

RE: Windows explorer/start menu crashes in administrator account

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From: Kyle Cui [MSFT] (kylecui@online.microsoft.com)

Date: 12/18/02

From: kylecui@online.microsoft.com (Kyle Cui [MSFT])

Date: Wed, 18 Dec 2002 17:22:30 GMT

Hi Max,

I suggest you first restart the computer in Safe Mode to see if this issue also occurs. Safe Mode is a method of starting Windows by using only default settings, which include a VGA video driver, a Microsoft mouse driver, and the minimum device drivers necessary to start the computer. To do this, please follow these steps.

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1. Restart the computer.
2. Keep pressing the F8 key until the Windows Startup menu appears.
3. Choose Safe Mode and press Enter.
4. Log on using the account which has this issue.

If the symptom does not recur when you are using Safe Mode, this means that the default settings and minimum device drivers are not causing the issue. This issue may be caused by some additional drivers or some background programs.

You need to perform a clean boot to verify which program caused this issue. In the clean boot process, you can disable all the Startup items, and then enable them one by one to isolate the program that has caused the problem. To do this, please follow the steps below.

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1. Click Start, click Run, type "msconfig" (without the quotation marks) in the Open box, and then click OK.
2. In the Startup tab, click the "Disable All" button.
3. In the Services tab, check the "Hide All Microsoft Services" checkbox, and then click the "Disable All" button.
4. Click OK and restart your computer.

After restarting your system, please check if this issue occurs again. If not, please then enable Startup items one by one to isolate the program that has caused the problem.

microsoft.public.windowsxp.security_admin: RE: Windows explorer/start menu crashes in administrator account

To exit the clean environment and return to Normal Mode, please follow these steps.

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1. Click Start, click Run, type "msconfig" (without the quotation marks) in the Open box, and then click OK.
2. On the General tab, click "Normal Startup – load all device drivers and services".
3. Click OK. Click Restart when you are prompted to restart your computer.

In addition, you may also try to create another administrative user to check if this issue occurs.

If you have any concerns, please feel free to post back.

Regards,

Kyle Cui
kylecui@online.microsoft.com
Product Support Services
Microsoft Corporation

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| From: "Max" <analystresearch2002@yahoo.com>
| Sender: "Max" <analystresearch2002@yahoo.com>
| Subject: Windows explorer/start menu crashes in administrator account
| Date: Mon, 16 Dec 2002 19:46:51 -0800
| Lines: 23
| Message-ID: <04d401c2a57e\$ef1db8c0\$d5f82ecf@TK2MSFTNGXA12>
| MIME-Version: 1.0
| Content-Type: text/plain;
| charset="iso-8859-1"
| Content-Transfer-Encoding: 7bit
| X-Newsreader: Microsoft CDO for Windows 2000
| X-MIMEOLE: Produced By Microsoft MimeOLE V5.50.4910.0300
| Thread-Index: AcKlfu8d5Izo6q2qRFeAK3IsVA8gIQ==
| Newsgroups: microsoft.public.windowsxp.security_admin
| Path: cpmsftngxa06
| Xref: cpmsftngxa06 microsoft.public.windowsxp.security_admin:39157
| NNTP-Posting-Host: TK2MSFTNGXA12 10.40.1.164
| X-Tomcat-NG: microsoft.public.windowsxp.security_admin

| Hi all,

| This appears to be a frequent problem so hopefully
| someone has a solution to it.

| Basically, whenever I boot up my administrator account
| on Win XP Home Edition, everything appears except the

RE: Windows explorer/start menu crashes in administrator account

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| start menu – if I mouse over the start menu, I get an
| hourglass (the start menu appears to have crashed). A
| few minutes later I get the usual MS Error message,
| Windows Explorer has encountered a problem. We are sorry
| for the inconvenience.

|
| I can open apps and do everything, except that if I
| click on "do not send" in the window, Win XP attempts to
| log off and log on, only to crash again.

|
| NOTE, if I log on with my guest account, the problem
| disappears. So, I suspect it has something to do my
| administrator account.

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| Please let me know if you have any suggestions for
| fixing this. Thank you.

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