

microsoft.public.windowsxp.security_admin: RE: Cannot open windows xp add/remove program tool

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Source:

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From: Paul [MSFT] (*pauly_at_online.microsoft.com*)

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Hi Lars,

Here are some things you can try (many of these may not apply, but I try to not assume anything):

1. Try to open the Add/Remove control manually by running the following file:

C:\Windows\System32\Appwiz.cpl. <does this generate an error>?

2. To see if this file may be corrupted, replace it. There may be a copy of this file in C:\Windows\ServicePackFiles\I386. If not, you can use System File Checker (SFC) to check for missing or damaged files:

222193 Description of the Windows File Protection Feature

<http://support.microsoft.com/?id=222193>

3. If the Add/Remove function used to work, perhaps try to roll back to an earlier time (System Restore)

4. If you are not logging in with Admin privileges – test Add/Remove when logged in with these.

5. Try booting in "diagnostic startup" mode:

Start/Run/MSconfig.exe; General Tab/Diagnostic Startup

6. Try booting in Safe Mode

7. To check if this is a problem with the user profile, create a new user with elevated privileges.

8. If all these fail perform a repair of Windows XP.

Note: If you use this please review this KB Articles first:

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315341 How to Perform an In-Place Upgrade (Reinstallation) of Windows XP
<http://support.microsoft.com/?id=315341>

Also, note that an In-place upgrade/repair will probably require that you re-activate Windows afterwards.

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Paul Hayes, MCSE
Microsoft PSS
pauly@online.microsoft.com

>Content-Class: urn:content-classes:message
>From: "Windows Headache" <anonymous@discussions.microsoft.com>
>Sender: "Windows Headache" <anonymous@discussions.microsoft.com>
>Subject: Cannot open windows xp add/remove program tool
>Date: Sat, 13 Dec 2003 04:26:36 -0800
>
>I'm using Windows XP Home Edition and the problem is that
>the add/remove program tool does not open (the icon is
>shown however). How can you solve this without having to
>reinstall everything again?
>
>Kind Regards
>Lars-Erik
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