

Re: problem please help

Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2005-12/msg03306.html>

- *From:* "JB" <nospam@xxxxxxxxxxx>
 - *Date:* Thu, 8 Dec 2005 22:17:10 -0000
-

Just when you thought you'd seen the last of me!

This is very weird. I was in no hurry to give up my 'faulty hard drive' just yet.

After the first Chkdsk, I noticed things were slightly better, very slightly. I managed to do a Defrag.

and another chkdsk. Things were better still. So I then did another System Restore, to a week before the first one, (making it 2 weeks before it went awol) and now my system is pretty much back to normal!!!

The Window Installer error message is gone, I can get into Disk Manager which I couldn't before and the speed is how it was.

Only 2 things haven't changed.

1 All text, where you can input or edit and on the internet that isn't graphic, is slanted and yet not Italic.

2 The icons for all Office programs, Adobe programs and PaintshopPro are generic and when you rightclick the 'change icon' button is greyed out.

I really want to know if anyone has seen this type of problem before. It's so virus-like and yet numerous checks from 3 different anti spy programs and Anti virus ones came up clean.

The HD diagnostic tool came up with Disk failing, but then why have things improved?

JB

"Ken Zhao [MSFT]" <v-kzhao@xxxxxxxxxxxxxxxxxxxxxx> wrote in message <news:kBSsyr7%23FHA.3764@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

> Hello Jen,

>

> I know you have problems on the hardware device. If you have any update
> for

> this issue in the future, please feel free to let us know.

>

> Thanks & Regards,

>

> Ken Zhao

>

Re: problem please help

> Microsoft Online Partner Support
> Get Secure! – www.microsoft.com/security
>
> =====
> When responding to posts, please "Reply to Group" via your newsreader so
> that others may learn and benefit from your issue.
> =====
> This posting is provided "AS IS" with no warranties, and confers no
> rights.
>
>
>
>
> -----
> | From: "JB" <noone@xxxxxxxxxxxxx>
> | References: <O2oSfhq9FHA.2120@xxxxxxxxxxxxxxxxxxxxxxxx>
> | <#trnnDt9FHA.3804@xxxxxxxxxxxxxxxxxxxxxxxx>
> | <OQP9CMt9FHA.1844@xxxxxxxxxxxxxxxxxxxxxxxx>
> | <bgu1bSx9FHA.3764@xxxxxxxxxxxxxxxxxxxxxxxx>
> | <edIKbKz9FHA.3884@xxxxxxxxxxxxxxxxxxxxxxxx>
> | <#gqmViz9FHA.2320@xxxxxxxxxxxxxxxxxxxxxxxx>
> | <stGKvUW#FHA.1240@xxxxxxxxxxxxxxxxxxxxxxxx>
> | Subject: Re: problem please help
> | Date: Tue, 6 Dec 2005 22:29:30 -0000
> | Lines: 443
> | X-Priority: 3
> | X-MSMail-Priority: Normal
> | X-Newsreader: Microsoft Outlook Express 6.00.2900.2180
> | X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2900.2180
> | X-RFC2646: Format=Flowed; Original
> | Message-ID: <eseUHSr#FHA.1676@xxxxxxxxxxxxxxxxxxxxxxxx>
> | Newsgroups: microsoft.public.windowsxp.general
> | NNTP-Posting-Host: host86-137-11-220.range86-137.btcentralplus.com
> | 86.137.11.220
> | Path: TK2MSFTNGXA02.phx.gbl!TK2MSFTNGP08.phx.gbl!TK2MSFTNGP09.phx.gbl
> | Xref: TK2MSFTNGXA02.phx.gbl microsoft.public.windowsxp.general:1405764
> | X-Tomcat-NG: microsoft.public.windowsxp.general
> |
> | Thanks.
> | Actually that was the very first thing I did.
> | I had posted in the security.virus NG because initially I wanted to make
> | sure the symptoms were not Virus caused, and I was advised to do a
> | diagnostics on the harddrive which I did and that came up as Disk
> | Failing,
> | also I've done a chkdsk and it came up with hundreds of errors and
> | unreadable unfixable sectors.
> | Not looking good.
> | J
> |
> | "Ken Zhao [MSFT]" <v-kzhao@xxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
> | news:stGKvUW%23FHA.1240@xxxxxxxxxxxxxxxxxxxxxxxx

Re: problem please help

Re: problem please help

> |> Hello Jen,
> |>
> |> Thanks for your response!
> |>
> |> Based on your situation, if the problem starts happening recently, I
> |> suggest you perform a System Restore to revert back to the initial
> status
> |> or other correct state.
> |>
> |> Note: If you have some important documents or files which are created
> |> after
> |> the restore point, please copy them to My Document. This is a
> precaution
> |> to
> |> take even if you are back to the initial status, files will still
> remain
> |> in
> |> My Documents.
> |>
> |> To restore your system to a previous state, we can use the following
> |> steps:
> |>
> |> 1. Before you start, please close all open files and close all open
> |> programs.
> |> 2. Click "Start"; Click "Programs or All Programs"; Click
> |> "Accessories";
> |> Click "System Tools"; Click "System Restore". The System Restore user
> |> interface should appear.
> |> 3. Select "Restore my computer to an earlier time" and click "Next".
> |> 4. From the restore points available, select an appropriate restore
> |> point
> |> when your system is working correctly and click "Next".
> |> 5. Click "Next" again. The restore process will run and your system
> |> will
> |> restart automatically.
> |> 6. After restarting, check whether your system functions correctly
> |> now.
> |> If
> |> not, you can undo your last restoration or select another restore
> |> point
> |> in
> |> System Restore user interface.
> |>
> |> 306084: How to restore the operating system to a previous state in
> |> Windows
> |> XP
> |> <http://support.microsoft.com/default.aspx?scid=kb:en-us:306084>
> |>
> |> Windows XP System Restore
> |>
> |> <http://www.microsoft.com/technet/prodtechnol/winxp/maintain/xpsysrst.mspx>

Re: problem please help

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> |>
> |> Also you may use Clean Boot to eliminate third party interference
> |> -----
> |> It is possible that some third party applications are incompatible
> |> with
> |> Windows XP. To isolate the influence of additional applications,
> |> please
> |> boot the system into a Clean Boot environment to see whether this
> |> problem
> |> continues:
> |>
> |> 1. Unplug all the unnecessary devices, with only the keyboard and the
> |> mouse
> |> left.
> |> 2. Click Start, click Run, type "msconfig" (without the quotation
> |> marks)
> |> in
> |> the Open box, and then click OK.
> |> 3. In the Startup tab, click the "Disable All" button.
> |> 4. In the Services tab, check the "Hide All Microsoft Services"
> |> checkbox,
> |> and then click the "Disable All" button.
> |> 5. Click OK and restart your computer.
> |>
> |> 310560: How to troubleshoot by using the System Configuration utility
> |> in
> |> Windows XP
> |> <http://support.microsoft.com/kb/310560>
> |>
> |> 316434: How to perform advanced clean-boot troubleshooting in Windows
> |> XP
> |> <http://support.microsoft.com/?id=316434>
> |>
> |> Hope that helps!
> |>
> |> Thanks & Regards,
> |>
> |> Ken Zhao
> |>
> |> Microsoft Online Partner Support
> |> Get Secure! – www.microsoft.com/security
> |>
> |> =====
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> |> so
> |> that others may learn and benefit from your issue.
> |> =====
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> |> rights.
> |>
> |>

Re: problem please help

> |>
> |>
> |>
> |> -----
> |> | From: "JB" <someone@xxxxxxxxxxxxxx>
> |> | References: <O2oSfhq9FHA.2120@xxxxxxxxxxxxxxxxxxxxxx>
> |> | <#trnnDt9FHA.3804@xxxxxxxxxxxxxxxxxxxxxx>
> |> | <OQP9CMt9FHA.1844@xxxxxxxxxxxxxxxxxxxxxx>
> |> | <bgu1bSx9FHA.3764@xxxxxxxxxxxxxxxxxxxxxx>
> |> | <edIKbKz9FHA.3884@xxxxxxxxxxxxxxxxxxxxxx>
> |> | Subject: Re: problem please help
> |> | Date: Fri, 2 Dec 2005 12:04:42 -0000
> |> | Lines: 267
> |> | X-Priority: 3
> |> | X-MSMail-Priority: Normal
> |> | X-Newsreader: Microsoft Outlook Express 6.00.2900.2180
> |> | X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2900.2180
> |> | X-RFC2646: Format=Flowed; Response
> |> | Message-ID: <#gqmViz9FHA.2320@xxxxxxxxxxxxxxxxxxxxxx>
> |> | Newsgroups: microsoft.public.windowsxp.general
> |> | NNTP-Posting-Host: host86-137-11-220.range86-137.btcentralplus.com
> |> | 86.137.11.220
> |> | Path:
> |> | TK2MSFTNGXA02.phx.gbl!TK2MSFTNGP08.phx.gbl!TK2MSFTNGP11.phx.gbl
> |> | Xref: TK2MSFTNGXA02.phx.gbl
> |> | microsoft.public.windowsxp.general:1402663
> |> | X-Tomcat-NG: microsoft.public.windowsxp.general
> |> |
> |> | forgot to say that when I click Ctr/Alt/Del I instantly get the Task
> |> | Manager
> |> | but if I try and right click on the taskbar it takes forever.
> |> | Also I right clicked on one of the desktop shortcuts that's not
> |> | showing
> |> | it's
> |> | own Icon i.e. PsPX and when I went to 'Change Icon' a message comes
> |> | up
> |> | saying.
> |> |
> |> | Windows cannot find the file %system.root%Installer{lots of letter
> |> | and
> |> | numbers}icon.exe.ico
> |> |
> |> | Jen
> |> |
> |> |
> |> | "JB" <someone@xxxxxxxxxxxxxx> wrote in message
> |> | <news:edIKbKz9FHA.3884@xxxxxxxxxxxxxxxxxxxxxx
> |> | > I'm trying to do all the diagnostics but rebooting takes 40
> |> | minutes
> |> | and
> |> | > every task 10 minutes.

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> |> |> The system is not hanging, it's like it's in slow motion.
> |> |> When in Word it's as though there is no problem at all. And on
> the
> |> |> desktop Right clicking is instant It's Mainly the task bar and
> Start
> |> Menu
> |> |> that's showing the problem. Going into Computer Management, I can
> wiz
> |> |> around there with no problem EXCEPT when I click on one of the
> Storage
> |> |> options, Storage management, disk Frag etc.
> |> |> I looked at System Event Viewer and found hundreds of red alerts.
> 2
> |> |> examples below.
> |> |>
> |> |> Event Type: Error
> |> |> Event Source: DCOM
> |> |> Event Category: None
> |> |> Event ID: 10010
> |> |> Date: 02/12/2005
> |> |> Time: 10:26:39
> |> |> User: JENPC\Jenn
> |> |> Computer: JENPC
> |> |> Description:
> |> |> The server {833E4010-AFF7-4AC3-AAC2-9F24C1457BCE} did not register
> |> with
> |> |> DCOM within the required timeout.
> |> |>
> |> |> Event Type: Error
> |> |> Event Source: Application Hang
> |> |> Event Category: None
> |> |> Event ID: 1001
> |> |> Date: 02/12/2005
> |> |> Time: 10:49:22
> |> |> User: N/A
> |> |> Computer: JENPC
> |> |> Description:
> |> |> Fault bucket 126818269.
> |> |>
> |> |> For more information, see Help and Support Center at
> |> |> <http://go.microsoft.com/fwlink/events.asp>.
> |> |> Data:
> |> |> 0000: 42 75 63 6b 65 74 3a 20 Bucket:
> |> |> 0008: 31 32 36 38 31 38 32 36 12681826
> |> |> 0010: 39 0d 0a 9..
> |> |>
> |> |> (I'm about to hit the gin)
> |> |> Jen
> |> |>
> |> |>
> |> |> "Ken Zhao [MSFT]" <v-kzhao@xxxxxxxxxxxxxxxxxxxxxx> wrote in message

Re: problem please help

Re: problem please help

> |> |> news:bgu1bSx9FHA.3764@xxxxxxxxxxxxxxxxxxxxxxxxxxxx
> |> |>> Hello Jen,
> |> |>>
> |> |>> Thank you for using newsgroup!
> |> |>>
> |> |>> Thanks for our MVP Malke's kindly suggestions. Please feel free
> to
> |> |> try
> |> |>> Malke's suggestions and let us know the results.
> |> |>>
> |> |>> At this moment, I noticed you also received the following error
> |> |> message
> |> |>> in
> |> |>> normal mode of Windows XP:
> |> |>> The Windows Installer Service could not be accessed. This can
> occur
> |> |> if
> |> |>> you
> |> |>> are running Windows in safe mode, or if the Windows Installer is
> not
> |> |>> correctly installed.
> |> |>>
> |> |>> For this error message, the following article may be helpful:
> |> |>> 315353: "The Windows Installer Service Could Not Be Accessed"
> |> |> error
> |> |>> message
> |> |>> when you install a program in Windows XP
> |> |>> <http://support.microsoft.com/default.aspx?scid=kb:en-us:315353>
> |> |>>
> |> |>> Hope that helps!
> |> |>>
> |> |>> Thanks & Regards,
> |> |>>
> |> |>> Ken Zhao
> |> |>>
> |> |>> Microsoft Online Partner Support
> |> |>> Get Secure! – www.microsoft.com/security
> |> |>>
> |> |>> =====
> |> |>> When responding to posts, please "Reply to Group" via your
> |> |> newsreader
> |> |> so
> |> |>> that others may learn and benefit from your issue.
> |> |>> =====
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> |> |>>
> |> |>>
> |> |>>
> |> |>>

Re: problem please help

> |> |>>
> |> |>> -----
> |> |>> | From: "JB" <someone@xxxxxxxxxxxxxxxx>
> |> |>> | References: <O2oSfhq9FHA.2120@xxxxxxxxxxxxxxxxxxxxxxxx>
> |> |>> | <#trnnDt9FHA.3804@xxxxxxxxxxxxxxxxxxxxxxxx>
> |> |>> | Subject: Re: problem please help
> |> |>> | Date: Thu, 1 Dec 2005 23:57:36 -0000
> |> |>> | Lines: 119
> |> |>> | X-Priority: 3
> |> |>> | X-MSMail-Priority: Normal
> |> |>> | X-Newsreader: Microsoft Outlook Express 6.00.2900.2180
> |> |>> | X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2900.2180
> |> |>> | X-RFC2646: Format=Flowed; Original
> |> |>> | Message-ID: <OQP9CMt9FHA.1844@xxxxxxxxxxxxxxxxxxxxxxxx>
> |> |>> | Newsgroups: microsoft.public.windowsxp.general
> |> |>> | NNTP-Posting-Host:
> |> |>> | host86-137-11-220.range86-137.btcentralplus.com
> |> |>> | 86.137.11.220
> |> |>> | Path:
> |> |>> | TK2MSFTNGXA02.phx.gbl!TK2MSFTNGP08.phx.gbl!TK2MSFTNGP11.phx.gbl
> |> |>> | Xref: TK2MSFTNGXA02.phx.gbl
> |> |>> | microsoft.public.windowsxp.general:1402419
> |> |>> | X-Tomcat-NG: microsoft.public.windowsxp.general
> |> |>> |
> |> |>> | So relieved to get a reply!. Thank you.
> |> |>> |
> |> |>> | BTW The machine isn't a laptop, it's a Desktop. I'm sorry I
> |> |>> | didn't
> |> |>> | make
> |> |>> | myself clear. I was only using the laptop to post message and
> |> |>> | wasn't
> |> |>> | used
> |> |>> | to its keyboard. :)
> |> |>> | I've printed your reply and will go through it now.
> |> |>> |
> |> |>> | J
> |> |>> |
> |> |>> |
> |> |>> | "Malke" <notreally@xxxxxxxxxxxxxxxx> wrote in message
> |> |>> | <news:%23trnnDt9FHA.3804@xxxxxxxxxxxxxxxxxxxxxxxx>
> |> |>> | > JB wrote:
> |> |>> |>
> |> |>> |>> Hi.
> |> |>> |>> Never had problems with my pc until yesterday.
> |> |>> |>> Firstly, I'm very careful, have McAfee Security Suite 2006
> |> |>> |>> (updated
> |> |>> |>> last week from McAfee VS9 and FirewallPlus)
> |> |>> |>> Spydoctor (full scan daily) and Microsoft AntiSpy, as well
> |> |>> |>> as
> |> |>> |>> my
> |> |>> |>> ISP's

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> |> |>> |>> very good Virus and Antispam campaign.
> |> |>> |>>
> |> |>> |>> Yesterday when I went on my machine, out of the blue,
> everything
> |> I
> |> |>> |>> clicked on started to take 1–2 minutes to respond as well as
> the
> |> |>> |>> Windows Programs menu and task manager. I rebooted the
> machine .
> |> At
> |> |>> |>> first it asked if I wanted to go SafeMode, a different
> screen
> to
> |> the
> |> |>> |>> F8 when you can choose. it continued as if to start then
> went
> |> back
> |> |>> to
> |> |>> |>> that odd safe mode thing like in
> |> |>> |>> a loop, It did this 3 times and then started normally. But
> it
> |> took
> |> |>> |>> over 10 minutes to fully load everything. And again
> everything I
> |> did
> |> |>> |>> took ages. This is with Start>Programs (but not Start), the
> menu
> |> |>> opens
> |> |>> |>> but just grey and just hangs for ages, but then ok in
> spurts.
> |> the
> |> |>> |>> right click on any of the system task icons, particularly
> Task
> |> |>> |>> manager. Task manager process didn't show anything with high
> cpu
> |> |>> usage
> |> |>> |>> except windows Explorer. When it 'wakes up' it is fine for a
> few
> |> |>> |>> seconds. IE takes an age. Right clicking on the desktop is
> fine
> |> and
> |> |>> |>> opening program seems ok.
> |> |>> |>> Also a few fonts have gone Italic, and the following icons
> are
> |> gone
> |> |>> |>> and showing generic.
> |> |>> |>> All Office2003 icons, PaintshopPro10, and Adobe. All other
> icons
> |> |>> are
> |> |>> |>> ok.
> |> |>> |>>

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> |> |>> |>> I did a Virus Scan and Spy Doctor and Microsoft AntiSpy, all
> |> came
> |> up
> |> |>> |>> with 0. Restarted in safe mode, was just as slow, and ran
> |> VirusScan
> |> |>> |>> while I went to work in safe mode, 7 hours later when I
> |> returned,
> |> |>> |>> McAfee VS stuck on a file.
> |> |>> |>> c:Windows/\$/KB899591/update/update_sp2QFE.inf (the slashes
> are
> |> the
> |> |>> |>> other way around but cannot find them on my laptop sorry)
> |> |>> |>> Could minimise it but could not close it except in Task
> manager.
> |> |>> |>> So I then did a system restore to Monday when all was well,
> but
> |> |>> there
> |> |>> |>> is no change at all.
> |> |>> |>> I deleted a lot of stuff in Add/Remove. A couple of things
> came
> |> up
> |> |>> |>> with the following error:
> |> |>> |>> "Windows installer service could not be accessed. This can
> occur
> |> if
> |> |>> |>> you are in safe mode or if the windows installer is not
> properly
> |> |>> |>> installed." but of course I'm not in safe mode. I don't know
> if
> |> this
> |> |>> |>> is all part of the problem but I thought I'd include
> everything
> |> |>> that's
> |> |>> |>> different just in case.
> |> |>> |>>
> |> |>> |>> PC Packard Bell , Only 1.5 years old.
> |> |>> |>> XP sp2,
> |> |>> |>> Office 03.
> |> |>> |>> 40 Gb only 2/3 free space
> |> |>> |>> 448 Mb of Ram
> |> |>> |>>
> |> |>> |>
> |> |>> |> You've done a good job of determining that the problem isn't
> |> |>> |> virus/malware. From your description of the problem, I'd lean
> |> toward
> |> |>> a
> |> |>> |> hardware issue. The newness of the computer is irrelevant; in
> |> fact
> |> if
> |> |>> |> hardware is going to fail it usually does so quite soon – or
> the

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> |> day
> |> |>> |> the warranty runs out :-o
> |> |>> |>
> |> |>> |> I'll give you general hardware troubleshooting steps, but you
> |> |>> probably
> |> |>> |> should just call tech support, particularly since this is a
> |> laptop.
> |> |>> You
> |> |>> |> might want to test the hard drive and memory before you call
> tech
> |> |>> |> support so they don't just fob you off with "reinstall
> Windows".
> |> One
> |> |>> |> other thing – check whether your drives are using PIO Mode
> |> instead
> |> of
> |> |>> |> one of the DMA Modes. Here's a link explaining that:
> |> |>> |>
> |> |>> |> <http://www.michna.com/kb/WxDMA.htm>
> |> |>> |>
> |> |>> |> 1) Open the computer and run it open, cleaning out all dust
> |> bunnies
> |> |>> and
> |> |>> |> observing all fans (overheating will cause system freezing).
> |> |>> Obviously
> |> |>> |> you can't do this with a laptop, but you can hear if the fan
> is
> |> |>> running
> |> |>> |> and feel if the laptop is getting too hot.
> |> |>> |>
> |> |>> |> 2) Test the RAM – I like Memtest86+ from www.memtest.org.
> |> Obviously,
> |> |>> you
> |> |>> |> have to get the program from a working machine. You will
> either
> |> |>> |> download the precompiled Windows binary to make a bootable
> floppy
> |> or
> |> |>> |> the .iso to make a bootable cd. If you want to use the
> latter,
> |> you'll
> |> |>> |> need to have third-party burning software on the machine
> where
> |> you
> |> |>> |> download the file – XP's built-in burning capability won't do
> the
> |> |>> job.
> |> |>> |> In either case, boot with the media you made. The test will
> run
> |> |>> |> immediately. Let the test run for an hour or two – unless
> errors

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> |>
> |
> |
> |
> |
> |

• **Follow-Ups:**

- ◆ **Re: problem please help**
◇ From: Ken Zhao [MSFT]

• **References:**

- ◆ **problem please help**
◇ From: JB
 - ◆ **Re: problem please help**
◇ From: Malke
 - ◆ **Re: problem please help**
◇ From: JB
 - ◆ **Re: problem please help**
◇ From: Ken Zhao [MSFT]
 - ◆ **Re: problem please help**
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◇ From: JB
 - ◆ **Re: problem please help**
◇ From: Ken Zhao [MSFT]
- Prev by Date: **Re: Folders open in Search mode**
 - Next by Date: **Re: Changing a systems default wallpaper**
 - Previous by thread: **Re: problem please help**
 - Next by thread: **Re: problem please help**
 - Index(es):
 - ◆ **Date**
 - ◆ **Thread**