

Forum:[Hack Forums](#)

Thread: [Windows 10: black screen, explorer.exe not running etc](#)

xHipster - August 5, 2016, 8:02 am

Hi ?,

It's the first time that i'm posting in this section i think?

Unfortunately with a problem that a laptop of my family member is having.

It's a HP running windows 10, it has been running slower than usual but fine for a long time now. However since 3 days it has a black screen on startup.

Meaning that i will have to type in the password "blindly". After this i can acces the task many by pressing "ctrl + alt + delete" and access the configuration screen by pressing "alt + shift+ printscreen" (it's a work around). I have tried the following things:

- Did windows recovery, this worked untill the black screen randomly returned after a night.
- Removed the graphics drivers, let them auto install. On startup i actually had a login display. This turned to a black screen within a minute.
- Updated newly installed drivers, no result.

After some google i figured that there might be a problem in my registry. Somewhere i also read that it could be the user profile. So i tried creating a new profile.. Which resulted in the following error from explorer.exe "Klasse is niet geregistreerd". So i am not able to create a new user account.

It also came to my attention that explorer.exe is not running at all in the task manager. If i start the process manually i can see it in task manager. startup and quickly stop again.

The last thing that i would like to do is format this hdd. It's a huge hassle with all the laptop drivers and the programs that she has installed.

I will kindly be waiting for a responce.

Thank you in advance,

xHipster?

Abathur - August 5, 2016, 8:10 pm

(Aug 5, 2016 08:02 AM)xHipster Wrote: [\[CITE\]](#) Hi ?,

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xHipster?

Hi, I can help you out if you like

xHipster - August 6, 2016, 8:02 am

(Aug 5, 2016 08:10 PM)Netrunner Wrote: [\[CITE\]](#) Hi, I can help you out if you like
That would be nice ?

Edit:

As of 7th august i am still looking for help.

Feel free to post here or send me a PM if you might be able to do anything.

Thank you in advance :)

Abathur - August 8, 2016, 8:37 am

(Aug 6, 2016 08:02 AM)xHipster Wrote: [\[CITE\]](#) That would be nice ?

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Thank you in advance :)

Sorry I honestly don't know what the issue is, and I realized I mistaken your help to another post about help with a rat infection. I hope you get your issued resolved soon. Take care =)