

# Re: Cannot restart system services / processes

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.general/2006-08/msg00172.html>

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- *From:* Ray Reidel <NoSpam@xxxxxxxxxxxxxxxx>
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I have the same issues as you do. Unfortunately, an outside engineer may have created or contributed to the problem while uninstalling Backup Exec Agents, Dot.Net 2.0 and installing system patches; making it difficult to trouble shoot since I was not around to watch the sequence of events. Here are other symptoms we have:

Extremely slow boot

Add /Remove Programs takes extremely long to launch

Windows Installer Service will not run and was in fact missing from the services

Log entries with new problems related to unloading the Registry

Cannot manually start/stop/restart any services

Cannot change startup type for services through the Services snap in (but can change startup status using regedit)

Symantec NAV 10 Corporate Edition appears to startup, but will not perform any real-time scanning

Symantec Mail Security for MS Exchange service stuck "starting"; but does appear to be filtering mail

Symantec Quarantine Agent Service initially starts, then becomes stuck while "stopping"

Cannot connect to the Logical Disk Manager Service using the snap in

IE web browsing is broke – just hangs on first access to a web site – zero display

Do you have APC Powerchute installed in your system? I have found several postings in NGs and on MS's KB that related to an expired version of Java used by version 6.X of APC product.

Re: Cannot restart system services / processes

"This problem occurs because of a problem with version 6.x of APC PowerChute Business Edition Software. APC has issued the following official statement about this issue:"

"The APC 6.x software uses Sun Microsystems Java Cryptography Extension (JCE) 1.2.1 Package. The digital certificate that was used to sign the JCE 1.2.1 jar files expired on July 27, 2005. Because of this, the system causes the above detailed symptoms."

(the symptoms described in the documents closely resemble those shown above).

We are running version 7.0.0 Build 119 of APC's software, not 7.0.4, APC's upgrade path to resolve the problem. Interestingly, disabling JAVA scripting in IE fixes the web browsing problem.

Since you cannot install/uninstall software, or stop/restart services, this could be a difficult problem to resolve. I also suspect some level of Registry corruption and/or permission problems could be involved. I was hoping that someone may have a solution to this issue, as I do not want to chance totally hosing this server, since it currently has limited functionality. Any thoughts??

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