

Cannot enable fax service after reinstallation of XP Home Edition

Source:

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 - *Date:* Fri, 1 Jun 2007 05:29:00 -0700
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I'd be grateful for any available help. I have a Dell Dimension 4800 desktop, Pentium 4. Recently I had to reinstall Windows XP (home edition). I performed an "update" reinstallation to repair slow performance and services malfunctions, not a clean install. I have not been able to reinstall the fax service or the windows shared FAX driver. I have tried to uninstall and reinstall the Fax Service from the Add/Remove Windows Components a number of times, but I have not been successful. Although unclear, it appears the fax service installation process is interrupted and then terminates without any prompting from me, but it is not clear how or why this happens.

Otherwise, the reinstallation of XP appears to have been successful, and my system otherwise appears to be operating properly. The fax service worked properly prior to the reinstallation.

Hijack this log appears below – any and all help is greatly appreciated. Thank you.

HIJACKTHIS LOG:

Logfile of HijackThis v1.99.1

Scan saved at 1:09:48 PM, on 5/27/2007

Platform: Windows XP SP2 (WinNT 5.01.2600)

MSIE: Internet Explorer v7.00 (7.00.6000.16441)

Running processes:

C:\WINDOWS\System32\smss.exe

C:\WINDOWS\system32\winlogon.exe

C:\WINDOWS\system32\services.exe

C:\WINDOWS\system32\lsass.exe

C:\WINDOWS\system32\Ati2evxx.exe

C:\WINDOWS\system32\svchost.exe

C:\Program Files\Windows Defender\MsMpEng.exe

C:\WINDOWS\System32\svchost.exe

C:\WINDOWS\system32\spoolsv.exe

C:\WINDOWS\System32\svchost.exe

C:\WINDOWS\Explorer.EXE

C:\Program Files\Common Files\McAfee\HackerWatch\HWAPI.exe

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C:\PROGRA~1\McAfee\MSC\mcmscsvc.exe
c:\program files\common files\mcafee\mna\mcnasvc.exe
C:\PROGRA~1\McAfee\VIRUSS~1\mcods.exe
C:\PROGRA~1\McAfee\MSC\mcpromgr.exe
c:\PROGRA~1\COMMON~1\mcafee\redirsvc\redirsvc.exe
C:\PROGRA~1\McAfee\VIRUSS~1\mcshield.exe
C:\Program Files\Windows Defender\MSASCui.exe
C:\PROGRA~1\McAfee\VIRUSS~1\mcsmson.exe
C:\Program Files\Java\jre1.6.0_01\bin\jusched.exe
C:\Program Files\QuickTime\qttask.exe
C:\WINDOWS\system32\svchost.exe
c:\PROGRA~1\mcafee.com\agent\mcagent.exe
C:\WINDOWS\system32\Rundll32.exe
C:\WINDOWS\System32\vssvc.exe
C:\Program Files\Common Files\InstallShield\UpdateService\issch.exe
C:\PROGRA~1\MUSICM~1\MUSICM~3\MMDiag.exe
C:\WINDOWS\system32\MsPMSPSV.exe
C:\Program Files\Intel\Modem Event Monitor\IntelMEM.exe
C:\Program Files\Hewlett-Packard\HP PrecisionScan\PrecisionScan\HPLamp.exe
C:\Program Files\eFax Messenger 4.3\J2GDllCmd.exe
C:\Program Files\CyberLink\PowerDVD\DVDLauncher.exe
C:\WINDOWS\system32\dla\dfsctrl.exe
C:\Program Files\Creative\Sound Blaster Live! 24-bit\Surround Mixer\CTSysVol.exe
C:\Program Files\MUSICMATCH\Musicmatch Jukebox\mim.exe
C:\Program Files\Adobe\Photoshop Album Starter Edition\3.0\Apps\apdproxy.exe
C:\WINDOWS\system32\ctfmon.exe
C:\Program Files\Spybot - Search & Destroy\TeaTimer.exe
C:\Program Files\S2RAAlerts\mailalert.exe
C:\PROGRA~1\Comcast\COMCAS~1\data\Xtras\mssystemgr.exe
C:\Program Files\The Weather Channel FW\Desktop Weather\DesktopWeather.exe
C:\Program Files\DellSupport\DSAgent.exe
C:\Program Files\Support.com\bin\tgcmd.exe
C:\Program Files\Internet Explorer\iexplore.exe
C:\WINDOWS\Microsoft.NET\Framework\v3.0\Windows Communication Foundation\infocard.exe
C:\WINDOWS\system32\rundll32.exe
C:\PROGRA~1\WINZIP\winzip32.exe
C:\Documents and Settings\Jeffrey D. Sternklar\Local Settings\Temp\HijackThis.exe
R1 - HKCU\Software\Microsoft\Internet Explorer\Main,Default_Page_URL = <http://www.dell4me.com/myway>
R1 - HKCU\Software\Microsoft\Internet Explorer\Main,Search Bar = <http://www.comcast.net/toolbar2.0/search/>
R0 - HKCU\Software\Microsoft\Internet Explorer\Main,Start Page = <http://my.myway.com/>
R1 - HKLM\Software\Microsoft\Internet Explorer\Main,Default_Search_URL = <http://go.microsoft.com/fwlink/?LinkId=54896>
R1 - HKLM\Software\Microsoft\Internet Explorer\Main,Search Page = <http://go.microsoft.com/fwlink/?LinkId=54896>
R0 - HKLM\Software\Microsoft\Internet Explorer\Main,Start Page =

Cannot enable fax service after reinstallation of XP Home Edition

<http://go.microsoft.com/fwlink/?LinkId=69157>

R0 – HKLM\Software\Microsoft\Internet Explorer\Search,SearchAssistant =

<http://www.comcast.net/toolbar2.0/search/>

R1 – HKCU\Software\Microsoft\Internet Explorer\Main,Window Title = Windows
Internet Explorer provided by Comcast

R3 – URLSearchHook: Yahoo! Toolbar – {EF99BD32-C1FB-11D2-892F-0090271D4F88}
– C:\Program Files\Yahoo!\Companion\Installs\cpn5\yt.dll

O2 – BHO: &Yahoo! Toolbar Helper – {02478D38-C3F9-4EFB-9B51-7695ECA05670} –
C:\Program Files\Yahoo!\Companion\Installs\cpn5\yt.dll

O2 – BHO: Adobe PDF Reader Link Helper –
{06849E9F-C8D7-4D59-B87D-784B7D6BE0B3} – C:\Program Files\Adobe\Acrobat
7.0\ActiveX\AcroIEHelper.dll

O2 – BHO: (no name) – {227B8AA8-DAF2-4892-BD1D-73F568BCB24E} – (no file)

O2 – BHO: dsWebAllowBHO Class – {2F85D76C-0569-466F-A488-493E6BD0E955} –
C:\Program Files\Windows Desktop Search\dsWebAllow.dll

O2 – BHO: (no name) – {3EC8255F-E043-4cae-8B3B-B191550C2A22} – (no file)

O2 – BHO: Comcast Toolbar – {4E7BD74F-2B8D-469E-93BE-BE2DF4D9AE29} –
C:\PROGRA~1\COMCAS~3\COMCAS~1.DLL

O2 – BHO: (no name) – {53707962-6F74-2D53-2644-206D7942484F} –
C:\PROGRA~1\SPYBOT~1\SDHelper.dll

O2 – BHO: DriveLetterAccess – {5CA3D70E-1895-11CF-8E15-001234567890} –
C:\WINDOWS\system32\dla\tfswshx.dll

O2 – BHO: SSVHelper Class – {761497BB-D6F0-462C-B6EB-D4DAF1D92D43} –
C:\Program Files\Java\jre1.6.0_01\bin\ssv.dll

O2 – BHO: scriptproxy – {7DB2D5A0-7241-4E79-B68D-6309F01C5231} – c:\program
files\mcafee\virusscan\scriptcl.dll

O2 – BHO: File Print FedEx Kinko's – {9566395F-43D2-4c64-B525-B501FFA276E2}
– mscoree.dll (file missing)

O2 – BHO: Google Toolbar Helper – {AA58ED58-01DD-4d91-8333-CF10577473F7} –
c:\program files\google\googletoolbar2.dll

O2 – BHO: Windows Live Toolbar Helper –
{BDBD1DAD-C946-4A17-ADC1-64B5B4FF55D0} – C:\Program Files\Windows Live
Toolbar\msntb.dll

O3 – Toolbar: Yahoo! Toolbar – {EF99BD32-C1FB-11D2-892F-0090271D4F88} –
C:\Program Files\Yahoo!\Companion\Installs\cpn5\yt.dll

O3 – Toolbar: Windows Live Toolbar – {BDAD1DAD-C946-4A17-ADC1-64B5B4FF55D0}
– C:\Program Files\Windows Live Toolbar\msntb.dll

O3 – Toolbar: &Google – {2318C2B1-4965-11d4-9B18-009027A5CD4F} – c:\program
files\google\googletoolbar2.dll

O3 – Toolbar: Comcast Toolbar – {4E7BD74F-2B8D-469E-93BE-BE2DF4D9AE29} –
C:\PROGRA~1\COMCAS~3\COMCAS~1.DLL

O4 – HKLM\.\Run: [Windows Defender] "C:\Program Files\Windows
Defender\MSASCui.exe" –hide

O4 – HKLM\.\Run: [UpdReg] C:\WINDOWS\UpdReg.EXE

O4 – HKLM\.\Run: [UpdateManager] "C:\Program Files\Common
Files\Sonic\Update Manager\sgtray.exe" /r

O4 – HKLM\.\Run: [tgcmd] C:\Program Files\Support.com\bin\tgcmd.exe /server
/startmonitor /deaf

O4 – HKLM\.\Run: [SunJavaUpdateSched] "C:\Program
Files\Java\jre1.6.0_01\bin\jusched.exe"

O4 – HKLM\.\Run: [QuickTime Task] "C:\Program Files\QuickTime\qttask.exe"

Cannot enable fax service after reinstallation of XP Home Edition

–atboottime

O4 – HKLM\..\Run: [P17Helper] Rundll32 P17.dll,P17Helper
O4 – HKLM\..\Run: [MimBoot] C:\PROGRA~1\MUSICM~1\MUSICM~3\mimboot.exe
O4 – HKLM\..\Run: [iTunesHelper] "C:\Program Files\iTunes\iTunesHelper.exe"
O4 – HKLM\..\Run: [ISUSScheduler] "C:\Program Files\Common
Files\InstallShield\UpdateService\issch.exe" –start
O4 – HKLM\..\Run: [ISUSPM Startup]
C:\PROGRA~1\COMMON~1\INSTAL~1\UPDATE~1\ISUSPM.exe –startup
O4 – HKLM\..\Run: [IntelMeM] C:\Program Files\Intel\Modem Event
Monitor\IntelMEM.exe
O4 – HKLM\..\Run: [HP Lamp] C:\Program Files\Hewlett–Packard\HP
PrecisionScan\PrecisionScan\HPLamp.exe
O4 – HKLM\..\Run: [eFax 4.3] "C:\Program Files\eFax Messenger
4.3\J2GDllCmd.exe" /R
O4 – HKLM\..\Run: [DVDDLauncher] "C:\Program
Files\CyberLink\PowerDVD\DVDDLauncher.exe"
O4 – HKLM\..\Run: [dla] C:\WINDOWS\system32\dla\tfswctrl.exe
O4 – HKLM\..\Run: [CTSysVol] C:\Program Files\Creative\Sound Blaster Live!
24–bit\Surround Mixer\CTSysVol.exe /r
O4 – HKLM\..\Run: [ATIPTA] C:\Program Files\ATI Technologies\ATI Control
Panel\atiptaxx.exe
O4 – HKLM\..\Run: [Adobe Photo Downloader] "C:\Program Files\Adobe\Photoshop
Album Starter Edition\3.0\Apps\apdproxy.exe"
O4 – HKCU\..\Run: [ctfmon.exe] C:\WINDOWS\system32\ctfmon.exe
O4 – HKCU\..\Run: [updateMgr] "C:\Program Files\Adobe\Acrobat
7.0\Reader\AdobeUpdateManager.exe" AcRdB7_0_9 –reboot 1
O4 – HKCU\..\Run: [SpybotSD TeaTimer] C:\Program Files\Spybot – Search &
Destroy\TeaTimer.exe
O4 – HKCU\..\Run: [Safe2Read Mail Alerter] "C:\Program
Files\S2RAlerts\mailalert.exe"
O4 – HKCU\..\Run: [PhotoShow Deluxe Media Manager]
C:\PROGRA~1\Comcast\COMCAS~1\data\Xtras\mssystemgr.exe
O4 – HKCU\..\Run: [DW4] "C:\Program Files\The Weather Channel FW\Desktop
Weather\DesktopWeather.exe"
O4 – HKCU\..\Run: [DellSupport] "C:\Program Files\DellSupport\DSAgnt.exe"
/startup
O8 – Extra context menu item: &MSN Search – res://C:\Program Files\MSN
Toolbar Suite\TB\02.05.0001.1119\en–us\msntb.dll/search.htm
O8 – Extra context menu item: &Windows Live Search – res://C:\Program
Files\Windows Live Toolbar\msntb.dll/search.htm
O8 – Extra context menu item: Add to Windows &Live Favorites –
<http://favorites.live.com/quickadd.aspx>
O8 – Extra context menu item: E&xport to Microsoft Excel –
res://C:\PROGRA~1\MI1933~1\OFFICE11\EXCEL.EXE/3000
O9 – Extra button: (no name) – {08B0E5C0–4FCB–11CF–AAA5–00401C608501} –
C:\Program Files\Java\jre1.6.0_01\bin\ssv.dll
O9 – Extra 'Tools' menuitem: Sun Java Console –
{08B0E5C0–4FCB–11CF–AAA5–00401C608501} – C:\Program
Files\Java\jre1.6.0_01\bin\ssv.dll
O9 – Extra button: (no name) – {85d1f590–48f4–11d9–9669–0800200c9a66} –
%windir%\bdoscandel.exe (file missing)

Cannot enable fax service after reinstallation of XP Home Edition

O9 – Extra 'Tools' menuitem: Uninstall BitDefender Online Scanner v8 – {85d1f590-48f4-11d9-9669-0800200c9a66} – %windir%\bdoscandel.exe (file missing)

O9 – Extra button: Research – {92780B25-18CC-41C8-B9BE-3C9C571A8263} – C:\PROGRA~1\MI1933~1\OFFICE11\REFIEBAR.DLL

O9 – Extra button: Real.com – {CD67F990-D8E9-11d2-98FE-00C0F0318AFE} – C:\WINDOWS\system32\Shdocvw.dll

O9 – Extra button: (no name) – {e2e2dd38-d088-4134-82b7-f2ba38496583} – %windir%\Network Diagnostic\xpnetdiag.exe (file missing)

O9 – Extra 'Tools' menuitem: @xpsp3res.dll,-20001 – {e2e2dd38-d088-4134-82b7-f2ba38496583} – %windir%\Network Diagnostic\xpnetdiag.exe (file missing)

O9 – Extra button: Messenger – {FB5F1910-F110-11d2-BB9E-00C04F795683} – C:\Program Files\Messenger\msmsgs.exe

O9 – Extra 'Tools' menuitem: Windows Messenger – {FB5F1910-F110-11d2-BB9E-00C04F795683} – C:\Program Files\Messenger\msmsgs.exe

O9 – Extra button: PDFill PDF Editor – {FB858B22-55E2-413f-87F5-30ADC5552151} – C:\Program Files\PlotSoft\PDFill\DownloadPDF.exe

O11 – Options group: [INTERNATIONAL] International*

O16 – DPF: {01A88BB1-1174-41EC-ACCB-963509EAE56B} (SysProWmi Class) – <http://support.dell.com/systemprofiler/SysPro.CAB>

O16 – DPF: {166B1BCA-3F9C-11CF-8075-444553540000} (Shockwave ActiveX Control) –

O16 – DPF: {2AF5BD25-90C5-4EEC-88C5-B44DC2905D8B} –

O16 – DPF: {3E68E405-C6DE-49FF-83AE-41EE9F4C36CE} –

O16 – DPF: {49232000-16E4-426C-A231-62846947304B} – <http://ipgweb.cce.hp.com/rdqna/downloads/sysinfo.cab>

O16 – DPF: {4B48D5DF-9021-45F7-A240-60304302A215} –

O16 – DPF: {4ED9DDF0-7479-4BBE-9335-5A1EDB1D8A21} – <http://download.mcafee.com/molbin/shared/m...90/mcinsctl.cab>

O16 – DPF: {6414512B-B978-451D-A0D8-FCFDF33E833C} (WUWebControl Class) – <http://update.microsoft.com/microsoftupdat...b?1180226293984>

O16 – DPF: {6E32070A-766D-4EE6-879C-DC1FA91D2FC3} (MUWebControl Class) – <http://update.microsoft.com/microsoftupdat...b?1180226286640>

O16 – DPF: {AB86CE53-AC9F-449F-9399-D8ABCA09EC09} (Get_ActiveX Control) – <https://h17000.www1.hp.com/ewfrf-JAVA/Secur...loadManager.ocx>

O16 – DPF: {BCC0FF27-31D9-4614-A68E-C18E1ADA4389} – <http://download.mcafee.com/molbin/shared/m...23/mcgmgr.cab>

O16 – DPF: {D27CDB6E-AE6D-11CF-96B8-444553540000} (Shockwave Flash Object) –

O18 – Protocol: siteadvisor – {3A5DC592-7723-4EAA-9EE6-AF4222BCF879} – (no file)

O20 – Winlogon Notify: WgaLogon – C:\WINDOWS\SYSTEM32\WgaLogon.dll

O21 – SSODL: WPDSHServiceObj – {AAA288BA-9A4C-45B0-95D7-94D524869DB5} – C:\WINDOWS\system32\WPDSHServiceObj.dll

O23 – Service: Ati HotKey Poller – Unknown owner – C:\WINDOWS\system32\Ati2evxx.exe

O23 – Service: McAfee E-mail Proxy (Empoxy) – McAfee, Inc. – C:\PROGRA~1\COMMON~1\McAfee\EmProxy\empoxy.exe

O23 – Service: McAfee HackerWatch Service – McAfee, Inc. – C:\Program Files\Common Files\McAfee\HackerWatch\HWAPI.exe

Cannot enable fax service after reinstallation of XP Home Edition

O23 – Service: McAfee Update Manager (mcmispupdmgr) – McAfee, Inc. –
C:\PROGRA~1\McAfee\MSC\mcupdmgr.exe

O23 – Service: McAfee Services (mcmsscvc) – McAfee, Inc. –
C:\PROGRA~1\McAfee\MSC\mcmsscvc.exe

O23 – Service: McAfee Network Agent (McNASvc) – McAfee, Inc. – c:\program
files\common files\mcafee\mna\mcnasvc.exe

O23 – Service: McAfee Scanner (McODS) – McAfee, Inc. –
C:\PROGRA~1\McAfee\VIRUSS~1\mcods.exe

O23 – Service: McAfee Protection Manager (mcpromgr) – McAfee, Inc. –
C:\PROGRA~1\McAfee\MSC\mcpromgr.exe

O23 – Service: McAfee Redirector Service (McRedirector) – McAfee, Inc. –
c:\PROGRA~1\COMMON~1\mcafee\redirsvc\redirsvc.exe

O23 – Service: McAfee Real-time Scanner (McShield) – McAfee, Inc. –
C:\PROGRA~1\McAfee\VIRUSS~1\mcshield.exe

O23 – Service: McAfee SystemGuards (McSysmon) – McAfee, Inc. –
C:\PROGRA~1\McAfee\VIRUSS~1\mcsysmon.exe