

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

**Source:**

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.accessibility/2005-01/0101.html>

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**From:** Ricn ([Ricn\\_at\\_discussions.microsoft.com](mailto:Ricn_at_discussions.microsoft.com))

**Date:** 01/04/05

Date: Tue, 4 Jan 2005 12:35:03 -0800

Thanks Mike....I'll let you know tomorrow what success I had.

"Michael Solomon (MS-MVP)" wrote:

- > *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/>*
- >
- > *"Ricn" <[Ricn@discussions.microsoft.com](mailto:Ricn@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.*

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>>  
>> *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*  
>>> *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/>*  
>>>  
>>> *"Riczn" <Riczn@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](http://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*

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> > > > *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*  
> > > > *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*

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> > > *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.*  
> > >  
> > >  
> > > --  
> > > *Michael Solomon MS-MVP*  
> > > *Windows Shell/User*  
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> > > *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*

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