

microsoft.public.windowsxp.basics: Re: Screensaver has encountered a problem...

## Re: Screensaver has encountered a problem...

**Source:**

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

**Date:** 03/06/04

Date: Sat, 6 Mar 2004 13:54:05 -0800

That's not an XP file and a search on Google came up with nothing.

Best I can offer short of blowing out the setup and starting over are various repair options as follows:

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 should that eventuality occur.

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.

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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.

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Michael Solomon MS-MVP
Windows Shell/User
Backup is a PC User's Best Friend
DTS-L.Org: http://www.dts-l.org/
"Satellite Man" <nojob@breadline.net> wrote in message
news:OAcqvX7AEHA.2768@tk2msftngp13.phx.gbl...
>I have run both Ad-Aware and Spybot S&D. No change. Maybe this info will
> help: (hfxc.exe Ver: 5.0.0.2 Offset: 000051ad)
>
> HTH,
> DTV
> "Michael Solomon (MS-MVP Windows Shell/User)" <user@#notme.com> wrote in
> message news:#h1TBU1AEHA.3568@TK2MSFTNGP10.phx.gbl...
> I've never seen anything quite like this.
>
> Perhaps it's some sort of malware or being triggered by malware.
> Download,
> install and run Ad Aware and see if it turns up anything:
> www.lavasoftusa.com.
>
> --
> Michael Solomon MS-MVP
> Windows Shell/User
> Backup is a PC User's Best Friend
> DTS-L.Org: http://www.dts-l.org/
>
> "Satellite Man" <nojob@breadline.net> wrote in message
> news:uAWcy80AEHA.356@TK2MSFTNGP10.phx.gbl...
>>I am working on a friends puter'. The first thing I do is unload the
>> messenger service along w/a few other network services that have no value
>> to
>> a home user w/no network. So yes I do understand the difference between
>> messenger service and Instant Messenger. So now that we have that out of
>> the
>> way...the title-bar of the pop-up does not say "Messenger Service" it
>> says
>> "Screen Saver". Originally, it gave me the option to send or not send the
>> information to MS. Now, all I get is the notification that screensaver
>> must
>> close. So I click close (the dialog box). Mind you, there is no
>> screensaver
>> enabled or running. The dialog box returns...over and over and over. It
>> prevents some progs' from executing...like AV. I have done a boot scan
>> and
>> find nothing there. The OS works fine otherwise. It is XP Home instead of
>> Pro. I have reinstalled Norton AV w/no reconciliation. When I attempt to
>> open Norton AV the screensaver pop-up is executed not the program.
>> Safemode
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