

Re: Turn Off computer not working

Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2009-06/msg05587.html>

- *From:* Jose <jose_ease@xxxxxxxxxx>
 - *Date:* Mon, 29 Jun 2009 04:42:08 -0700 (PDT)
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On Jun 29, 1:57 am, "randwill" <rwilliams4...@xxxxxxxxxxxxxx> wrote:

"Jose" <jose_e...@xxxxxxxxxx> wrote in message

<news:972061bf-88f9-4676-bec1-096e1c26e57d@xx>

On Jun 28, 1:36 pm, "randwill" <rwilliams4...@xxxxxxxxxxxxxx> wrote:

"Jose" <jose_e...@xxxxxxxxxx> wrote in message

<news:e3921c49-33cd-41f1-8718-5034695e3bf2@xx>

The error is most helpful.

It sounds like some program is having some difficulty stopping/
closing.

The indicated User Profile Hive Cleanup may help and you can always
uninstall it later through Add/Remove programs if you don't want it.
It adds a Service (read the MS page).

I did some reading and some people said that if they click the
shutdown button twice it seems to work (but you still have the
problem). It would be interesting if that works for you.

Another person was able to track down the offending application by
using the MS Configuration utility – msconfig. His problem was some

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old driver from some ATI Catalyst Control Panel.

To get into msconfig, click Start, Run, msconfig, OK. We want to look at the Startup tab to see all the programs that start automatically with Windows. A check in the box means it will start, no check it will not start (but could).

Unchecking a box does not uninstall the program, it just keeps it from starting.

The idea is process of elimination to start unchecking startup applications, reboot, try again.

I would start with applications that you have installed after Windows (Like ATI applications for this one fellow). Windows will probably have installed things like dumprep and ctfmon which are not essential, but also probably not the problem. It is probably something installed after Windows.

It is up to you if you want to uncheck them one at a time, two at a time, etc. until you find the one entry that, when enabled, your system fails. Keep a list as you go so you can put back the ones that are not the problem.

You could uncheck them all, reboot, test and then start putting them back one at a time until it fails. The last one you put back is the culprit. Uncheck it and retest to be sure.

After making a change with MSCONFIG and rebooting, you will get a message box telling you about something has changed, so check the box that says not to bother you again and click OK and try the shutdown again.

Time consuming, but it may be the only way.

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There may be additional clues in the rest of the Event Log message if you read all of it that we can't see here. If it reference a program, start with that one in your MSCONFIG.

When you find the offending program, you can see if there is an update for it or decide if it is something you really need or not, but at least you will know what it is.

This procedure sounds familiar to me. I believe I used it to track down another issue many years ago. I am going to get started.

Also, I have downloaded a lot of updates via Microsoft's automatic updates.

I have it set up to ask me which ones to download. It has downloaded them and now the Turn Off button in the 'Turn off computer box' has a small shield icon on it. Below the buttons the message reads, "Click Turn Off to install important updates and turn off your computer". Is there any way to install these updates since pushing the Turn Off button is currently not working?

You should consider configuring your Automatic Updates (Start, Control Panel, Automatic Updates) to download automatically, but let you pick the time to install (and what to install) then the shield will show up in your Notification Area and you can click it to check out/install the updates.

The default is for Windows to install them when it feels like it, which is at shutdown, so I am not sure what it will do since your shutdown button is broken! If the updates take a long time to install at shutdown, people can think shutdown is broken, when it really isn't. I like to download automatically and pick my own installation time and I don't encounter that situation.

Once you get shutdown sorted out, you can always go back to IE and do a manual update, pick what you want and tell it not to remind you again about things you don't want. For me, that would be IE8 (at least for right now), but that is up to you. IE8 will be offered, but I am not a big thrill seeker these days.

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This MSCONFIG process is familiar? :)

I tracked down the offending process using the method you outlined above. It was 'groupmanager' associated with DVDFab. I uninstalled DVDFab. However, I notice that 'groupmanger' remains in the list of Startup items in the MS configuration utility. I've left it unchecked, of course. So that resolves that issue.

However...

After all this, when I rebooted I noticed I was now getting the message, "Invalid Boot INI file. Booting from C:\Windows\" on the black screen at startup. Researching this, I found I could look at the Boot INI tab in the MS Configuration Utility and determine if it was written properly there. I looked and discovered that the field was blank! The field was also 'dead', that is, you can't get a blinking cursor to type anything in there. I then noticed that when I tried to right-click to copy something my system became incapacitated. By this I mean, the arrow cursor changes to the hour glass when over the window I've right-clicked on and goes back to the arrow anywhere else on the screen, but nothing can be activated. I have to push the restart button to recover. This occurs on the Desktop, on Explorer windows or on the browser window. (Not on this Outlook Express window as I can right-click to copy what I have just typed here without killing everything.)

So, are these issues fixable or do I have a botched installation?

Okay – we can work on your startup tab later.

If there is no boot.ini, the BOOT.INI tab in MSCONFIG will not even show up and your system will hang trying to start. Sounds like if the file is screwed up, the tab will be there, but MSCONFIG can't display it properly.

MSCONFIG is not a boot.ini editor, so you can't make textual changes to boot.ini using MSCONFIG.

There are ways to create a new boot.ini, but since you at least seem to have one, we can try to fix it.

The boot.ini is normally a hidden, read only file in C:\, so in Explorer you will have to change your Tools, Folder Options, View, to Show hidden files and folders and then open your boot.ini file with notepad or wordpad.

Make a copy of your boot.ini before editing.

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Here is what a basic boot.ini looks like. Note the "multi" stuff is all one line:

```
[boot loader]
timeout=30
default=multi(0)disk(0)rdisk(0)partition(1)\WINDOWS
[operating systems]
multi(0)disk(0)rdisk(0)partition(1)\WINDOWS="Microsoft Windows XP
Professional" /fastdetect
```

So you can adjust yours, or paste the above into yours and save it as boot.ini.

Try the BOOT.INI tab in MSCONFIG again. Click the Check All Boot Paths button for success. Looks good?

If you installed the Recovery Console with XP (good idea for later if not), the boot.ini should look something like this:

```
[boot loader]
timeout=30
default=multi(0)disk(0)rdisk(0)partition(1)\WINDOWS
[operating systems]
multi(0)disk(0)rdisk(0)partition(1)\WINDOWS="Microsoft Windows XP
Professional" /fastdetect
C:\CMDCONS\BOOTSECT.DAT="Microsoft Windows XP Recovery Console" /
cmdcons
```

Do not add the Recovery Console option to the boot.ini file if Recovery Console is not installed on your hard disk.

You can also edit your boot.ini by right clicking My Computer, Properties, Advanced, Startup and Recovery, Settings, Edit – that takes too long for me.

I don't know about your copy/paste thing, but let's just fix the boot.ini first.

Did the copy/paste problem exist before you removed DVDfab?

Reboot and see how that goes.

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