

Re: Eratic system operation w/AcAfee on Windows 2000 Pro

Source:

<http://www.tech-archive.net/Archive/Win2000/microsoft.public.win2000.general/2004-08/2919.html>

From: Mark (*anonymous_at_discussions.microsoft.com*)

Date: 08/22/04

Date: Sun, 22 Aug 2004 12:10:22 -0700

Dave,

Thank you for the quick reply.

With regard to the system log, I get the following 3 errors: (dated today)

Sparrow – The device, \Device\Scsi\Sparrow2, did not respond within the timeout period.

atirage3 – Unable to map required address ranges for graphics card

Service Control Manager – The SAP Agent service depends on the following nonexistent service: Nwlnkpx

In the Application log, I get no Error messages, but I get 3 Information messages

McLogEvent – about VirusScan – looks like general info

McAfeeFramework – The description for Event ID (0) in Source (McAfeeFramework) cannot be found. The local computer may not have the necessary registry information or message DLL files to display messages from a remote computer. The following information is part of the event: Service started.

ATI Smart – The service was started

With regard to the Device Manager – When I invoke the System icon in Control Panel, and get the system properties screen, clicking the Device Manager bar does not bring up a list of hardware like it is suppose to.

Your direction: Resolve any error messages. . . I can look at them, but not being an IT type, I have no idea as to

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how to go about resolving each error. Sorry.

Thanks, I await your further direction.

Mark

>-----Original Message-----

>First thing is to resolve any error messages present in
Event Viewer (both
>system and application logs). Also check Device Manager
for errors and or
>non-starting devices.

>

>--

>Regards,

>

>Dave PatrickPlease no email replies – reply in
newsgroup.

>Microsoft Certified Professional

>Microsoft MVP [Windows]

><http://www.microsoft.com/protect>

>

>"Mark" wrote:

>| In July I had my hard drive wiped and changed from
Windows

>| ME to Windows 2000 by an IT technician. Hard drive
>| contains Windows 2000, Virus Scan Enterprise 7.0 McAfee
>| anti-virus, ATI Graphics card software, and Microsoft
>| Suite 2003.

>|

>| All worked fine for 2 – 3 weeks. I attempted to do a
>| McAfee dat file update and in the process, the system
>| seemed to hang, so I discontinued, and successfully
>| downloaded the dat files with the second try. (I may
have

>| restarted my computer between tries)

>|

>| Since then, my system has been acting very erratic: i.e.
>| not booting normally and loosing my sound capabilities;
>| not shutting down throughly; and hanging up when I try
to

>| use Excel, Word or Outlook. The mysterious thing is
that

>| on rare occasions, I can boot my computer and it seems
to

>| comeup, run normally, and shuts down OK.

>|

>| I have noticed in the Event Viewer, two recurring error
>| messages: Sparrow and atirage3. (I have no SCSI devices
>| attached to my computer). I have also noticed that
during

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>/ booting, if the "Windows Login" window pops up and does
>/ not immediately go away the erratic operation will
always
>/ result. On bootups where the "Windows Login" appears
only
>/ instantaneously, the computer behaves normally.
>/
>/ I have had several people suggest uninstalling McAfee to
>/ resolve the problem since it seemed to start after the
>/ attempted Dat file update.
>/
>/ Is it possible that the McAfee download attempt somehow
>/ corrupted my operating system?
>/
>/ Please advise, and thank you in advance for any help.
>/
>/ Mark
>
>
>.
>