

# Re: Missing DLL

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**Source:**

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.accessibility/2005-04/msg00096.html>

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- *From:* "Michael Solomon \ (MS-MVP)" <[user@notme.com](mailto:user@notme.com)>
  - *Date:* Thu, 7 Apr 2005 11:49:17 -0700
- 

You're welcome, Marilyn, good luck.

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In memory of our dear friend, MVP Alex Nichol.

Michael Solomon MS-MVP  
Windows Shell/User  
<https://mvp.support.microsoft.com/communities/mvp.aspx>  
Backup is a PC User's Best Friend  
DTS-L.Org: <http://www.dts-l.org/>

"MarilynG" <[MarilynG@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:MarilynG@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)> wrote in message <news:D9604683-4EDD-4419-B489-91A65FFD45E7@xxxxxxxxxxxxxxxxxxxxxx>  
> Thanks Mike. You have helped me before and I appreciate it.  
> The gdaughter's mom took it back to Best Buy. They cleaned it up, spyware  
> all over the place! SO it cost her about \$140 to clean the hard drive and  
> install a spyware sweeper. She just couldn't wait for me to get an answer.  
> Oh  
> well!  
> Anyway I told her to monitor what the gdaughter is doing and tell her NOT  
> to  
> click on any pop ups!  
> I did print out your instructions though. I am sure it will happen again!  
> Marilyn  
>  
> "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

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>> 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  
>> 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

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>> 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.  
>>  
>> As to MSN, if the above doesn't resolve it, we'd need more information.  
>> If  
>> she's access her MSN e-mail from the Web, it's likely an issue at the web  
>> site, though she should make sure she is inputting the correct user name  
>> and  
>> password. If she is using an e-mail client such as Outlook Express or  
>> the  
>> Outlook component of MS-Office Suite, she needs to be sure here account  
>> setup information is correct. If it is, again, the issue may be on the  
>> server side. Does she receive any error messages when trying to log on  
>> to  
>> her e-mail account?  
>>  
>> --  
>> In memory of our dear friend, MVP Alex Nichol.  
>>  
>> Michael Solomon MS-MVP  
>> Windows Shell/User  
>> <https://mvp.support.microsoft.com/communities/mvp.aspx>  
>> Backup is a PC User's Best Friend  
>> DTS-L.Org: <http://www.dts-l.org/>  
>>  
>>  
>> "MarilynG" <MarilynG@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message  
>> <news:6205F680-71DA-4B37-843F-ACA68C47DDAD@xxxxxxxxxxxxxxxxxxxx>  
>> > My granddaughters XP was working great until last week. Now when she  
>> > does  
>> > a  
>> > search, she gets "missing rundul.dll". What is that and how do I get it  
>> > back?  
>> > SHe cannot log on to her MSN e-mail account either. Does she need to  
>> > contact  
>> > MSN?  
>> > Thank you for any help given.  
>> > Marilyn

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• **References:**

◆ **Missing DLL**

◇ *From:* MarilynG

◆ **Re: Missing DLL**

◇ *From:* Michael Solomon \((MS-MVP)\)

◆ **Re: Missing DLL**

◇ *From:* MarilynG

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