

# Re: Expert Help needed, with XP System functions

**Source:**

[http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.network\\_web/2004-05/2915.html](http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.network_web/2004-05/2915.html)

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**From:** Paul Woodsford

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**Date:** 05/21/04

Date: Fri, 21 May 2004 20:34:34 +0100

Sorry, I should have mentioned that the latest versions of both programmes have been run and show a clean system.

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Paul Woodsford

Remove \*\*\*\*NOSPAMPLEASE\*\*\*\* to Reply

"JR" <anonymous@discussions.microsoft.com> wrote in message news:1058f01c43f5f5d1432ca0\$a401280a@phx.gbl...

: First remove any spyware/adware from the system.  
: Download, install, \*update\* and run these two programs:  
: Ad-aware from <http://www.lavasoft.de/software/adaware/>  
: Spybot from <http://security.kolla.de/> (Remove items  
: listed in red.)

: Additional information at:

: Dealing with Unwanted Spyware and Parasites:  
: <http://mvps.org/winhelp2002/unwanted.htm>  
: Note the security recommendations.

: BHOs and Spyware  
: <http://www.generation.net/~hleboeuf/spyware.htm#BHOCOP>

: Bugs, Glitches & Stuffups:  
: <http://www.mvps.org/inetexplorer/Darnit.htm>

: Search for common parasites at  
: <http://www.doxdesk.com/parasite/>

: >-----Original Message-----

: >A friend has XP Home SP1 using an internal modem to  
: connect to the WWW.

: >A few days ago he found that Windows Update stopped  
: working. Could get to

: >the site, click on Scan and it stopped at 0%.

: >Followed all the likely fixes in the site FAQ without  
: any change in the

: >situation.

: >Now the following has also happened:-

: >1.System Restore starts but will not restore to a past  
: date.

: >2.He deleted his Dial Up Connection and tried to make a  
: new one, but the

: >Modem selection is greyed out despite the modem being  
: installed + drivers

microsoft.public.windowsxp.network\_web: Re: Expert Help needed, with XP System functions

: >and working using HyperTerminal.  
: >3. sfc /scannow will not run.  
: >4. Has tried to Repair XP using the install function in  
: Setup and it  
: >completed but the above 1,2,3 still not working.  
: >  
: >The XP auxiliary programmes, Notepad,WordPad,paint and  
: mediaplayer all work  
: >as does all the installed 3rd party software. No new  
: software has been  
: >installed in the past 3 months.  
: >He uses Norton and has had no problems for sometime. All  
: this is new.  
: >  
: >Can anyone help us as I am sure all these problems are  
: connected.  
: >  
: >--  
: >Paul Woodsford  
: >Remove \*\*\*\*NOSPAMPLEASE\*\*\*\* to Reply  
: >  
: >  
: >---  
: >Outgoing mail is certified Virus Free.  
: >Checked by AVG anti-virus system  
: >(http://www.grisoft.com).  
: >Version: 6.0.688 / Virus Database: 449 - Release Date:  
: 18/05/2004  
: >  
: >  
: >.  
: >  
---  
Outgoing mail is certified Virus Free.  
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Version: 6.0.688 / Virus Database: 449 - Release Date: 18/05/2004