

## NT AUTHORITY never gets access

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Microsoft Windows XP  
Home Addition  
Compaq Presario 700

As of 6/17/03 everything was working perfect. All critical updates and driver updates to XP had been installed as of that date.

I ran Norton Disk Defragmenter (the big mistake). 3% – 5% into the defrag the system froze. I had to take out the battery to reboot. From this point on, the system would freeze within 5 minutes or so of another reboot (taking out the battery) even without running any applications.

I thought the defrag might have corrupted XP.

I ran WINNT32.EXE which is the installer for XP. This is on the hard drive as XP did not come with its own CD with the computer. I selected the repair installation, as I wanted to keep all my data and settings.

This fixed the freezing problems I was having before and I thought all would be well. However, XP did not recognize the Internet connection through the Microsoft Wireless Network. I tried to reinstall the wireless network, but the installation software could not find the base station. This seemed weird because I could go to my network places and access my other computer on the network, but the Internet would not work. So, I had some networking but no Internet, and I checked all the settings, so I ruled out the wireless network as the problem.

I thought that maybe the installation version of XP on my hard drive (what they put on the hard drive instead of giving me a XP CD) might have been corrupted, so I bought a new version of XP (version 2002 with service pack 1),

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However, I think that maybe the CD got the data from my hard drive because it probably was more up to date because of the critical updates I had done– but I don't know for sure.

I installed this new version as an upgrade to keep my files and settings.

Same problems.

I started digging into the problem because I knew it wasn't the network settings for the wireless network. From this point on, everything below was done from a clean boot. I ran msconfig and only allowed Original Boot INI and only Microsoft Services, everything else was disabled.

First, running wmgmt.msc will not display anything in the window panes except the message "Configures and controls the Windows Management Instrumentation (WMI) services"

I noticed that Accessories->System Tools->System Information would not display any information for any of the components in the left pane. Under the Tools menu ->Net Diagnostics it took a very long time (5 minutes) to bring up the next screen where you can perform Scan System, which again is another 5 minutes with the following results:

Computer System WMI Error Failed  
Operating System WMI Error Failed  
Version WMI Error Failed  
Modems WMI Error Failed  
.

Every item had WMI Error – Failed.

In the Event Viewer in Admin Tools folder it showed a whole bunch of errors:

The server did not register with DCOM within the requested timeout.

User: Network Service

I used the Services tool in the Admin folder to check other services. I found out that all services that are not Logon as Local System Account fail. For example:

Performance logs and alerts:

Manually starting produces the error: Error 5 Access denied.

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Web Client

Manually starting produces the error: The account specified for this service is different from the account specified for other services running in the same process.

But, if I change the log on as Local System Account, these services will start just fine.

My conclusion is there is something wrong with the password for the log on of these services that are not Local System Account (i.e NT AUTHORITY\NetworkService). I don't know what the password is, where it is stored. I tried the Admin password and that is not it. Additionally, I don't know what is going on with WMI and all the WMI errors. Probably the same cause? Every service that uses NT AUTHORITY gets denied access.