

Re: Existing applications won't run now

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From: Steven L Umbach (n9rou_at_n0-spam-for-me-comcast.net)

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First off I am not a programmer or developer so I could not say exactly what the problem is but I would try to find some common ground with the problem as in did a specific event trigger it such as installation of SP2 or a particular security update. SP2 tightened up security quite a bit which did cause some applications to fail but that should not be something you are hearing about just now. You can use Add and Remove programs and select show updates to see what updates have been installed and when. I would also check the membership of the user who is having a problem compared to the membership of the user that is not to see if there is a difference. The support tool whoami is probably best to do that with the /groups option. Also the logs you see with Event Viewer can show valuable information though you may need to enable more auditing such as privilege use, process tracking, and object access for failure and enable auditing on all folders/registry keys the application would use which is not a user friendly process. Of course you would want to duplicate the customers computer configuration even if it means cloning their computer so you can see firsthand what is going on and compare to installations that are not having the problem. SysInternals makes valuable and free tools such as Filemon, Regmon, and Process Explorer that can track real time activity of an application/operating system. Booting into Safe Mode and scanning for malware/spyware should also be done. --- Steve

"chuck" <chuck@homeplansoftware.com.nospamplease> wrote in message news:33217E83-AC9B-426D-9E23-CE5A9E9398D8@microsoft.com...
> I hope someone can shed some light on a perplexing problem.
> Our company has been developing and selling software for several years.
>
> In the last two weeks, we have had several reports from long time users
> that
> our software no longer runs.
> When they double-click on an exe file nothing at all happens.
> If they create a new user with admin privileges, they can run the
> application as that new user. This even though the previous user had
> admin
> privileges.
>
> These are XP users with sp2. I haven't been able to determine any other

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- > *common thing that has changed on these machines.*
- >
- > *These programs were installed over two years ago and have run fine until*
- > *now.*
- >
- > *What could have happen now to cause these machines to suddenly stop*
- > *running*
- > *our programs?*
- >
- > *What can I do?*
- > --
- > *Chuck*
- > *Home Plan Software*