

Re: Windows XP Pro client won't shut down

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2006-11/msg02668.htm

- *From:* "Mike Webb" <Mike_Webb@xxxxxxxxxxxxxxxxxxxx>
 - *Date:* Mon, 20 Nov 2006 15:51:30 -0600
-

Running a scan now. Checked the Event Viewer logs – nothing remarkable, except lots of virus's picked up by Symantec (she seems to get a few every week by email, that my Exchange IMF and Symantec haven't succeeded in blocking out.)

"nass" <nass@xxxxxxxxxxxxxxxxxxxxxxxx> wrote in message <news:8D8FBB01-FFB5-472A-9B00-24487C986EF4@xxxxxxxxxxxxxxxxxxxx>

Good luck.
Please let us know your findings.
Best regards,
nass

"Mike Webb" wrote:

Will do, thanks.

"nass" <nass@xxxxxxxxxxxxxxxxxxxxxxxx> wrote in message <news:23874FC7-3845-4DC0-A7FB-B08650CE9C43@xxxxxxxxxxxxxxxxxxxx>

"Mike Webb" wrote:

Running in a SBS 2003 Premium LAN.
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Our Office Manager told me that her computer wouldn't shut down today, nor did it on Friday. I went down to check it and she's right. It just "sits" there. I've not put out any new Group Policies, and she's got so little knowledge

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of computers I seriously doubt she did anything.

I've never run across this before. What can I/should I check?

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Mike Webb
Platte River Whooping Crane Maintenance Trust, Inc.
a 501 (c)(3) conservation non-profit organization

First thing is to check for Error in the Event Viewer and see if it is

Hardware or Software issue, by doing this:

Open a Run Command and type: eventvwr click [OK] and look for error.

=Check for malwares/Viruses infection, since she isn't computer savvy

she

can get into this by false or infected e-mails.

If she is on a local network, I will take a serious step and scan all

machines and the server for infection.

But start with her machine first.

HTH.

Reg