

Re: corrupted profiles and much more

Re: corrupted profiles and much more

Source: <http://www.derkeiler.com/Newsgroups/microsoft.public.security/2008-07/msg00120.html>

- *From:* WadeW <WadeW@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Wed, 16 Jul 2008 19:25:01 -0700
-

Were you ever able to resolve this issue? I am now having the exact same error message whenever I reboot my system. On each reboot, I get three popup windows with the message. Nothing in the event logs that seem to correlate to the errors.

I'm running Vista SP 1 x64 on HP/Compaq 8510w

This is a clean install with only the OS, updates from Windows Update, most recent drivers plus Office 2008.

Thanks for any help.

-Wade

"Joris Claeys" wrote:

Hi Robear,

Sorry if I wasn't clear.

The following is the order, if I remember well:

- PC was bought Dec 2007 with VISTA Business OEM installed and a pre-version of NORTON Antivirus.
- I upgraded to Norton360 on VISTA in January 2008
- After a couple of months I was starting to have problems with my PC (performance, crashing to blue screen, etceteras). I believe the cause was related to installing VISTA sp1 prerelease on my PC (at least that is the conclusion now months later)
- Mid April 2008, I rebuilt my PC from scratch as I could not pinpoint to the issues. However all was not related to SP1rc and Norton. Some were errors developed by me learning the Windows VISTA system and I know I made several mistakes along the way which I corrected when rebuilding my PC.
- As I was rebuilding my PC, the updates (WU/MU) came to the automatic update of VISTA SP1. At that time I still wasn't aware of the consequences Norton could cause to this update. I remember that I turned off the firewall and antivirus protection but the add-on package was left on
- For a couple of weeks - while still rebuilding my PC - all was going well, untill I started noticing slowdowns
- The issue seemed to be with SVCHOST.exe (DCOM) eating up all my CPU

Re: corrupted profiles and much more

resources and ending up numerous times in blue screen crash – only explanation to that issue was a conflict with Norton360, so I uninstalled NORTON360.

– The issues came back after a week and after a lot of research I found out that Symantec had still a lot of processes, services and drivers working on my system. That is when I found out about the NORTON removal tool (which I should have used in the first place). So I removed NORTON completely with that tool and all issues were resolved. I installed all my applications again and upgrades from HP and MS

– Everything was running great – no issues, great performance in all aspects and no crashing.

– I had all security tools in place but not having an Antivirus protection. I tried to run LIVE OneCare but the system crashed on it. So I decided to put NORTON back on. All was running well, except for the hassle with NORTON's firewall blocking too many things and not learning from the settings I have in Windows Local Security Policies and HP ProtectTools. There were some conflicts but no big errors (later I learned that the system was creating a lot of event logs of all kinds. Including WU/MU not working...

– On the 27th I got through that issue – actually by shutting down the NORTON firewall. The update KB947562 was installed and in the reboot process all the current issues started – no proper access to my profiles, corrupted profiles, corrupted Windows Defender (is working again) and complete corrupted HP ProtectTools. The latter keeps me from accessing my critical information as its Credential Manager blocks the access to the profiles as it is being corrupted. HP ProtectTools overrides the VISTA security settings and adds several more features such as encryption and direct access to system settings

– I have been starting to get in contact with HP but the communication is delayed because of the fact that I can't access their online support system (no clue why not but it fails everytime).

– I have been on chat with NORTON yesterday but no resolution came out, several support engineers gave up and the problem is now at their research department.

CONCLUSIONS:

– NORTON seem to be the main root cause of all the issues (even if I made blunders, it is unbelievable that with their high pride 'best inline' protection, these errors and complete system failures are happening. I had problems on one PC 10 years ago due to NORTON and still today NORTON seem to brake things rather than protecting. How it is possible that NORTON can't deliver their protection package fit to Windows VISTA is too me unacceptable.

I paid for it, I will either ask for a full refund and install One-Care when it becomes available out of beta-status for VISTA, or I will ask for replacing it just to Antivirus and let it only do that and keep it out of all other root settings. But from what I have see, NORTON leaves a lot of dirt in its installation and is difficult to get rid of once installed

– My prime focus now is to get HP ProtectTools working again, but I still have open issues to be clarified with HP before I can do that. So I am going in my 6th da on this total problem/disaster, willing to rebuild my PC (uninstalling SP1), but that can only be done after I have been able to access my Personal Secure Drive (protected by HP ProtectTools)

Re: corrupted profiles and much more

- I am trying to be in contact with the SP1 support team as well and see what their conclusions are and recommendations.
- I think both HP and MS should be looking inside (remote on-board) my Pc and look at the event logs and some of the roots of my PC. I don't have enough technical knowledge to understand it all.

If you or anyone in the forum has some suggestions at this time, please let me know. Going through the motions with HP, MS and Symantec takes a lot of time and one needs to be so patient...

Thanks
regards
Joris

"PA Bear [MS MVP]" wrote:

Well, I *know* I posted another reply to this thread on 01 Jun-08 (and I crossposted it to Windows Update newsgroup) but it must've gotten lost in the ether because it hasn't appeared.

I'm sorry, but I cannot make sense of the history here. I can't determine if the machine came with Vista or Vista SP1 preinstalled. If you did manage to uninstall and/or reinstall SP1 but you can't tell me if Norton 360 was enabled (or even installed) at the time, no one can help.

I'd recommend either contacting HP Support or Microsoft Vista SP1 Support, Joris. Maybe they can make sense of it all.

--
~PA Bear

Joris Claeys wrote:

Hi Robear,
Finally found this thread again, so no need to provide the URL
Hope to see your recommendation soon. Thanks

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

And...?

PA Bear [MS MVP] wrote:

Re: corrupted profiles and much more

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>

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

Re: corrupted profiles and much more

" UK:

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

" AU:

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

"

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

Re: corrupted profiles and much more

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

Re: corrupted profiles and much more

Windows) and allowed for most settings in IE security tab, but still 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 fromn 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 fo the installation instuctions of VISTAsp1) not having it turned off when I installed sp1. As at that moment also I found out that I had no restorepoints (which were set to be created and had created myself some), there were none anymore (same as now – something in my settinggs – and it may be because of the different eand 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 sence 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 amde sure Norton360 was not reactivated – actually installed till all my prorams were

Re: corrupted profiles and much more

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
where still active or
inactive on my PC. So I found out that
Norton had a cleanup program,
which I used after WAU had installed
VISTAsp1 (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\$
back first). But what is the alternative!!!?

Re: corrupted profiles and much more

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