

## Re: Urgent: Control Panel (Program Not Responding)

**Source:**

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.accessibility/2005-01/0097.html>

---

**From:** Michael Solomon \(\MS-MVP\) (*user\_at\_#notme.com*)

**Date:** 01/04/05

Date: Tue, 4 Jan 2005 12:05:38 -0800

Not really but here are some additional things you can do before resorting to a repair install mentioned in my original post:

Open Control Panel, open Administrative Tools, open Event Viewer, look for errors corresponding to the crash, double click the error, the information contained within may give a clue as to the source of the problem.

Check for the latest drivers for your hardware, especially your graphics card and soundcard and all peripherals connected to your system. No not use Windows Update for this, go to the device manufacturer's web sites and if you install updated drivers, ignore the message about drivers being unsigned by Microsoft.

--

Michael Solomon MS-MVP

Windows Shell/User

Backup is a PC User's Best Friend

DTS-L.Org: <http://www.dts-l.org/>

"Rich" <Rich@discussions.microsoft.com> wrote in message news:29BCE404-7A3E-4887-A92B-4BAF5C404F34@microsoft.com...

> Mike,

> Las night when I sat down to execute your instructions, I discovered I did

> not do a good job of defining my issue.....(call it a New Years brain

> fart!).

> I CAN get into the Control Panel screen, I just can't access the

> Appearance &

> Themes Category....THIS is the category that throws the program into a Not

> Responding mode when I click on it. All other categories work well.

>

> Does this change your directions for a "fix".....sorry about the screwup!

>

> Thanks,

> Rich

>

> "Michael Solomon (MS-MVP)" wrote:

>

>> You're welcome. Also, you might try running sfc /scannow as specified

>> and

>> see what happens. If it asks for the CD, look for an I386 subfolder of

microsoft.public.windowsxp.accessibility: Re: Urgent: Control Panel (Program Not Responding)

```
>> Windows, it may have the setup files and you might be able to direct sfc
>> /scannow to that location.
>>
>> --
>> Michael Solomon MS-MVP
>> Windows Shell/User
>> Backup is a PC User's Best Friend
>> DTS-L.Org: http://www.dts-l.org/
>>
>> "Ricn" <Ricn@discussions.microsoft.com> wrote in message
>> news:FCBE5FFE-7584-403D-AB48-5F60A41A69C7@microsoft.com...
>> >
>> > Mike.....Thank you! I don't know "when" or "why" it happened. All other
>> > programs work fine. I don't have an XP Disk as the software came
>> > bundled
>> > with
>> > the PC. I will try your system restore idea after I run a virus scan
>> > and
>> > adware scan.
>> >
>> >
>> > "Michael Solomon (MS-MVP)" wrote:
>> >
>> >> First, be sure your antivirus software has the latest definitions and
>> >> run
>> >> a
>> >> virus scan.
>> >>
>> >> Second, download, install and run Ad Aware:
>> >> www.lavasoftusa.com
>> >>
>> >> If this is a relatively recent issue, you might try using System
>> >> Restore
>> >> to
>> >> take you back to a time when this worked properly. Start\All
>> >> Programs\Accessories\System Tools\System Restore. If that doesn't
>> >> resolve
>> >> it, try the information below.
>> >>
>> >> The following assumes you have an actual XP CD as opposed to a restore
>> >> CD
>> >> or
>> >> restore partition supplied by your PC manufacturer.
>> >>
>> >> Go to Start, type sfc /scannow in the run box and press enter. Note,
>> >> there
>> >> is a space between sfc and the forward slash. You will be asked for
>> >> your
>> >> XP
>> >> CD. Be aware, upon inserting the CD the XP setup screen may appear,
>> >> this
>> >> is
>> >> not a part of sfc /scannow, rather it is being invoked by autorun.
>> >> Simply
>> >> minimize the screen and allow sfc to continue.
>> >>
>> >> If the above fails to resolve the issue, try a repair install as
>> >> follows:
>> >>
>> >> Be sure you are well backed up in case there is a problem from which
>> >> you
>> >> are
```

## microsoft.public.windowsxp.accessibility: Re: Urgent: Control Panel (Program Not Responding)

```
>> >> unable to recover. NOTE, while a repair install should leave your
>> >> data
>> >> files intact, if something goes wrong during the repair install, you
>> >> may
>> >> be
>> >> forced to start over and do a clean install of XP. If you don't have
>> >> your
>> >> data backed up, you would lose your data should that eventuality
>> >> occur.
>> >>
>> >> Assuming your system is set to boot from the CD-ROM drive, boot with
>> >> the
>> >> XP
>> >> CD in the drive. If it isn't or you are not sure, you need to enter
>> >> the
>> >> system's BIOS. When you boot the system, the first screen usually has
>> >> instructions that if you wish to enter setup press a specific key,
>> >> when
>> >> you
>> >> see that, do so. Then you will have to navigate to the boot sequence,
>> >> if
>> >> the CD-ROM drive is not first line, set it first in the boot sequence.
>> >> Save
>> >> your settings and exit with the XP CD in the drive. The system will
>> >> reboot.
>> >>
>> >> Boot from the CD. If your system is set to be able to boot from the
>> >> CD,
>> >> it
>> >> should detect the disk and give a brief message, during the boot up,
>> >> if
>> >> you
>> >> wish to boot from the CD press any key.
>> >>
>> >> Once you have pressed a key, setup should begin. You will see a
>> >> reference
>> >> asking if you need to load special drivers and another notice that if
>> >> you
>> >> wish to begin the ASR (Automatic Recovery Console) depress F2. Just
>> >> let
>> >> setup run past all of that. It will continue to load files and
>> >> drivers.
>> >>
>> >> Then it will bring you to a screen. Eventually, you will come to a
>> >> screen
>> >> with the option to (1) setup Windows or (2) Repair Windows
>> >> Installation
>> >> using the Recovery console.
>> >>
>> >> The first option, to setup Windows is the one you want and requires
>> >> you
>> >> to
>> >> press enter. When asked, press F8 to accept the end user agreement.
>> >> Setup
>> >> will then search for previous versions of Windows. Upon finding your
>> >> version, it will ask if you wish to Repair your current installation
>> >> or
>> >> install fresh. Press R, that will run a repair installation. From
>> >> there
>> >> on, follow the screens.
>> >>
>> >>
```

microsoft.public.windowsxp.accessibility: Re: Urgent: Control Panel (Program Not Responding)

```
>> >> --
>> >> Michael Solomon MS-MVP
>> >> Windows Shell/User
>> >> Backup is a PC User's Best Friend
>> >> DTS-L.Org: http://www.dts-l.org/
>> >>
>> >> "Riczn" <Riczn@discussions.microsoft.com> wrote in message
>> >> news:3C3F70B8-50EA-44C5-9C98-7E838231B744@microsoft.com...
>> >> > My Control Panel is GONE! When I try to access my Control Panel
>> >> > (Start.....Control Panel) the message in the status bar says
>> >> > "Searching",
>> >> > but
>> >> > nothing is displayed. Then, as it is searching, and I try to access
>> >> > a
>> >> > menu
>> >> > command such as "Help" the program says "Not Reponding". I have also
>> >> > tried
>> >> > to
>> >> > access the control panel indirectly, but receive the same message. I
>> >> > receive
>> >> > the same error message regardless if I have zero or 5 programs
>> >> > running.
>> >> >
>> >> > The error message I received when I "End Task" is always the same:
>> >> >
>> >> > szAppName: explorer.exe      szAppVer:6.0.2900.2180   szModName:
>> >> > hungapp
>> >> > szModVer: 0.0.0.0      offset:00000000
>> >> >
>> >> > The "technical information" associated with the message is:
>> >> >
>> >> > The following files will be included in this error report:
>> >> > c:\DOCUME~1\OWNER\LOCALS~1\TEMP\WER($e5.dir00\explorer.exe.mdmp
>> >> > c:\DOCUME~1\OWNER\LOCALS~1\TEMP\WER($e5.dir00\appcompat.txt
>> >> >
>> >> > Can someone please tell what's wrong and what I can to do to get
>> >> > back
>> >> > the
>> >> > Control Panel functionality?
>> >> >
>> >> > Thanks one and all!
>> >> >
>> >> >
>> >>
>> >>
>> >>
>> >>
>> >>
```