

Re: Can't open control panel

Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2005-02/26782.html>

From: Malke (malke_at_nospoonnotreally.com)

Date: 02/27/05

Date: Sat, 26 Feb 2005 19:35:46 -0800

flashwindow wrote:

> *I have the same problem with the "Ctrl-Alt-Delete" window and with the
> "Run" window when trying to run "Regedit", the window flashes for an
> instant then disappears. Does anyone know why???*

>

> "Gil" wrote:

>

>> <anonymous@discussions.microsoft.com> wrote in message

>> news:<3bc201c47f13\$ab6e1140\$a401280a@phx.gbl>...

>> > *DO you have SP2 installed?*

>> >

>> >

>> > >-----Original Message-----

>> > >press ctrl alt delete to open control panel, but it just

>> > >flashes on

>> > >screen and then disappears. Soon after get smsc.exe

>> > >application

>> > >error. problems seem related but not sure. Anyone know

>> > >a solution?

>> > >.

>> > >

>>

>> *No, SP1, would SP2 help?*

>>

This is symptomatic of virus infection. If you do not have a full-featured current version (not earlier than 2004) antivirus installed, using updated virus definitions, start by scanning with TrendMicro's Sysclean:

TrendMicro's Sysclean is an extensive antivirus tool which has the advantage of not needing to be installed. It requires two parts – the scanning engine and the virus pattern files.

1. Create a new folder on your Desktop or the C: drive named something useful like "Sysclean".

2. Go here and download the two parts of the program to that folder:

<http://www.trendmicro.com/download/dcs.asp> – Sysclean

<http://www.trendmicro.com/download/pattern.asp> – virus pattern files

The pattern files will be zipped – extract them with your unzipper (like WinZip) or if you have XP, you can just open the folder. You need to put the extracted files in the Sysclean folder you made.

3. Restart your computer in Safe Mode. Get into Safe Mode by repeatedly tapping the F8 key as the computer is starting up to get to the proper menu.

4. Go to the Sysclean folder you made and double-click on sysclean.com. Start the scan. After the scan is finished, look at the log. You may need to make a note of where any viruses were found if they were not able to be removed so you can manually delete them.

After you have done the initial work with Sysclean, get a full-featured av, install it, update it, and do a complete scan in Safe Mode.

Malke

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MS MVP - Windows Shell/User
Elephant Boy Computers
www.elephantboycomputers.com
"Don't Panic!"