

RE: Winlogon.exe error message

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- *From:* jimmuh <jimmuh@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Tue, 26 Dec 2006 07:16:01 -0800
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Under the circumstances your first duty is to explain to you friend that you may be on the verge of losing that installation and that the DATA has to be saved to another location. When I say another location I mean external to that computer. Confirm that all of this person's data is safe before you try to do anything else.

It sounds as though you may have more than one firewall and more than one anti-virus product installed and operating on the computer simultaneously. Furthermore, it sounds as though you chose the just about the worst possible combination — Symantec/Norton mixed with Windows Live OneCare. I wouldn't put either of those on a computer I actually wanted to use. There are people who use one or the other of those with little or no fuss, though why is beyond me. I know of no one who would try to use them simultaneously.

System maintenance is a lot more demanding than just installing a favorite software package and having at it and hoping for the best and depending upon System Restore to save you if you screw up. If you have to resort to System Restore you've already pretty much conceded the need for complete system reconfiguration. (You said that it was WinXP SP2 with all of the latest updates. You should know that System Restore may have changed all of that, depending upon how far back you set the machine.) In my opinion a System Restore is to be used to get a crippled computer up and running so that you save the data off of it in preparation for a total reprep of the machine.

Be honest with your friend, admit that you didn't know as much as you thought you did, then work with the friend to try to fix things. But save that data FIRST.

I hope you get some good luck. You're going to need it.

"Chuck Trempealeau WI" wrote:

I was updated a friends computer. I installed Norton Internet Security 2007 it detect some downloader viruses and seid they were removed.

When I restarted the computer I got the message that Winlogon.exe had encountered a problum and had shutdown. I time of the message was when the

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computer was restarted. When I tried to turn off the computer the computer did not power down. I had to manually power down the computer when it restarted. I reruning the virus scan several times it detected nothing. I ran Microsoft one care scan which dected some proublums. These were corrected. When I tryed to do a system restore I got a message that the computer had a problum shouting down and could not restore. This computer has swervice pack 2 with the latest updates so I do not want to reload windows from sratch.

What should I do to get this computer running correctly. I can supply more information if that will help.

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Chuck