

RE: win2ksp4 – cannot stop/start services, install/uninstall softw

Source:

<http://www.tech-archive.net/Archive/Win2000/microsoft.public.win2000.general/2005-08/msg00452.html>

- *From:* "Gary" <Gary@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Sat, 6 Aug 2005 20:15:01 -0700
-

Thanks everyone! I solved my problem! Well, I thought it was the problem of Norton Antivirus since I had an old version 7.5. So I removed it and tried to reinstall that, but then noticed that Windows Installer not working anymore. Even after I uninstalled APC Powerchute, still had problem with Windows Installer. Then I found Q319624 and I used method 1 which solved my problem. Here is the URL:

<http://support.microsoft.com/kb/319624>

Gary

"Mark" wrote:

- > Hi
- > I am experiencing a similar problem. My W2K SP4 server has backup exec and
- > sophos antivirus loaded which I believe is similar to you Jim. Tape drives
- > are indicated as being offline. If you use drive properties in backup exec to
- > disable them and then enable the drives they then indicate that they are
- > online, but if you then try to use the drives the job monitor shows the drive
- > as paused. Can not start or stop any services through either mmc or command
- > line. This of course means that the windows installer service cannot start so
- > you cannot install or uninstall anything including drivers. I can start in
- > safe mode and change the startup properties of services thereby disabling
- > services or putting them into manual state.
- >
- > The server still functions as file and print server but no backups are
- > running.
- >
- > Full virus scan shows nothing.
- >
- > ANY IDEAS welcome!!!!!!
- >
- > "Jim" wrote:
- >
- >> Hi,
- >>
- >> Following a restart to attempt to clear an "offline" tape drive in

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>> Backup Exec I now find that if I try to install/uninstall/reinstall
>> programs (I tried to uninstall Backup Exec) the installer doesn't
>> respond, eventually timing out; Internet Explorer doesn't work, just a
>> blank page (Firefox does work, and I can ping internal external sites
>> and IP addresses) and if I try to stop or start any service via the
>> services control panel that stops responding as well. Also terminal
>> services clients get a non response if they try an "open with" context
>> menu choice although that works fine via a LAN connection.
>>
>> Help!!
>> (Thanks:)
>>

• **Follow-Ups:**

- ◆ **RE: win2ksp4 – cannot stop/start services, install/uninstall softw**
◇ From: Edgars

• **References:**

- ◆ **win2ksp4 – cannot stop/start services, install/uninstall software, use Internet Explorer**
◇ From: Jim
- ◆ **RE: win2ksp4 – cannot stop/start services, install/uninstall software.**
◇ From: Mark

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