

Re: SP3 potential problem

Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.basics/2009-06/msg00113.html>

- *From:* "Gerry" <gerry@xxxxxxxxxx>
 - *Date:* Fri, 5 Jun 2009 15:23:32 +0100
-

Homer

Where did you download the ATI drivers from?

Select Start, Help and Support, Keep your Windows up-to-date with Windows Update, Review your Update History you can see the update. What is the Failure code. Double click the small red icon in the Status column for the failed update.

--

Hope this helps.

Gerry

~~~~

FCA

Stourport, England

Enquire, plan and execute

~~~~~

Homer wrote:

Thanks again for the help.

I went to the locations you suggested and both of those executable files are there. I tried clicking on the Cli.exe file and I received an error message that it could not initialize.

When I first started having the problem with the Fn key, I spoken to Dell support. They had me download the latest ATI drivers for my video card. Could that have caused this problem with these 2 .exe files not to load on startup? Also, I keep getting reminders that there is an update available for download. It is the Netframework 2.0. For whatever reason it will not install. Do you think all of these problems are related?

Thanks

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"Gerry" wrote:

Homer

CLI.exe is part of the ATI multimedia which installs a taskbar icon for accessing the diagnostics features. cli.exe is required by third-party software or hardware and should not be disabled.

MOM.exe is part of the Catalyst Control Center from ATI. Catalyst Control Center does not need to run at StartUp. It can be started manually.

Source: PC Pitstop Process Library.

Go to Start, Control Panel, Folder Options, View, Advanced Settings and verify that the box before "Show hidden files and folders" is checked and "Hide protected operating system files" is unchecked. You may need to scroll down to see the second item. You should also make certain that the box before "Hide extensions for known file types" is not checked.

Open Windows Explorer and check for the two files.

I think you should find them in the places indicated but they may not be there:

c:\Program Files\ATI Technologies\ATI.ACE\Core-Static\MOM.EXE
C:\Program Files\ATI Technologies\ATI.ACE\cli.exe

--

Hope this helps.

Gerry

~~~~~

FCA

Stourport, England

Enquire, plan and execute

~~~~~

Homer wrote:

Hi Gerry.

I last heard from you on 5/27. You asked me to let you know how I was getting on with the problem at the beginning of this thread.

Possibly you're on holiday. When you have a moment, please let me

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know if there may be anything else I can do to resolve this problem.

Thanks again for all of your advice.

"Homer" wrote:

Gerry

This is an update to my last post. The 2 applications that failed to initialize are CLI.EXE and MOM.EXE. I get these two error messages when I reboot. I also noticed that there is a video clip that I created with a shareware program for converting PowerPoint presentations to DVD. It was a dismal failure and I have since removed it. However, I can't delete the video clip it created. Every time I try to delete I get thrown out of Windows Explorer and I get a message to send the info to MS. I have no idea if this has anything to do with the problems I've been having with the FN key.

"Homer" wrote:

taking your recommendation, I was able to remove the various Net Framework items from my machine. I also remove skype and reinstalled it. I have not been able to download Net Framework item that appear on the support site for my machine. It fails. I found a potential fix for the problem (Register the Wups2.dll file in Windows) but that hasn't helped. I still can download that update. Additionally, I

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received a couple of error messages when I booted up today. They both were relative to not being able to start something. Finally, the Fn key worked for about an hour after booting up. That's longest it has worked since this problem began.

Thanks for all of you help

"Gerry" wrote:

Homer

Read the post by Aaron. You need to uninstall 3.5 first etc.
<http://snurl.com/iwkym>
[social_msdn_microsoft_com]

--

Hope this helps.

Gerry
~~~~~  
FCA  
Stourport,  
England  
Enquire,  
plan and  
execute

~~~~~

Homer
wrote:

I
tried

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to
remove
Netframework
2.0
sp
2
and
it
won't
let
me.
It
says
that
it
will
affect
other
programs
and
gave
me
the
following
link
for
more
info:

<http://go.microsoft.com/fwlink/?linkId=91126>

I
tried
the
link
and
it
said
that
it
couldn't
find
that
page.

"Gerry"
wrote:

Homer

Re: SP3 potential problem

Remove
all
SP2
and
later
Microsoft
Net
Framework
items
and
then
reinstall
what
the
Windows
Update
offers!

--

Hope
this
helps.

Gerry
~~~~~  
FCA  
Stourport,  
England  
Enquire,  
plan  
and  
execute  
~~~~~

Homer
wrote:

thanks
for
the
info.

I
took
a
look
in

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the
add/remove
programs
folder
in
control
panel
and
the
closest
file
I
have
in
there
to
the
one
you
suggest
I
remove
is
Microsoft.net
Framework
3.5
SP
1.
All
the
other
Framework
references
were
SP
2

I
was
reluctant
to
delete
anything
other
than
what
you
suggested.

"Gerry"
wrote:

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Re: SP3 potential problem

Homer

Select
Start,
Control
Panel,
Add
/
Remove
Programs,
Change
or
Remove
Programs,
locate
and
place
cursor
on
Microsoft
Net
Framework
2.0
Service
Pack
1
and
click
on
Remove.
The
link
below
explains.

<http://support.microsoft.com/support>

Start,
Help
and
Support,
Keep
your
Windows
up-
to-date
with
Windows
Update,
Custom.

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Click
on
Software
Optional
and
select
1
all
Net
Framework
updates
offered
and
download
and
install.

Select
Start,
Control
Panel,
Add
/
Remove
Programs,
Change
or
Remove
Programs,
locate
and
place
cursor
on
Skype
and
click
on
Remove.
Reinstall
Skype.

Download
and
install
the
User
Profile
Hive
Cleanup
Service

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Download
details:
User
Profile
Hive
Cleanup
Service
<http://snipurl.com/5b61>

UPHClean
v1.6d
readme.txt
<http://snipurl.com/ko8m>

This
site
is
not
totally
up
to
date
but
it
is
worth
a
look
<http://www.aumha.org/win4/a/shutdo>

Please
let
me
know
how
you
get
on.
We
can
then
look
at
the
remaining
problems.

--

Hope

Re: SP3 potential problem

this
helps.

Gerry

~~~~

FCA

Stourport,

England

Enquire,

plan

and

execute

~~~~~

Homer

wrote:

Per

your

request

I've

pasted

just

a

few

of

the

errors

and

warnings

from

the

event

viewer

for

the

last

day

or

so.

There

are

quite

a

few

of

the

same

system

errors.

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Event
Type:
Error
Event
Source:
MsiInstaller
Event
Category:
None
Event
ID:
1013
Date:
5/24/2009
Time:
10:50:54
AM
User:
TUBBYSLAPTOPII\Tubby
Computer:
TUBBYSLAPTOPII
Description:
Product:
Microsoft
.NET
Framework
2.0
--
Setup
cannot
continue
because
this
version
of
the
.NET
Framework
is
incompatible
with
a
previously
installed
one.
For
more
information,
see
<http://support.microsoft.com>

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Re: SP3 potential problem

For
more
information,
see
Help
and
Support
Center
at
<http://go.microsoft.com/fwlink>
Data:
0000:
7b
37
31
33
31
36
34
36
{7131646
0008:
44
2d
43
44
33
43
2d
34
D-CD3C-4
0010:
30
46
34
2d
39
37
42
39
0F4-97B9
0018:
2d
43
44
39
45
34
45
36
-CD9E4E6

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Re: SP3 potential problem

0020:
32
36
32
45
46
7d
262EF}

Event
Type:
Error
Event
Source:
Application
Error
Event
Category:
None
Event
ID:
1000
Date:
5/25/2009
Time:
6:47:35
PM
User:
N/A
Computer:
TUBBYSLAPTOPII
Description:
Faulting
application
skype.exe,
version
4.0.0.206,
faulting
module
unknown,
version
0.0.0.0,
fault
address
0x00000000.

For
more
information,
see
Help

Re: SP3 potential problem

and
Support
Center
at
<http://go.microsoft.com/fwlink>
Data:
0000:
41
70
70
6c
69
63
61
74
Applicat
0008:
69
6f
6e
20
46
61
69
6c
ion
Fail
0010:
75
72
65
20
20
73
6b
79
ure
sky
0018:
70
65
2e
65
78
65
20
34
pe.exe
4
0020:
2e

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30
2e
30
2e
32
30
36
.0.0.206
0028:
20
69
6e
20
75
6e
6b
6e
in
unkn
0030:
6f
77
6e
20
30
2e
30
2e
own
0.0.
0038:
30
2e
30
20
61
74
20
6f
0.0
at
o
0040:
66
66
73
65
74
20
30
30

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ffset
00
0048:
30
30
30
30
30
0d
0a
000000..

Event
Type:
Error
Event
Source:
Application
Error
Event
Category:
None
Event
ID:
1001
Date:
5/26/2009
Time:
5:24:03
AM
User:
N/A
Computer:
TUBBYSLAPTOPII
Description:
Fault
bucket
1127907097.

For
more
information,
see
Help
and
Support
Center
at
<http://go.microsoft.com/fwlink>

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Re: SP3 potential problem

Data:
0000:
42
75
63
6b
65
74
3a
20
Bucket:
0008:
31
31
32
37
39
30
37
30
11279070
0010:
39
37
0d
0a
97..

Event
Type:
Warning
Event
Source:
Userenv
Event
Category:
None
Event
ID:
1517
Date:
5/26/2009
Time:
7:02:06
AM
User:
NT
AUTHORITY\SYSTEM
Computer:
TUBBYSLAPTOPII

Re: SP3 potential problem

Description:

Windows

saved

user

TUBBYSLAPTOPII\Tubby

registry

while

an

application

or

service

was

still

using

the

registry

during

log

off.

The

memory

used

by

the

user's

registry

has

not

been

freed.

The

registry

will

be

unloaded

when

it

is

no

longer

in

use.

This

is

often

caused

by

services

running

as

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a
user
account,
try
configuring
the
services
to
run
in
either
the
LocalService
or
NetworkService
account.

For
more
information,
see
Help
and
Support
Center
at
<http://go.microsoft.com/fwlink>

Event
Type:
Error
Event
Source:
DCOM
Event
Category:
None
Event
ID:
10000
Date:
5/26/2009
Time:
7:57:16
AM
User:
TUBBYSLAPTOPII\Tubby
Computer:
TUBBYSLAPTOPII
Description:

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Unable
to
start
a
DCOM
Server:
{9FC8AD10-2E1B-45BE-1
The
error:
"The
system
cannot
find
the
path
specified."
Happened
while
starting
this
command:
C:\PROGRA~1\Yahoo!\brow
-Embedding

For
more
information,
see
Help
and
Support
Center
at
<http://go.microsoft.com/fwlink>

Event
Type:
Error
Event
Source:
DCOM
Event
Category:
None
Event
ID:
10000
Date:
5/26/2009

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