > EBX=00000001 SS=0187 ESP=00c2feec EBP=00c2fef4  
> > ECX=c17b75f0 DS=0187 ESI=00000000 FS=2f0f  
> > EDX=00c2fefc ES=0187 EDI=00000000 GS=0000  
> >  
> > Bytes at CS : EIP :  
> >  
> > 8b 08 50 ff 11 8b 45 08 50 8b 08 ff 51 08 8b 45  
> >  
> > Stack Dump:  
> >  
> > 00401ee0 00c2fefc 00c2ff34 00405cac 00000000  
> > 00000000 00000000 00000001 00404436 00000000  
> > 0059fc0c 00000001 00000000 00000000 00000000  
> > 00000000  
> >  
> > thanks so much for your help,  
> > Mark  
> >  
>  
>  
>