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Thread: [Windows explorer.exe is corrupt or unreadable](#)

rob9w - March 11, 2016, 1:46 pm

My nephew went to turn on his computer and got this error -

"File or directory windows explorer exe is corrupt and unreadable, please run the CHK/DSK utility" - then it goes to black screen.

I don't understand computers so I have no clue what the problem is, if someone can help that would be great. Thanks!

Uriel Septim - March 11, 2016, 1:52 pm

Does CTRL+ALT+DEL works ? or is the blackscreen definitiv and you can't do anything ?

If you can manage to open the Execute window (By pressing WINDOWS+R) write : "cmd /k sfc /scannow" without the quotes then press ENTER

rob9w - March 11, 2016, 2:00 pm

Yes CTRL ALT DEL works but nothing else, she can't open the execute window either...

Uriel Septim - March 11, 2016, 2:12 pm

On CTRL ALT DEL can she open the task manager ? if yes, go on the task manager then press 'alt' go in the 'File' tab + 'New task' and write the command above in the window "cmd /k sfc /scannow"

Btw, whats the windows version ?

rob9w - March 11, 2016, 2:15 pm

Ok I will try that, it's windows 7 - we just got the computer for him at Christmas :(

Uriel Septim - March 11, 2016, 2:19 pm

The computer is not wreck anyway don't worry ^^ there is always the B plan (Re-installing windows) but it comes at a final solution

Copywriter - March 11, 2016, 2:20 pm

Just Re-install windows if you want to save a bunch of time, but if you have personal data on there like personal pictures/messages. I recommend bringing it to an expert in order to fix it.

Uriel Septim - March 11, 2016, 2:25 pm

An "expert" would fine you a lot and a lot of \$\$ for data recovery, its something easy to perform (Just unplug the hdd, buy a sata 2.5" to usb cable and you'll be able to recover the data) but they're abusing their position and set high prices.

Now, you can still reinstall windows and keep your files, they'll be saved in a 'Windows.old' folder (If you dont format the disk and if you select the option sayin you wanna keep your files)
I'll keep an eye on this thread till the problem get fixed anyway.

rob9w - March 11, 2016, 2:25 pm

She bought the computer pre-bult and it come with windows already installed so she doesnt have a disc which i assume you need to re-install it? thanks for the help

Uriel Septim - March 11, 2016, 2:30 pm

You can actually "legally" download a windows 7 virtual disc (.iso format) and burn it on an USB key which will act as an installation disc.

There is tons of tutorials on the internet for this, all you need is an internet connection and a 4GO usb key.

BTW : If it came pre built, it might have a Factory Reset system (Used to reinstall windows without doin anythin special), can i have the computer reference (Model and manufacturer)

rob9w - March 11, 2016, 2:35 pm

We bought it from a PC shop through ebay but i can't remember the name of it (not in my purchase history on ebay), how else would I find this? thanks again

Uriel Septim - March 11, 2016, 2:46 pm

On it, might have a sticker or something like that under the computer or near the keyboard it for a laptop, if its a desktop it might be written on one of the faces.

rob9w - March 11, 2016, 2:48 pm

Ok thank you, do you mind if I wait until tomorrow as I'm not in the same house as him so I can't check right now and its late - thanks

Uriel Septim - March 11, 2016, 2:49 pm

Np, if you can add me on skype instead : oblivion69006, for easier communication