

## Re: Unusual error msg

**Source:**

[http://www.derkeiler.com/Newsgroups/microsoft.public.windowsxp.security\\_admin/2004-01/5146.html](http://www.derkeiler.com/Newsgroups/microsoft.public.windowsxp.security_admin/2004-01/5146.html)

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**From:** Doug Knox MS-MVP ([dknox\\_at\\_mvps.org](mailto:dknox_at_mvps.org))

**Date:** 01/31/04

Date: Fri, 30 Jan 2004 23:12:12 -0500

Boot the computer in Safe Mode (press F8 between the BIOS POST screen and Windows actually starting to load). Then go to Start, All Programs, Accessories, System Tools, System Restore and restore your system to a time before the download.

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Doug Knox, MS-MVP Windows XP/ Windows Smart Display  
Win 95/98/Me/XP Tweaks and Fixes  
<http://www.dougknox.com>

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Per user Group Policy Restrictions for XP Home and XP Pro  
[http://www.dougknox.com/xp/utils/xp\\_securityconsole.htm](http://www.dougknox.com/xp/utils/xp_securityconsole.htm)  
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Please reply only to the newsgroup so all may benefit.  
Unsolicited e-mail is not answered.

"Monica" <[anonymous@discussions.microsoft.com](mailto:anonymous@discussions.microsoft.com)> wrote in message [news:716201c3e798\\$8235b930\\$a30128](mailto:news:716201c3e798$8235b930$a30128)  
> have XP operating system. yesterday d/l anti-virus  
> program from AOL, fell asleep during d/l and woke up this  
> morning to a frozen system. Had to power down. Turned  
> on system tonite and 1st try all was frozen. Powered  
> down again. Turned system on got to desktop and all  
> stopped. Called AOL, got nowhere, they told me to call  
> Gateway (mfg of my system). A window appeared on my  
> screen"NT On-Access Scanner Service has encountered an  
> error....." until I did d/l last nite had no problem.  
> Did not go to any other sites, just did the anti-virus  
> d/l. Gateway tells me that I have a virus.....can't find  
> any other data anywhere.....PLEASE HELP.