

Re: error message

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2006-12/msg03148.htm

- *From:* wallo <wallo@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Thu, 21 Dec 2006 11:36:00 -0800
-

I did the sfc/scannow and it is still sluggish. Anything else I can do?

weez

"Wesley Vogel" wrote:

sfc /scannow Not SFC/SCANNOW or you can use SFC /SCANNOW

Case makes no difference, but the space does.

Sometimes the deleted files are only part of the malware, not part of something that you want to keep.

If Windows File Protection is running, it will not let you or any program delete or otherwise mess up system files.

HOW TO Verify That Windows File Protection Is Running

<http://support.microsoft.com/kb/814597>

System File Checker (sfc.exe) replaces screwed up system files.

Load your XP CD in your CD drive.

Start | Run | Type or paste: sfc /scannow | Click OK

sfc /scannow scans all protected system files immediately and replaces incorrect versions with correct Microsoft versions.

System File Checker takes a while to run.

If you have XP Home and it asks for your XP Pro CD, see this KB article...

You may be prompted to insert a Windows XP Professional CD when you run the System File Checker tool in Windows XP Home Edition

<http://support.microsoft.com/kb/897128>

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If SFC.EXE did anything it will be listed in the Event Viewer.

Open the Event Viewer...

Start | Run | Type: eventvwr | Click OK | Click System |

Windows File Protection will be listed under the Source column. Look at any Windows File Protection entries.

Explains a whole bunch about sfc.exe.

scannow sfc (sfc.exe)

<http://www.updatexp.com/scannow-sfc.html>

Description of Windows XP and Windows Server 2003 System File Checker (Sfc.exe)

<http://support.microsoft.com/kb/310747>

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Hope this helps. Let us know.

Wes

MS-MVP Windows Shell/User

In <news:6E5BB23A-BDBA-4D03-B63B-CF4D631ECE90@xxxxxxxxxxxxxxxx>,
wallo <wallo@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> hunted and pecked:

I did scans in safe mode, got no results. The computer is still sluggish. The reason I thought I had a missing file is because when the virus check quarantines files, I delete them. As for what Elmo recommended, I tried but it did not work. Was I supposed to type something else besides SFC/SCANNOW ? --
weez

"Wesley Vogel" wrote:

Why do you think that you are missing a file?

UPDATE your antivirus software and run a full system scan.

UPDATE whatever anti-spyware applications that you have and run a full system scan with each one.

You might want to start in Safe Mode to run your antivirus and anti-spyware software.

Running a full system antivirus scan or anti-spyware scan in Safe Mode can be a good idea. Some viruses and other malware like to

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conceal
themselves in areas Windows protects while using them.
Safe mode will
prevent those applications access and therefore unprotect the
viruses or
other malware allowing for easier removal.

How to start Windows in Safe Mode Windows XP
<http://www.bleepingcomputer.com/forums/index.php?showtutorial=61#winxo>

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Hope this helps. Let us know.

Wes
MS-MVP Windows Shell/User

In
news:54E23D34-2FC5-4AE7-8CAF-6861FCE91FFF@xxxxxxxxxxxxxx,
wallo <wallo@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> hunted and
pecked:

I thank Byte and Wesley for replying to my
post, however, there are
obviously more things I need to deal with.
My computer is really
sluggish and I am afraid I might be missing a
file. How do I go about
finding out if I am or how do I fix my
computer without having to pay
someone else to look at it. Is there a way to
troubleshoot if I don't
know exactly what's wrong? Any help is
appreciated.
-- weez

"wallo" wrote:

I have the following error
message on my desktop and
I would appreciate
help with it : hs_err_pid372
. I don't know what it means
and how
to fix it. I get home after
6:30PM. Can anyone help
me. Thanks.

--

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weez