

Re: Control panel crashes

Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.accessibility/2008-10/msg00028.html>

- *From:* RADZI <RADZI@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Mon, 6 Oct 2008 01:46:01 -0700
-

"PeterD" wrote:

As I said before I followed all of your instructions but perhaps not properly.

I looked in the device manager and noticed there was an exclamation mark on the "display adapter" and "other devices".

I have previously downloaded and installed the video driver "via 4 in 1" but this did not remove the exclamation mark. I clicked reinstall driver, it searched the internet for a driver installed it and the exclamation mark is gone. I wonder how it worked if the driver was not installed correctly.

The other device turned out to be the adsl modem. I followed all of the installation instructions and it works properly. Going through my box of bits associated with this computer I noticed the modem disc which was not required by the instructions in the installation guide to get it working. I ran it and another exclamation mark was gone.

It now appears that the crashes have also gone. I find all of this very confusing.

Once again, thanks for your help.

"Michael Solomon (MS-MVP)" wrote:

Okay, the next step would be to remove hardware items, except mouse and keyboard, one by one along with any related software for them. Start with your peripherals, remove one by one, then run the system for a bit after each removal to see if you still have the problem. If yes, then move on to internal hardware except of course for the graphics card. However, if you get down to only the graphics card remaining, if you have access to a different card, swap out the current card for the other one and see if you still have the issue.

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—
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/>

"PeterD" <PeterD@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
<news:D1B0B65E-0F42-4915-BCBB-05AE5D82D776@xxxxxxxxxxxxxxxxxxxx>

Thankyou for your help so far.
I have followed all of your instructions but the problem is
still there. I
have uninstalled all non–essential software. I have also done
a registry
clean. I am beginning to think there is a hardware problem.
Since this
problem has existed from new I may have a hardware
problem from the start.
I
have another computer which is identical to this one except
for some
software
and it is OK.

"Michael Solomon (MS–MVP)" wrote:

Yes, number 4 is due to Service Pack 2, you
would have to remove it
first.

You can try the following but if you get to
the repair install option,
meaning the other things I've mention below
do not resolve the issue, you
will need to remove Service Pack 2 first or
you will receive the same
error.

As to number 3, it only applies in a situation
where the system is
randomly
rebooting on errors. I need to revise that part
of the response. I
apologize for any misunderstanding in that
regard.

One other point, did you run an antivirus
scan. Simply having such app

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installed with the latest definitions is not enough, you need to scan as you did for malware.

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 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

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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.

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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.

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Michael Solomon MS-MVP

Windows Shell/User

<https://mvp.support.microsoft.com/communities/mvp.aspx>

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"PeterD"

<PeterD@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

wrote in message

<news:8A66A596-15B6-4C3D-A954-51282916F7D7@xxxxxxxxxxxxxxxxxxxx>

1. I have Trend Micro PC-Cillin 2005 with the latest patterns
2. I downloaded Ad Aware and it only found a few minor problems which are now fixed
3. I changed the automatic restart button but it still only exits the application, no blue screen
4. I attempted the application check but I get the message "Setup cannot continue because the version of Windows on your computer is newer than the version on the CD." whether I use the Windows CD or the internet download.
I assume this has something to do with Service Pack 2.
5. I have installed the latest drivers for the system

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(except BIOS) and
peripherals

I still get the same problem
as before.

"Michael Solomon
(MS-MVP)" wrote:

First, be
sure your
antivirus
software
has the
latest
definitions
and
run
a
virus scan.

Also,
download,
install and
run Ad
Aware:
www.lavasoftusa.com

If your
system is
clear of
viruses and
any
malware,
open
Control
Panel,
open
System, go
to
the
Advanced
tab, click
Settings
under
Startup and
Recovery,
remove
the
check from

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"Automatically
Restart"
under
System
Failure.
This will
cause
the system
to blue
screen
instead of
restarting
on errors
and the
information
on the blue
screen may
give a clue
as to the
source of
the
issue.

Assuming
you have an
XP CD and
not a
recovery
CD, place
the XP CD
in
the
drive, when
the setup
screen
appears,
select
"Check
System
Compatibility,"
the report it
generates
may point
to problem
hardware or
software on
your
system. If
you do not
have an XP
CD, you

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can
download
this
application
known as
the Upgrade
Advisor
from the
following
site:

<http://www.microsoft.com/windowsxp/pro/howtobuy/upgrading/advis>

Note: If you
have access
to a
broadband
connection
it might be
best to
download
using that
as this is a
rather large
download.

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

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drivers,
ignore the
message
about
drivers
being
unsigned
by
Microsoft.

--

Michael
Solomon
MS-MVP
Windows
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<http://www.dts-l.org/>

"PeterD"

<PeterD@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

wrote in
message

news:AAB50950-23B2-4646-9CBB-3BADE16FA846@xxxxxxxxx

When
accessing
the
control
panel
and
clicking
an
icon
such
as
the
printer,
system
or
even
changing
from
classic
view
to
category

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view
I
will
usually
(but
not
always)
get
an
error
report.
This
will
sometimes
happen
when
I
try
to
access
"explore"
by
right
clicking
on
the
START
button.
This
has
been
happening
since
the
compeuer
was
new
(about
2
years).
The
Dr
Watson
file
contains
lines
such
as
Application
exception
occurred:

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App:
C:\WINDOWS\Explorer.EXE
(pid=1892)
When:
4/03/2005
@
16:32:27.578
Exception
number:
c0000005
(access
violation)

*----->
System
Information
<-----*
Computer
Name:
PETER
User
Name:
Peter1
Terminal
Session
Id:
0
Number
of
Processors:
1
Processor
Type:
x86
Family
6
Model
8
Stepping
1
Windows
Version:
5.1
Current
Build:
2600
Service
Pack:
2
Current
Type:

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Uniprocessor

Free

and

ERROR:

Symbol

file

could

not

be

found.

Defaulted

to

export

symbols

for

C:\WINDOWS\system32\ntdll.dll

-

There

are

lots

of

these

error

messages.

There

are

also

fault

messages

such

as

FAULT

->76991716

8b31

mov

esi,[ecx]

ds:0023:000401f8=????????

Is

anyone

able

to

help?

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