

Re: Control Panel Add/Remove Programs shuts down pc

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2006-10/msg00173.html>

- *From:* Clev <Clev@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Mon, 2 Oct 2006 08:46:01 -0700
-

After clearing the log, it still crashed on add/remove; I did it twice and got the same events recorded both times. The event log showed the reboot and the start of the event log. There are 4 error messages:

1. Remote Access/The Point to Point Protocol module
c:\Winnt/sys32\rastls.dll returned an error while initializing the network request and is not supported.
2. Remote Access/The control protocol EAP in Point to Point Prot.
.....\rasppp.dll returned.....same
3. Rasman and 4. Service Control are the same as I posted earlier.

Also, at this time all Java has been uninstalled/deleted. Can you give advice on which 'one' version of Java I should download?

"Clev" wrote:

No, I didn't have the space after 'sfc' I retyped it and the file protection box appeared requiring my original win2k svc pk 3 disk. After the process, the event viewer had listed numerous .sys and .dll files that were corrupt and not able to replace.

Yes, I went through the Emergency Repair Disk program which no improvement. I've d/loaded and used the Installer Cleanup program and removed the 3 conflicting Java programs from Add/Remove, but it still crashes when I try to access it.

I'll clear the event log and access it again to report back with any message.

"NewScience" wrote:

Going to answer in reverse order:

2. Windows Installer is set to Manual and the Recovery settings are correct.
If you are in Safe Mode, Stopped/Manual is possible for certain processes.
If you are not, and are in Normal mode, nothing should show as Stopped.

Re: Control Panel Add/Remove Programs shuts down pc

Blank is OK, but not the word Stopped. And I'm talking about the initial service list screen, not showing the word Stopped, not the Properties window showing Status. The Properties window will show the status of Stopped. But the Status column on the initial screen shows blank.

1. I would clear all event logs (right click on name – Application, select clear – NO to save), run Control Panel | Add Remove and if crashes, reboot and immediately check logs to see if errors relate to TimeStamp of trying Control Panel | Add Remove attempt.

If does not crash, immediately check. You can leave Event Viewer open, just click on the Refresh button to refresh right panel.

By the way, have you attempted any sort of Windows XP Repair or SYstem Restore prior to this problem?

"Clev" <Clev@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message news:8996C46E-AE3E-4A77-AA7D-D35724D1D757@xxxxxxxxxxxxxxxxxxxx

Hello again.

1. In the Event Viewer, There are a "LOT" of ERROR messages. The first one is dtd 9/18/'06 and is 'Service Control Manager/ID 70232/"The Remote access connection manager service terminated with the following error: Access is denied. The next error is 'RASMAN/ID 200035/Remote access aonnection manager failed to start because it could not create buffers. Restart computer. Access is denied.' These two error messages alternate repeatedly from 9/18 and are the only two error messages.

2. In Services.Msc, WinInstaller is installed but is stopped and set to manual. I started it and set it to Automatic. Should I have done that? Also under the Recovery tab "Take no action" is in all event boxes, should that be changed. Finally, a lot of programs are listed as "Stopped/Manual". Is that normal?

Again, thanks for the time you're taking.

Re: Control Panel Add/Remove Programs shuts down pc

Clev

"NewScience" wrote:

Run eventvwr.msc and look in Applications and/or Services.

Also check if Windows Installer service is running in SERVICES.MSC when trying to uninstall apps from Add/Remove.

"Clev"

<Clev@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

wrote in message

news:0DD7FBCB-7A8A-4AB1-80BD-0F86A1B00582@xxxxxxxxxxxxxxxxxxxx

Hi NewScience, thanks for the reply. In Win2k, when the system is not shut down properly, it goes through a disk check before windows starts up.

I suppose I incorrectly used the word 'repair'. I can enter Add/Remove programs in SafeMode, but when I click change/remove, a popup comes up, "Preparing to uninstall". This hangs for about 1 minute then is replaced with another popup "Cannot initiate installer...." or words to that effect.

I've deleted Installer 3.1v2 while in safe mode and reinstalled it with the same results. Can you refresh my memory on how to access this particular Event Log?

Re: Control Panel Add/Remove Programs shuts down pc

"NewScience" wrote:

What do
you mean
through the
"Repair
Disk"
sequence.
Do you
mean it
does
and
automatic
chkdsk?
Anything in
the Event
Viewer log?

What
happens
when you
try to
uninstall
Java in Safe
Mode? Can
you run
Add/Remove
in Safe
Mode?

"Clev"
<Clev@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
wrote in
message
news:3FF94A0-DE86-4377-87C1-469A0AD7912F@xxxxxxxxxxx

When
I
click
on
"Control
Panel,
Add/Remove
Programs",
the
pc
shuts
down
and

Re: Control Panel Add/Remove Programs shuts down pc

reboots
through
the
"Repair
Disk"
sequence.
Needless
to
say,
I
cannot
access
Add/Remove
programs.
I've
worked
on
this
for
a
week
with
no
success.
Windows
2000,
Service
Pack
4.
One
thing
that
mistakenly
done
is
to
download
Java
Updates
3.0,
5.0,
and
8.0
and
cannot
uninstall
them
in
SafeMode.
Anyone
with

Re: Control Panel Add/Remove Programs shuts down pc

any
ideas
about
what
I've
screwed
up
would
be
appreciated.