

Re: System Restore not functioning

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.perform_maintain/2005-07/msg00806.htm

- *From:* "Bert Kinney" <bert@xxxxxxxxxx>
 - *Date:* Sat, 23 Jul 2005 12:58:59 -0400
-

Hi Tawnya,

Do a search for sr.sy_

After installing the SR2 update it may be located in the following folder.

C:\Windows\ServicePackFiles\i386

--

Regards,
Bert Kinney MS-MVP Shell/User
<http://dts-1.org/>

Tawnya wrote:

> I did already try to reinstall SR. It is during this
> install that I get the msg that the sr.sys file cannot be
> found on my hard drive. As I said in my original post,
> that is why I downloaded the SP2 update onto a disk in
> hopes that the sr.sys file could be accessed from that--
> NO DICE. I have searched my computer high & low for this
> sr.sys file, and I cannot find it. The reinstall will not
> go forward with the sr.sys file. See my notes in my
> original post so as not to repeat the problems on this
> reinstall of SR...

>

> "Will Denny" wrote:

>

>> Hi

>>

>> Try reinstalling System Restore:

>>

>> Open Windows Explorer and go to the %systemroot%\inf

>> folder. In the right hand pane locate a file name

>> sr.inf, right click on it and select 'Install'.

>>

>> --

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>>
>> Will Denny
>> MS-MVP Windows Shell/User
>> Please reply to the News Groups
>>
>>
>> "Tawnya" wrote
>>> Yes, they both say "Started". I tried to enable and
>>> disable the Sys Restore
>>> and re-booting in between. When I go back in to enable
>>> it, I get that same
>>> Generic Host Process error msg referenced in my
>>> original post. After closing
>>> the error msg and sending in my error report, if I try
>>> to manually create a
>>> restore point, I still get the svchost.exe Application
>>> Error msg referenced
>>> in my original post. Also, after disabling and
>>> re-enabling the SR, there are
>>> NO new check points. I have no check points, as they
>>> have been deleted for I
>>> don't know how long. Probably since my Sys Restore
>>> stopped functioning.
>>>
>>> Has anyone heard anything about the Sys Restore not
>>> functioning if Norton SystemWorks is on a system? I
>>> have that, but I don't use it. Our local computer
>>> repair shop must've put it on when we got a new
>>> motherboard.
>>>
>>>
>>> "Will Denny" wrote:
>>>
>>>> Hi
>>>>
>>>> Could you please check that the System Restore and
>>>> Task Scheduler Services
>>>> are running? From Start>Run type
>>>>
>>>> services.msc
>>>>
>>>> then scroll down the list to each of those Services
>>>> and make sure that 'Started' is in the Status column.
>>>>
>>>> It may be that one or more of the System Restore files
>>>> have become corrupt.
>>>> You will have to turn System Restore off/on – although
>>>> you will lose any existing checkpoints that may be
>>>> still in place:
>>>>
>>>> Right click on My Computer and select

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>>>> Properties>System Restore. Enable 'Turn off System
>>>> Restore on all drives' – then reboot your PC. Go back into
>>>> SR and disable 'Turn off...' and then reboot again.
>>>> After the second reboot
>>>> you should have one new checkpoint and SR should work
>>>> properly after that.
>>>>
>>>> --
>>>>
>>>> Will Denny
>>>> MS-MVP Windows Shell/User
>>>> Please reply to the News Groups
>>>>
>>>>
>>>> "Tawnya" <Tawnya@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in
>>>> message
>>>> news:3CAEDD61-9F79-4D43-9FE1-00AFF5DAAD11@xxxxxxxxxxxxxxxxxxxx
>>>>> WinXP Pro SP2
>>>>>
>>>>> All of my sys restore points are gone. When I try to
>>>>> manually create a restore point, I get this:
>>>>>
>>>>> Generic Host Process for Win32 Services
>>>>> Error signature:
>>>>> szAppName : svchost.exe szAppVer : 5.1.2600.2180
>>>>> szModName : catsrvut.dll szModVer :
>>>>> 2001.12.4414.258 offset : 0001e522
>>>>>
>>>>> The technical info from this error msg is:
>>>>> C:\DOCUME~1\USD410~1\LOCALS~1\Temp\WER2c2b.dir00\svchost.exe.mdmp
>>>>> C:\DOCUME~1\USD410~1\LOCALS~1\Temp\WER2c2b.dir00\appcompat.txt
>>>>>
>>>>> The computer then says to shut down and try system
>>>>> restore again. When I do
>>>>> this, the sys restore still will NOT work. It will
>>>>> then give me this msg
>>>>> when I try to manually create a restore point:
>>>>>
>>>>> svchost.exe – Application Error
>>>>> The exception Illegal Instruction
>>>>> An attempt was made to execute an illegal
>>>>> instruction. (Oxc000001d) occurred
>>>>> in the application at location 0x6fb2e522.
>>>>>
>>>>> I have been trying to troubleshoot by reading in
>>>>> discussion groups, and believe me, I have tried every
>>>>> solution presented. When I try to re-install
>>>>> Sys Restore, I come to a block because my system is
>>>>> missing the sr.sys file
>>>>> from the SP2 update. I have done a search on my
>>>>> system for this file, and I

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>>>>> cannot find in anywhere, so I downloaded the SP2
>>>>> update onto a disk to see if
>>>>> I could access the sr.sys file from that-- NO DICE.
>>>>> It tells me that the
>>>>> sr.sys file cannot be accessed from that brand new
>>>>> SP2 download. I also
>>>>> tried pointing it to
>>>>> c:\windows\servicepackfiles\i386--- NO DICE. However,
>>>>> my sys already has the SP2 update that was done by
>>>>> our local computer store
>>>>> from their CD. I am no computer guru, so perhaps
>>>>> there is something I need
>>>>> to do in order to be able to access the sr.sys file
>>>>> from the SP2 update that
>>>>> I downloaded yesterday??
>>>>>
>>>>> I have also looked at my error logs, and here is what
>>>>> that tells me: Event Type: Information
>>>>> Event Source: SRService
>>>>> Event Category: None
>>>>> Event ID: 116
>>>>> Date: 7/21/2005
>>>>> Time: 10:33:41 AM
>>>>> User: N/A
>>>>> Computer: USD-84YJCUR9M73
>>>>> Description:
>>>>> System Restore monitoring was disabled on all drives.
>>>>>
>>>>> For more information, see Help and Support Center at
>>>>> <http://go.microsoft.com/fwlink/events.asp>.
>>>>>
>>>>>
>>>>> I clicked on the above link, and there is no help or
>>>>> articles for event ID 116.
>>>>>
>>>>> Also, when I open up SR settings, it says it is
>>>>> monitoring drive C.
>>>>>
>>>>> When I type CMD in the Run feature, Task Scheduler
>>>>> and System Restore Service appear on the start up list.
>>>>>
>>>>> I have a 60gb hard drive, and I have 43.71gb free
>>>>> (78% free), but I do recall that I did receive a low
>>>>> memory warning in one of the many error messages that
>>>>> I received. How can I receive a low memory error msg when I
>>>>> have 78-80% of free space??
>>>>>
>>>>> Please help me. My kids think I'm addicted to my
>>>>> computer these days because I have been trying so
>>>>> hard to resolve this problem.
>>>>>

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>>>>> I am NOT a computer guru, so keep it as simple as
>>>>> possible. Thanks so much!

• **References:**

- ◆ **System Restore not functioning**
 - ◇ From: Tawnya
 - ◆ **Re: System Restore not functioning**
 - ◇ From: Will Denny
 - ◆ **Re: System Restore not functioning**
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