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**How to fix the " Windows Explorer"
has stopped working error.**

SAGE Knowledge Base



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Contents

How to Fix Windows Explorer has stopped working error? (Solved)	4
How to Fix Windows Explorer has stopped working error? (Solved)	4
Solved Answer.....	4
What is the Causes of the "Windows Explorer has stopped working" error?	4
Method 1: Scan with a good Antivirus and Antimalware program	5
Method 2: Remove unwanted/corrupted 3rd party software's menu from the registry (Shellex -Content Menu).....	5
Method 3: Remove unwanted/corrupted software entries from Startup	7
Method 4: Remove unwanted/corrupted software services from	8
startup services.....	8
Method 5: Do update your Windows drivers, like USB drivers /	9
Network Adapter Drivers/ Wifi Drivers, etc.	9
Method 6: Check windows system file with the System File Checker (SFC)	9
Method 7: install latest Windows update	10
Method 8: Find the ".dll" or ".exe" file name & path, which one is	11
conflicting with Windows Explorer (Explorer.exe) and do	11
appropriate action on it.....	11
Method 9: Replace your computer RAM (Random Access Memory).	12

How to Fix Windows Explorer has stopped working error? (Solved)

This is a common problem for computer users, that they get the error "**Windows Explorer has stopped working**" suddenly while working on their computer, playing games, or Surfing Internet. Commonly, this error occurs in Windows XP, Vista, and Windows 7 operating systems. Sometimes this error is displayed occasionally, and sometimes this error gets displayed in a loop and stops you from doing anything. Here we will guide you step by step on how you can fix this error.



Solved Answer

What is the Causes of the "Windows Explorer has stopped working" error?

There are many behind this error. But the basic idea is that Windows releases its security updates for Windows regularly, but many people ignore them and do not install the updates on their Windows PC. So those users are more vulnerable to this error.

- Due to outdated security and the absence of good antivirus software, it is possible that your system is being infected with some virus, malware, or trojan, which can be the cause of this error.
- Due to any corrupted device driver, especially Video driver etc.
- Due to Outdated Device drivers.
- Any particular software or Game can also be the cause of this error.

Follow the following methods to fix this issue completely.

Method 1: Scan with a good Antivirus and Antimalware program

The first step to fix this issue is to immediately scan with a good antivirus and malware software that is updated with the latest updates. You can use the HitmanPro or Malwarebytes Anti-Malware program to scan for any malware, and to scan for viruses, use the Norton Antivirus or any other reputable antivirus software. Hopefully, it will resolve your issue. If yes, then buy a good anti-malware and antivirus program for your computer to keep it protected in the future.

- Run an windows repair tool ComboFix
- HitmanPro
- Malwarebytes
- Norton Antivirus

Method 2: Remove unwanted/corrupted 3rd party software's menu from the registry (Shellex -Content Menu).

Most of the cases of the "**Windows Explorer has stopped working**" issue occur due to **corrupted shell extensions**. Some 3rd party software got corrupted suddenly, anyhow. And after this corrupted shellex menu conflicts with explorer.exe, and occurs this error message "Windows Explorer has stopped working". Follow the following steps to remove these corrupted menus.

- Click on the Start menu and click on the search bar or RUN.
- Type "regedit" in the search bar. If you have Windows XP, then you can do this in run box.
- Click on found regedit.exe. After clicking, it will prompt you for authorization. Click on yes to start it.
- Click on the arrow of HKEY_CLASSES_ROOT (expand it)
- Then click on the arrow of (expand it)
- Click on the arrow of shellex (expand it)
- Click on the arrow of ContextMenuHandlers (expand it). The complete path is:

HKEY CLASSES ROOT\ •\shellx\ ContextMenuHandlers

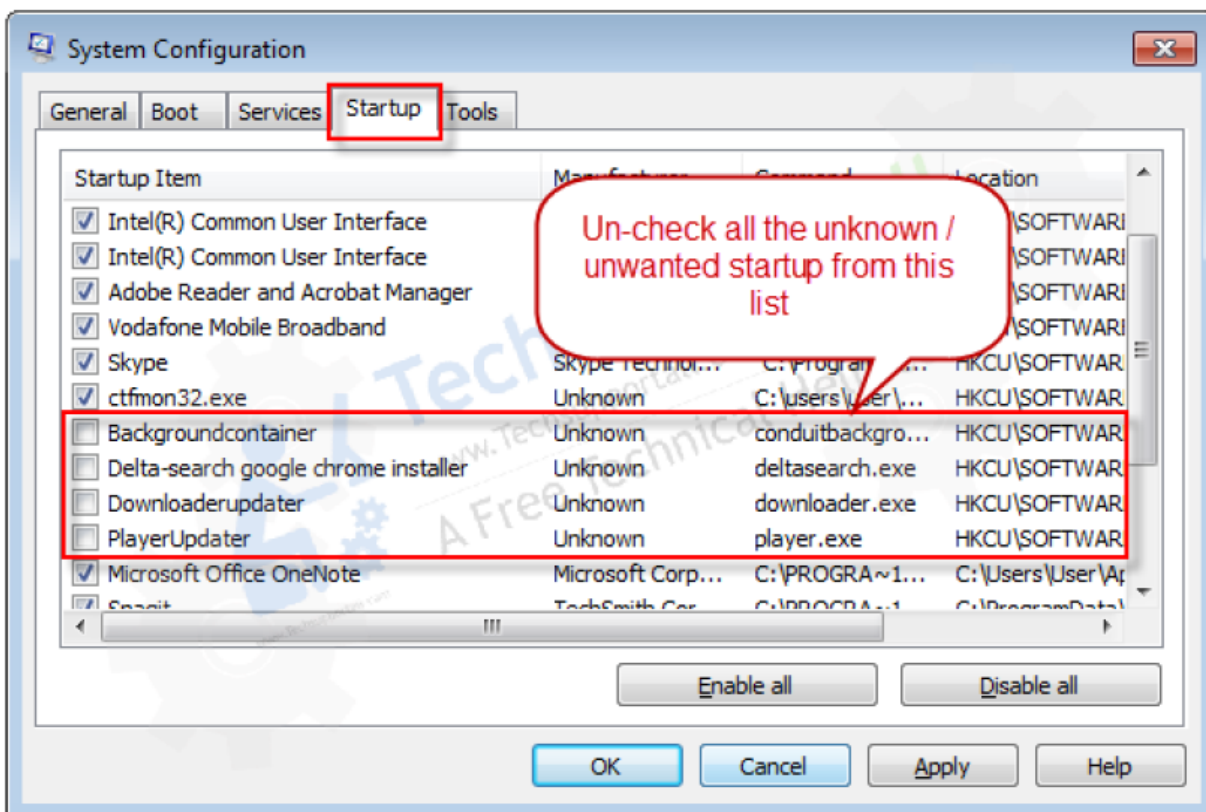
- Under ContextMenuHandlers you'll see lots of keys. Remove the following keys
 - 7-zip
 - WinRAR
 - winrar32
 - WinZip
 - Demon Tool
 - Daemon
 - Advanced system care

- And remove other unwanted / corrupted 3rd party software keys. Q. To remove keys, click on the right and click on delete.

- Reboot your computer after doing this.

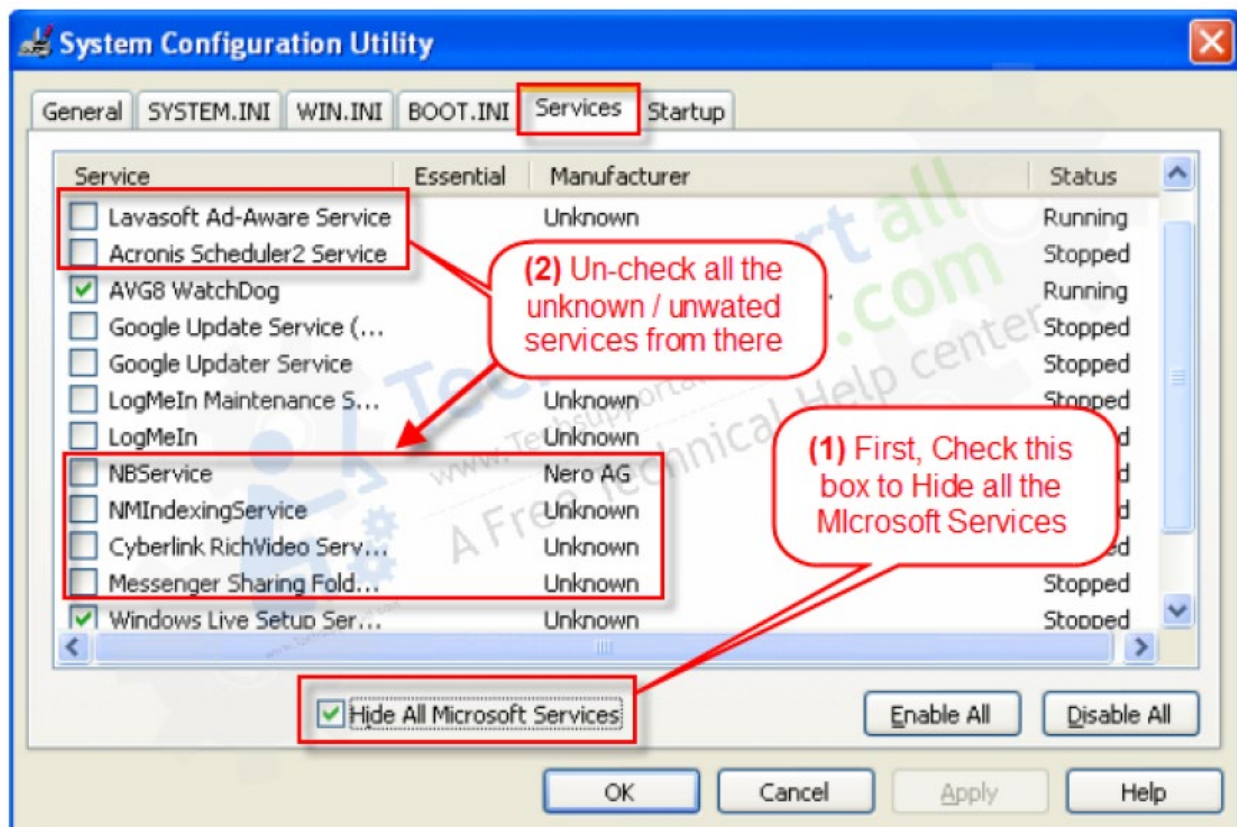
Method 3: Remove unwanted/corrupted software entries from Startup

- First, we preferred to perform all the following steps in safe mode. So please start your computer in safe mode and follow these steps.
- Press "Windows key - R" key (Flag sign key + R), you will get the Run box, then type "MSCONFIG into the run box, then click on OK. You'll get a msconfig window.
- In the msconfig window, click on the Startup tab, you'll get all the startup entries, so look at the list and then uncheck the entries that contain unwanted software. Also, uncheck all the other entries that you found unwanted (You can uncheck all the 3rd party programs from here for the time being). Then click on OK to apply all the changes.



Method 4: Remove unwanted/corrupted software services from startup services

- Press "Windows key + R" (Flag sign key + R), you will get the Run box, then type "MSCONFIG" into the run box, then click on **OK** You'll get a msconfig window.
- In the msconfig window, click on the Services tab, where you'll get all the start -up services list, click on "Hide Windows Services", and all the Windows-related services will be hidden. Now it only displays the 3rd party installed services. Now look at the list and then uncheck the service that has unwanted and corrupted software. Also, uncheck all the unknown/unwanted services. Then click on OK to apply all the changes.



Method 5: Do update your Windows drivers, like USB drivers / Network Adapter Drivers/ Wifi Drivers, etc.

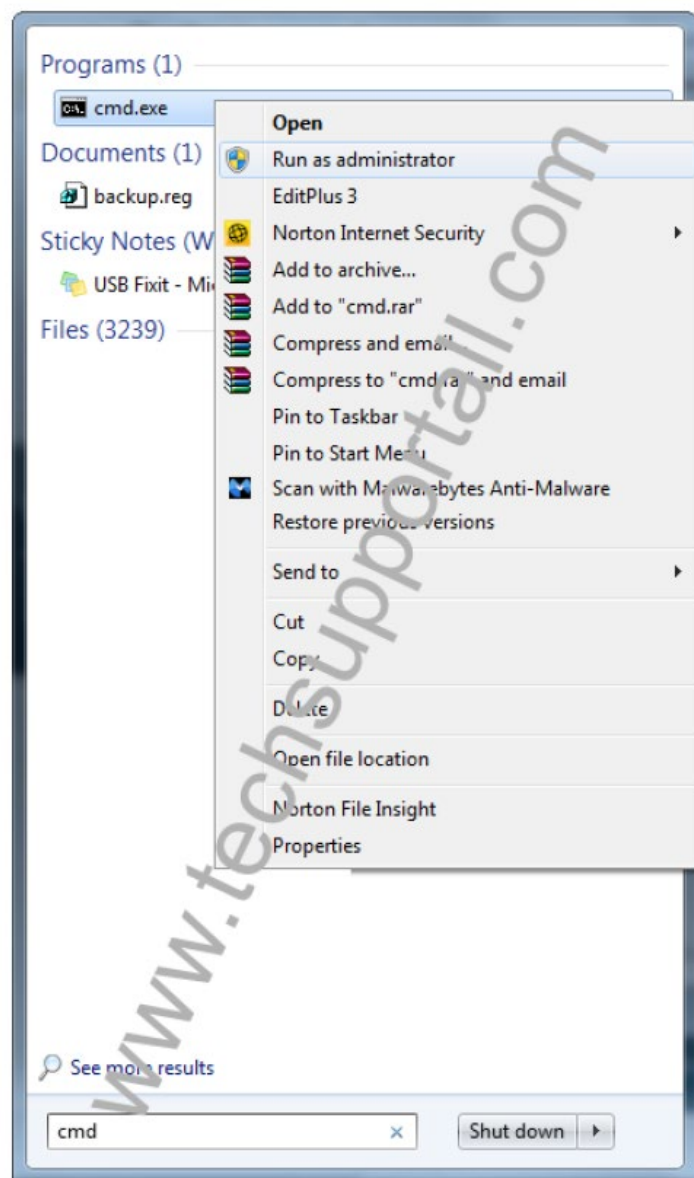
Sometimes this issue occurs due to driver corruption. So please check your drivers and reinstall the drivers if you get any sign of that.

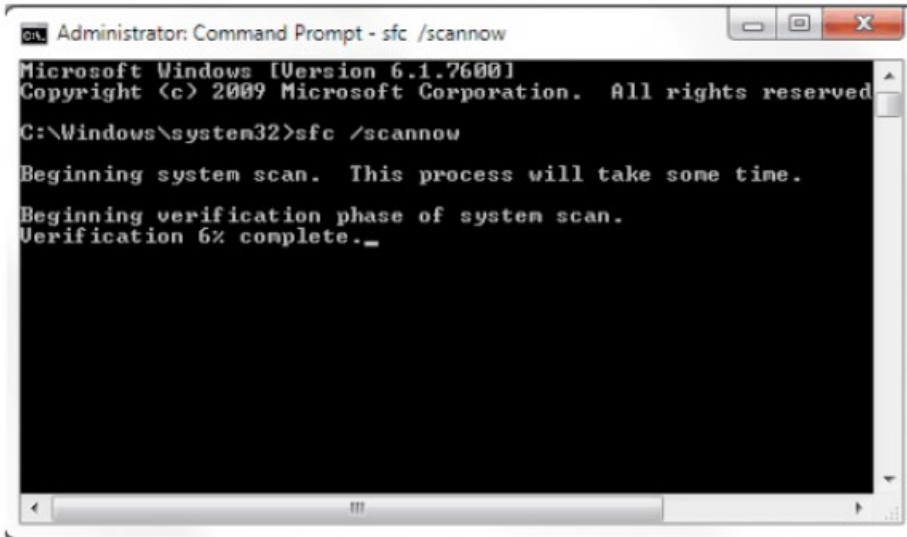
Method 6: Check windows system file with the System File Checker (SFC)

If you are unable to fix the error using the first method, then try this method to fix any corrupted Windows system files using the SFC (system file checker) command. It is an official Microsoft tool available in Windows to find and fix errors related to corrupted system files. To run this tool, you must insert the original Windows CD/ DVD when asked by the SFC command. This command can only be run from the Command Prompt (MS-DOS window).

Follow the steps to run SFC command.

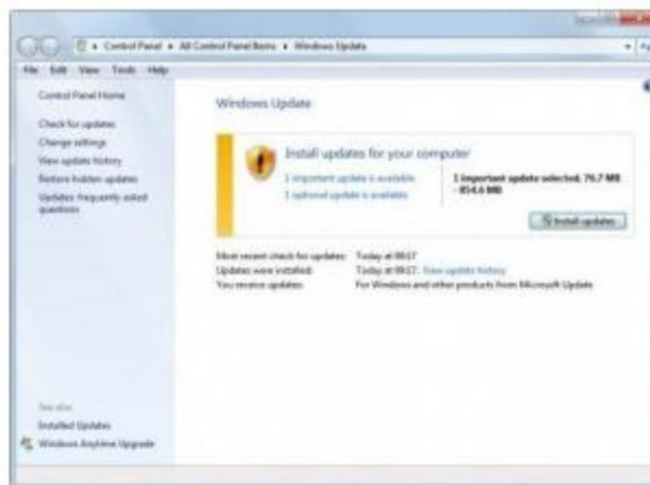
- Opening the command prompt in elevated mode means running the command prompt as an administrator. You can do this by searching for CMD in start menu search bar and then right-click and select "run as administrator".
- Choose to continue if it prompts or enter the admin password for the admin if it asks.
- Then type the command **SFC**/scan now on the command prompt to start the scanning.
- Insert the Windows CD/ DVD in the disk drive when it asks to insert the disk.





Method 7: install latest Windows update

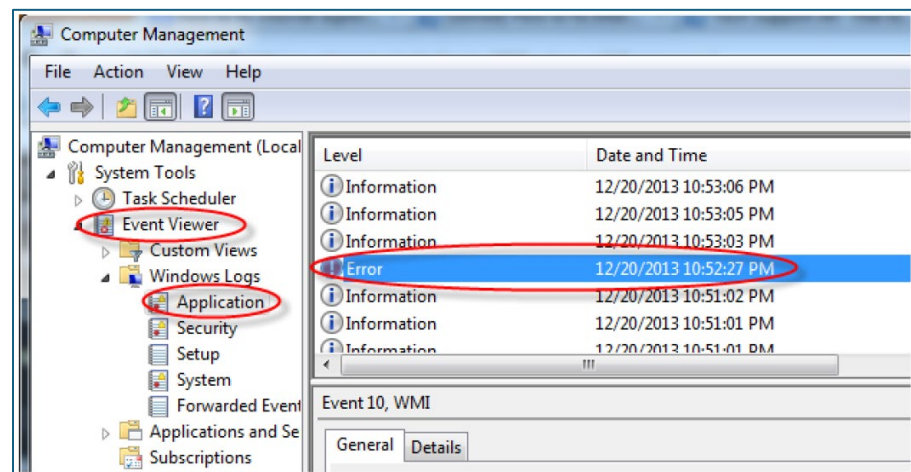
Install the latest Windows update or update any device driver. During Windows update, it will automatically update your common device drivers and other security updates. To install the latest updates, turn on the Windows Update feature and check for the latest updates after connecting your computer to the Internet. It will download and install the latest Windows updates to the computer. It will fix a lot of issues and also help you to stay protected in the future.



Method 8: Find the ".dll" or ".exe" file name & path, which one is conflicting with Windows Explorer (Explorer.exe) and do appropriate action on it.

If your Windows Explorer issue has not been fixed yet by following the above methods, that means there must be a ".dll" or ".exe" file that is conflicting with explorer.exe. We must find that ".dll / .exe" file name & path through EVENTVIEWER (Windows system logs). Please follow the steps below.


- Right-click on **MyComputer** and then click on Manage. You'll get another window. Click on the arrow of the "Event Viewer" (Expand it) on that window. (You can also type "event viewer" on search bar and click on the found event viewer)
- Click on the arrow of the "Windows Logs" (Expand it) on Event Viewer.
- Click on "Application" under Windows Logs.
- Now look at the right-side pane, it has listed all the system logs here.
- Now scroll down and find an error (Red Cross Error or explanation error) related to explorer.exe. Double-click on it to get the details if you found it. *(That lag was created when you got the error message (Windows Explorer has stopped working), so please find it by the "Time").*
- Now you have the Error Message complete detail. Find the name & path of ".dll" or ".exe" on that detail.
- Now you have the particular ".dll" or ".exe" file name & path that is conflicting with explorer.exe.
- Now Stop the conflict via repair, rename, and delete that file (Don't delete or rename if it is part of system files because it may cause system failure). You must do some research on that file before taking any action because it is a very sensitive step. You can also share this detail with us for more help using the comment form. Then we can help you with it.



Method 9: Replace your computer RAM (Random Access Memory).


If nothing worked for you, then we recommend that you please try the last thing, which is replacing your RAM memory.

IF you are still getting the error message. It means the problem is with some other software installation or is somewhere else that cannot be detected or corrected by the above methods. Then you can choose to restore the system from the System Restore point by restarting the system in Safe mode. Hopefully, after all this, you will get rid of your Windows Explorer host stuck working error. Please leave your feedback on whether your issue was resolved or not. It can help us to guide you and everyone better for this error.




Techexpert June 9, 2014 at 10:52 am
Did you try to re-install the Demon tool & winRAR. Also try ccleaner tool to remove junk files. It will help you to remove junk files registry. You can download this ccleaner tool from our "Techsupport tools" page. Please let us know if issue still persist.

Reply



Trikam Rajpurohit January 9, 2015 at 10:38 am
After running cfc command it says that ur windows is not genuine

Reply



Tibi October 2, 2014 at 1:52 pm
I recently solved this problem by replacing a RAM memory card.It could be a good idea if nothing else works.

Reply