

# Re: Sys Info Problems and Confirm SP2 Install

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*Source:*

[http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help\\_and\\_support/2007-03/msg01971.htm](http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2007-03/msg01971.htm)

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- *From:* stashamaria <[stashamaria@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:stashamaria@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Sat, 17 Mar 2007 16:27:03 -0700
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I have gone back through all of your prior suggestions and also read related material as I located it and tried those options. My system still will not read any system information. I cannot get it to tell me about itself via the Help and Support option or via the system information program. It DOES seem as if at least ONE root of the problem is the WMI access.

In making these attempts, I've received the following information that I hope might help you or ANYONE better identify the problem or the solution. I've copied any messages verbatim and tried to clearly identify when and where I received them. I'm sorry that it's taken a while to respond. Since I CAN use other features, I've had to do other urgent work and not spend all of my time on the solution. However, I have NOT installed any further updates to avoid further complications.

NEW INFO:

WMI software: Note: When opening properties from WMI console, it reported the following under the general tab: Connected as currently logged on user. But in the window it says Failed to initialize all required WMI classes. A blank line and the following four lines: Win32\_Processor: Win32: Access is denied.

Win32\_WMISetting: Successful.

Security information: Successful.

Win32\_OperatingSystem: Win32: Access is denied.

Probably as a result of this, the system will not let me open any other tabs in the WMI Control (Local) Properties. I open the file using the Run command by entering wmicmgmt.msc in the open box. When I go to exit the WMI console, a box opens with the Microsoft Management Console as tile in the top bar (to the left of the X close box). It states and asks the following: This console file (C:\WINDOWS\system32\wmimgmt.msc) was saved with an earlier version of Microsoft Management console (MMS). Do you want to update it to the MMC version 2.0 format?

To update and close the file, click Yes. You will no longer be able to use the file with earlier versions of MMC.

To discard changes and close the file, click NO.

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To return to the file, click Cancel.

I've avoided the choice as of now by turning off the system in the hibernate mode.

Also, I cannot find any registry files. Does this help locate the reason I've lost the ability to access system information etc. no matter which route I take? Should I just uninstall all of the updates since SP2 and SP2 also? Could this have to do with using the network administrators version instead of the home professional version?

PLEASE. Can anyone help!!!!!!

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Stasha F -- pzzlslv

"Ramesh, MS-MVP" wrote:

Regarding RPC service: By default it uses the NT AUTHORITY\NetworkService account, so you did not have to change that.

Load library ("C:\WINDOWS\system") failed

There might be a typo. To prevent errors, copy the command exactly as given earlier and paste in Start Run dialog.

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Regards,

Ramesh Srinivasan, Microsoft MVP [Windows XP Shell/User]  
Windows® XP Troubleshooting <http://www.winhelponline.com>

"stashamaria" <stashamaria@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message  
[news:14EEA03E-1DBA-4DF6-8EC1-110E33F1FF45@xxxxxxxxxxxxxxxxxxxx](mailto:news:14EEA03E-1DBA-4DF6-8EC1-110E33F1FF45@xxxxxxxxxxxxxxxxxxxx)

Sorry it's taken me so long to reply. I've been trying to explore all of the possibilities you opened up and running into consistent deadends. When I went to the article that you suggested, I opened the services window and verified that RPC, event log, and WMI were all running. Since that did not seem the problem, I followed up the trail in the article regarding permissions. I saw that the RPC service did not list local user as logon, but had the "this user" box checked and user identified as: "NT Authority/Network Service" and provided an unknown 15-digit password. I changed to local user and restarted. Still no system info.

I further tried to check the registry. However, with and without guided help, I am not allowed to run backup. I have not yet tried restore because

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after all of the recent updates (I automated after loading SP2, so I'm unsure if update or SP2 caused problem. I automatically create restore points every Fri night and didn't want to go back to same problem OR to create new automated backup with the current problem intact.

Finally, when I used start and run to enter your four suggested %windir% lines, I received the following message each time:  
Load library ("C:\WINDOWS\system") failed – The specified module could not be found.

PLEASE PLEASE PLEASE. Can you (or ANYONE else) please give me anything else that I can do? It's taking tremendous time to try and fix this that I need to spend on other tasks urgently.

Thanks again Ramesh. I hope to hear from you soon. Thanks to anyone else also in advance.

Stasha F -- pzzlslv