

RE: Screensaver and Power Profile Issues

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2007-08/msg00014.htm

- *From:* Grant <Grant@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Tue, 31 Jul 2007 17:38:05 -0700
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The scr file I'm using is WinExit from the Resource Kit, which used to work perfectly so I don't think it is the issue. It has to be something a Windows Update patch that messed up the systems, since we haven't deployed any new software since the problem began.

I honestly doubt WMI info is corrupted since even new machines added to the network are exhibiting the same problems. Not to mention the thought of having to repair the Windows installations of scores of machines at 5 sites doesn't make me want to embrace this idea ;)

I can query the idle timer using SysInternal's PsLoggedOn utility and it appears to have an accurate count... unfortunately the screensaver and power profile completely ignores it.

Any more suggestions are completely appreciated!!

Grant

"Mark L. Ferguson" wrote:

Hard to guess how the scr file might hook the message pump for windows, and it could be some use of the WMI to call the standby feature. Without the source, debugging wouldn't be worth the effort.

You might consider testing the WMI. The GPO might also be using it, and colliding with the scr file.

Error Message: The Windows Management Instrumentation (WMI) Information Might Be Corrupted : <http://support.microsoft.com/kb/823775/en-us>

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Mark L. Ferguson

"Grant" wrote:

RE: Screensaver and Power Profile Issues

Hi Mark,

There aren't any local policies configured for the screensaver or power options, just those from the Domain's GPO. The settings appear to be correct when logged in as a user and the RSoP shows everything is as it should be... I'm a little stuck on how to debug what is preventing the screensaver from turning on or entering a lower power state.

Thanks,

Grant

"Mark L. Ferguson" wrote:

Open GPEDIT.MSC , you might find a policy that is preventing it.

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Was this post helpful to you? Then click the "Yes" button, below.

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Mark L. Ferguson

"Grant" wrote:

Hello,

I seem to be having some screensaver and power setting issues with all of my users. We were using WinExit.scr fine until a few weeks ago when it mysteriously stopped working. We've also been using EZ_GPO to put our systems into Stand-by and/or Hibernation also well, but that doesn't seem to be triggering either.

I've done the following so far:

- 1) Verified the users and workstations have the correct screensaver settings via RSoP.

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- 2) Logged in as a restricted user and verified the screensaver is set correctly. Pressing the "Preview" button initiates WinExit correctly and logs the user out.
- 3) I ran "powercfg.exe /query" and verified all the power settings are correct.
- 4) I read that some optical mice will trigger from a reflective surface and reset the idle clock. I tried various mousepads without success... I even wrote a program in C# that hooked all mouse coordinates, mouse inputs, and keyboard inputs... despite hours with no activity, the screensaver/power settings do not activate.
- 5) I read that you can get a HID update from the Windows Update site, but there was nothing available for my machines...
- 6) Oddly the logon.scr will run, so I wrote a script that I could execute from a remote workstation to query how long any machine's logon.scr had been running. Despite running for hours, the power settings would never put the machine in stand-by or hibernation.

I'm not sure if anyone out there has the experience to help me with this issue... I'd rather not deploy another 3rd party app since WinExit and EZ_GPO used to work fine. Any pointers on what the problem may be or how to debug what is preventing the screensaver from launching would be much appreciated!

Many Thanks,

Grant