

RE: Access Denied – Msconfig Startup Changes

Source:

http://www.derkeiler.com/Newsgroups/microsoft.public.windowsxp.security_admin/2007-03/msg00453.html

- *From:* nass <nass@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Tue, 27 Mar 2007 17:05:27 -0700
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Hi Jami,

If you have the CD with the software on It you uninstall and reinstall any time.

Bear in mind if you have a corrupted Application there is no way to keep it on your system, uninstall will be necessary.

Update the MediaDirect from Dell website by opening the Application or the Update manager by Dell on your Computer and look for all updates and install them, while you are covered make sure you have all the software CD or ask DELL to send you one.

About keeping the Microsoft Accounting software and Business contacts, you are the only one can decide what will be best, will you use them in the nearest future or not?, and again if they on the Software CD you can install them any time and use them.

HTH.

nass

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"Jami" wrote:

Nass,

One of Dell's solutions to the PCMSvc.exe error message was to uncheck it in "Startup" which I did. So far, no error message, but again the message comes only intermittently, so "we'll see". I'll try "anything" before formatting hard drive. Also, I've checked regarding drivers & there does not seem to be any updates for MediaDirect intalled on my computer.

As far as the MSSQL\$MICROSOFTSMLBIZ...it seems there is some type of Microsoft Accounting software and Business contacts thru Outlook installed on the notebook as it was purchased thru Small Biz. It must have come that way because I did not install. Anyway, I'm not sure if I need to keep it or not....I'm a bit hesitant to remove. I've never used it, so I'm sure it must be trying to load somehow & showing up on occasion in the Event Viewer. Do you know if there any way just to disable it without removing? If you find any answer, let me know.

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thanks for ALL your help.

Jami

"nass" wrote:

Hi Jami,

You need to get the drivers for you Dell Media Direct or you can uninstall and then reinstall it, but read these articles first:

1= About the Error message in the Event Viewer:
MSSQL\$MICROSOFTSMLBIZ;

How to completely remove Small Business Accounting and Microsoft SQL Server Desktop Engine
<http://support.microsoft.com/kb/897877>

Error message when you try to enter a manual payroll in Accounting Professional 2007 or in Small Business Accounting 2006: "Connection failed"
<http://support.microsoft.com/kb/916272>

Error message when you try to open a company or you try to create a company in Small Business Accounting 2006, in Accounting Professional 2007, and in Accounting Express 2007: "General network error has occurred, DB cannot be created"
<http://support.microsoft.com/kb/915514>

How to move a company database file from one computer to another computer in Accounting Professional 2007, in Accounting Express 2007, or in Small Business Accounting 2006
<http://support.microsoft.com/kb/919451>

How to troubleshoot Business Contact Manager Setup issues
<http://support.microsoft.com/kb/901163/>

2= About the error pop-up:
PCMSvc.exe-application error;
<http://forums.majorgeeks.com/showthread.php?t=120540>

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Please click on the two links provided in the Answer (majorjeeks) for DELL website help and support to get more info and download drivers.

The Dell Media Experience program starts unexpectedly when you use the mouse

tilt wheel to scroll to the right

<http://support.microsoft.com/kb/894519>

The screen saver does not start after you install a wireless pointing device

<http://support.microsoft.com/kb/913405>

HTH.

Let us know.

nass

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"Jami" wrote:

Nass,

I do not have WavePlayer, as far as I know.

I checked in Event Viewer and here are some logs:

Application Warnings:

MSSQL\$MICROSOFTSMLBIZ

Userenv

System Errors:

DCOM

Service Control Manager

If you can explain any of this, I'd appreciate it.

The original problem I had faced was a "popup window" on occasion stating.

PCMSservice.exe–application error

Instruction at 0x00402545 referenced memory at

0x00000008. The memory could

not read. OK to terminate. Cancel to Debug.

I would only get this message "on occasion"...nothing I could re–create.

So, when Dell went into Msconfig to change "startup"

settings, that's when

the issue of Administrative rights came up. After being

online 3 hrs. the

tech decided I needed to reinstall Windows XP. If I did that I

would have to

reinstall some of my major programs, & I cannot reinstall

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due to number of installations allowed on software. I've just tried to seek out some type of "setting" problem that might be the culprit. Changing that Reg. setting on the HP Printer as suggested by Apeke allowed me to make those Startup changes with no administrative message.

Anyhelp you can give me on the Event Viewer logs and the PCM Service error message will be appreciated.

Oh you mentioned if under warranty, Dell would FIX IT FOR ME....he told me he could only send XP disk...I would have to do the work. I don't understand that as I purchased a 3 yr "on-site" warranty. I felt like he was seeking answers in manuals everytime I asked a question, and did not have the real knowledge needed for the issue. Otherwise, what took 3 hours to determine???

The steps were no more than I've mentioned in "Startup"....nothing more.

Thanks for any additional help you can give.
Jami

"nass" wrote:

Hi Jami,
If still in warranty then they can fix it for you?.
Do you have this installed WavePlayer
Pulse Code Modulation (PCM)

<http://h71000.www7.hp.com/openvms/journal/v1/ns3/mgclus.htm>

Also look in the event viewer for any error messages and double click it to get more info and you can copy and paste it in your next message.
I will make sure the machine is malware free and Virus free by scanning the machine in both Normal and Safe mode.
HTH.
Let us know.
Regards,

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nass

"Jami" wrote:

I made a change to Startup because I originally contacted Dell because I got an error message about PCM Service.exe. We decided to disable this in startup & that's when I got the Access Denied message. But, it made the change nonetheless.

My only problem with taking to tech shop is there is a 3 yr warranty on system & that could void the warranty thru Dell.

I just feel there's some little setting that could help instead of reinstalling Windows XP & having to reinstall all programs, plus backup data.

"nass" wrote:

"Jami"
wrote:

I
keep
getting
a
message
when
I
try
to
make
changes
to
"Startup"
in

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Msconfig
that
Access
Denied
&
I
may
need
to
logon
as
Administrator.
I
AM
the
ADministrator
&
only
user
of
personal
notebook
computer.
However,
the
changes
seem
to
take
effect
nonetheless.

Is
there
anyway
to
correct
this
problem
of
getting
this
message?

Please
help!!!!
I
just
don't
undertand
it!!!

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Dell
suggested
reformatting
entire
hard
drive,
but
I
don't
understand
that.
The
changes
take
effect...there's
just
some
glitch
that
I
get
this
message.

So why you
are trying to
adjust or
change the
setting on
the
StartUp?.
You could
be having a
corrupt
profile and
you need to
create a new
Profile
with admin
privileges
and you
done.
Also I will
make sure
this
machine is
clean from
malwares/viruses.

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How To
Create and
Configure
User
Accounts in
Windows
XP

<http://support.microsoft.com/default.aspx?scid=kb:en-us:279783>

How to
Copy User
Data to a
New User
Profile

<http://support.microsoft.com/default.aspx?scid=kb:en-us:811151>

Here is a
link on how
to perform a
clean install
of XP:

<http://www.michaelstevestech.com/cleanxpinstall.html>

If all the
above is too
much for
you then
take the
Machine to
your local
Tech and
they will
advise you
on what
appropriate
according to
the real
ground.

HTH.

nass

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