

Re: corrupted profiles and much more

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Source: <http://www.derkeiler.com/Newsgroups/microsoft.public.security/2008-06/msg00003.html>

- *From:* Joris.Claeys@xxxxxxxx
 - *Date:* Sun, 1 Jun 2008 18:10:11 -0700 (PDT)
-

On Jun 2, 2:28 am, "PA Bear [MS MVP]" <PABear...@xxxxxxxx> wrote:

And...?

PA Bear [MS MVP] wrote:

Is the machine still under warranty or service contract, Joris? Have you contacted HP Support directly about these problems?

Was Norton 360 installed and running when you installed Vista SP1 (assuming the machine did not come with Vista SP1 preinstalled)?

=> Unlimited installation and *compatibility* support for Vista SP1 is available at no charge through 18 Mar-09

" US:

<http://support.microsoft.com/oas/default.aspx?ln=en-us&prid=11274&gpr...>

" CA:

<http://support.microsoft.com/oas/default.aspx?ln=en-ca&prid=11274&gpr...>

" UK:

<http://support.microsoft.com/oas/default.aspx?ln=en-gb&prid=11274&gpr...>

" AU:

<http://support.microsoft.com/oas/default.aspx?ln=en-au&prid=11274&gpr...>

Re: corrupted profiles and much more

" Other:<http://support.microsoft.com/oas/default.aspx> | select Windows Vista | select Windows Vista Service Pack 1

Hi Robear,

I still haven't find the original thread of this one, so I am replying via google, just to get moving. Still can you respond with providing me the URL in Microsoft forum. As I am not a technical person I don't need to have all this thing set up to communicate. For people like yourself I see clearly the benefit for that and that it is easier. For now I am focusing on my issues on my PC. ...which have far from resolved at this moment.

So here are my responses to your questions/suggestions:

1. at the beginning of my thread I made clear reference to the update KB 947562 and notice that there must be a relationship as the main issues started right after installing that update, together with a Windows Defender Update. That said, I have taken notice in my event log of errors and warnings going on much earlier already, but I am not sure even whether those are related to the issues I am facing right now. KB947562 has caused clearly issues with other users and they seem to be similar in nature, touching the roots of the profiles and programs. More I can't say about it as I am just a novice trying to get the situation resolved

2. Yes my PC is under warranty. But before handing it over to an HP Business Service Center, I want to resolve this issue for many reasons: first my data which is blocked and which at least I need to be able to back up for later restore. I have been able to do so for the direct available critical files but there is also 8 GB hidden files in a Personal Secure Drive (HP ProtectTools created a partition for that on my C-drive). As that software is corrupted I cannot access the PSD, nor the programs related to it. My main issue here is – though I have tried to reinstall over the corrupted version, which didn't work ; program still corrupted – if I uninstall, I may lose all access controls and certifications for that PSD drive. So I have to be very careful in the choice / decision I make for next steps.

3. That brings us to my 3rd problem: I cannot access on-line diagnostics or on-line support with HP. My computer (on the IE screen of the HP website) keeps on returning to the initiation of the program (webbased), though the necessary active-x are being installed and UAC consented when running, but I don't get through. This may have to do with IE and firewall settings, but I have turned all OFF (NORTON and Windows) and allowed for most settings in IE security tab, but still

Re: corrupted profiles and much more

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no way I can access the on-line HP tools. And yes I need their advice on how to best continue. I have been able to open a CASE number with all the forementioned info with HP in the US/Singapore, but have not seen any responses. I also have posted my issues on the HP forums, but no responses as of yet (to be honest, those forums are not as active as the MS ones).

4. now to the core or root of the causes of all of these issues: 6 weeks ago I rebuilt my PC from scratch as I had major issues going on (SvcHosts-DCOM processes were eating all my CPU resources) – probably caused by Norton360, as I found out later (not having read all the details for the installation instructions of VISTA sp1) not having it turned off when I installed sp1. As at that moment also I found out that I had no restore points (which were set to be created and had created myself some), there were none anymore (same as now – something in my settings – and it may be because of the different and conflicting security systems (Windows, Norton, HP ProtectTools, GPO and local policy settings – but having verified every detail of those I could not find anything and had even simplified it all a week ago by eliminating various controls and settings – but non crucial to result in what is going on today. That is also why I need on-line support from HP to see all the error and warning messages in the eventlog and make some sense out of it (when verifying some major ones via MS I get screens that there are no resolutions for the events reported). So back to rebuilding my PC: I am sure Norton360 was not reactivated – actually installed till all my programs were installed including VISTA sp1. However I found out that Norton left dirt on my PC after I had uninstalled it (hidden drivers and a like were still active or inactive on my PC. So I found out that Norton had a cleanup program, which I used after WAU had installed VISTA sp1 (so maybe the damage already occurred). But everything was working alright. Then 2 days before WAU installed KB947562, I had reinstalled Norton360 completely – everything was working good and no slowdowns, all SvcHost processes and CcSvcHost (Norton) were acting proper within their allocated CPU resources. The rest of my story is in the thread already.

5 your resolutions about uninstalling SP1: It had crossed my mind already but I cannot do this until first of all I understand all the consequences and how to rebuild, but also I cannot start this until I have my PSD partition accessed and backup the data in there. I got most backed up 3 weeks ago but there is still critical data in there and no clue what may be missing if I don't obtain it before I do this major revision of returning back to before SP1.

So, I am stuck, unless I can get proper access again to the original profiles and have been able to restore HP ProtectTools. There are two things I can think of now that I will have to reconsider when rebuilding: no more Personal Secure Drives as the vulnerability is HIGH RISK (whatever HP claims of their unrivaled HP ProtectTools, it is not waterproof). The second one is NORTON360. I have experienced and read from many forums that it is all crap (have to claim my +100\$

Re: corrupted profiles and much more

back first). But what is the alternative!!!?

7 MS or MSvista support online: major issue here: my PC was delivered by HP with OEM reinstalled software (VISTAbusiness32 and OFFICE2007professional), which I had protested for with HP and its reseller. OEM is crap and I wished that the industry stops it because it makes the buyers of those PC very vulnerable and dependable. And as you can see when things don't work you cannot get help anywhere. So as I experienced with MS, they don't provide access to there online support because of OEM installed software. Not sure how they allow for the VISTAsp1 support! Should I try that one out.

In the meantime I am starting to study the websites related to this you provided in your recommendations.

Any suggestions are welcome...

And please give me the original URL of this thread so I can trace.

thanks
regards
Joris

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