

## RESEND: SP2 first incompatibility: DivX

*Source:* <http://www.derkeiler.com/Mailing-Lists/NT-Bugtraq/2004-08/0035.html>

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**Date:** 08/13/04

Date: Fri, 13 Aug 2004 02:28:42 +0200  
To: NTBUGTRAQ@LISTSERV.NTBUGTRAQ.COM

(Re-)bonjour Olivier & hello (again) to all list members,

> -> *SP2 add shortcut...*  
> -> *Trying to delete it : 'explorer.exe - Application Error'...*  
> -> *From the event viewer :*  
> *'Application popup: explorer.exe - Application Error : The*  
> *instruction at "0x01f9415b" referenced memory at "0x00000000". The*  
> *memory could not be "written".'*  
  
> (... deleting from registry this key :  
> [*HKEY\_CLASSES\_ROOT\\*\shellex\ContextMenuHandlers\EncodeDivXExt*])  
> => *System seems to work like a charm.*

This is an *\*old\** problem — incompatible Windows shell extensions crash the Explorer shell and produce "The memory could not be 'written'" errors when either searching for files or right-clicking on icons.

I've seen it with HiJaak Express 4.5.025 under W2K RTM — the problems were mitigated either by uninstalling HiJaak's myriad shell extensions or by installing SP2. I've also seen it with Laurent Berger's "Date & Time Shell Extension v1.41" under W2K SP4 and the problem cleared up with reinstallation of the previous version (1.3) of that shell extension.

Solving such problems is particularly difficult because they're not documented anywhere. It took me *\*weeks\** to identify the HiJaak bug. I couldn't figure out what was provoking the Explorer crashes or, at the time, where to look. I finally found the answer in the software company's user forum.

The point to remember is that whenever Explorer starts crashing with "memory could not be 'written'" errors, typically when an icon is right-clicked or a search is performed, think "shell extensions" and remove or disable them, one by one, until the culprit's identified.

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regards, Andy

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