
Subject: Computer Problems

Posted by [IceSword7](#) on Mon, 04 Sep 2006 08:51:55 GMT

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Alright so out of know where my computer decided to start having problems the other day, problems I cant figure out and sense I built my computer myself I dont have tech help line I could call for help, so I figured I would ask you guys sense I'm sure most of you have more knowledge of computers then I do.

I cant go online because apparently I have no IP
I have no sound.

I cant get into the command prompt because it says its being used by another process
And Pressing Control Alt Delete does nothing.

Its given me a warning message telling me that the computer going to shut down in X amount of seconds because of a problem with WIN32 (dont know what that means)

And its asked me to send an error report (which I obviously cant do sense I'm not connected to the internet) because of some problem with "Generic Host Process for Win32 Services". When I checked the details on why it told me that it would be sending information on 2 files:

C:\DOCUME~1\BRIANF~1\LOCALS~1\Temp\WER6f1b.dir00\Svchost.exe .mdmp
and

C:\DOCUME~1\BRIANF~1\LOCALS~1\Temp\WER6f1b.dir00\appcompat.t xt

I cannot find those files at all for some reason.

This all came about after restarting my computer because my CD drive couldnt read diablo2 for some reason (after i had just got done playing it an hour or so before)

If anyone has any information on how to fix this problem, or if anyone can point me in the direction of someone who may know how to fix this problem id really appreciate it.

Thanks in advance guys

Subject: Re: Computer Problems

Posted by [danpaul88](#) on Mon, 04 Sep 2006 09:26:25 GMT

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Well the problems with no internet / sound etc are probably caused by the underlying problems with win32. Other than reinstalling windows I don't have any ideas, but don't do it just yet as others might be able to help more

Subject: Re: Computer Problems

Posted by [light](#) on Mon, 04 Sep 2006 10:45:24 GMT

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For now, to stop the shutdown go Start -> Run and type:
shutdown -a

But honestly it's probably more efficient to format and re-install than it is to fix all the minor issues.

Subject: Re: Computer Problems
Posted by [Goztow](#) on Mon, 04 Sep 2006 10:59:31 GMT
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Viruses and spyware someone?

Subject: Re: Computer Problems
Posted by [bandie63](#) on Mon, 04 Sep 2006 14:23:46 GMT
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Try going to a DOS prompt, and typing 'ipconfig -renew' without the quotes. That should force your PC to get an IP.

Subject: Re: Computer Problems
Posted by [danpaul88](#) on Mon, 04 Sep 2006 14:34:00 GMT
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IceSword7 wrote on Mon, 04 September 2006 09:51 I cant get into the command prompt because it says its being used by another process

aka: he can't open DOS prompt

Subject: Re: Computer Problems
Posted by [bandie63](#) on Mon, 04 Sep 2006 15:00:20 GMT
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danpaul88 wrote on Mon, 04 September 2006 11:34 IceSword7 wrote on Mon, 04 September 2006 09:51 I cant get into the command prompt because it says its being used by another process

aka: he can't open DOS prompt

Oh, crap. I should have read more closely. I vote for format.

Subject: Re: Computer Problems
Posted by [Zion](#) on Mon, 04 Sep 2006 15:21:15 GMT
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I had something simmilar to this, and it wouldnt let me format, i had to remaster.

Run in safe mode (F8 during CMOS bootup) and try accessing things you normally can't.

Subject: Re: Computer Problems
Posted by [IceSword7](#) on Tue, 05 Sep 2006 05:58:37 GMT
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What kind of things, because it wouldnt let me format last time i tried (which was before all this other shit started happening) it would get like up to the windows install part then just stop.

Subject: Re: Computer Problems
Posted by [IcyyTouch](#) on Tue, 05 Sep 2006 06:10:29 GMT
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IceSword7 wrote on Mon, 04 September 2006 22:58What kind of things, because it wouldnt let me format last time i tried (which was before all this other shit started happening) it would get like up to the windows install part then just stop.

If you're running XP there is an option to restore to an earlier date.. unless you leave your computer on 24/7 like me and don't have a restore point, then you're screwed.

Start -> Programs -> Accessories -> System Tools -> System Restore

If you can't do that I'd recommend running a spyware scan if you have a program on your PC capable of doing that. Also try booting into Safe Mode and see if you can get a better idea of the problem.

The shutdown error is associated with a process not being loaded that is required by Windows, most likely that svchost.exe file you can't find.

Subject: Re: Computer Problems
Posted by [IceSword7](#) on Tue, 05 Sep 2006 06:24:50 GMT
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Ran Spyware scanner, nothing.

Tried restoring back to an earlier date - The first time it would let me for some reason then the second time i tried it did nothing.

How do i remaster?

Subject: Re: Computer Problems
Posted by [mision08](#) on Wed, 06 Sep 2006 01:30:01 GMT
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What the hell is using the CMD prompt, and why? I would boot into safe mode and kill whatever is accessing the CMD prompt.

Try booting into safe-mode F8, or F1 or Esc or Del during boot. It should give you a menu like, boot into safe mode, boot into safe mode with networking, last known good configuration, reboot and so on. Choose the last known good configuration and cross your fingers. If that doesn't work boot into safe mode and get control of your command prompt. You need that and it's probably the root of all your troubles. Once you do that you can use the system file checker sfc.exe
XP Repair

Subject: Re: Computer Problems
Posted by [jnz](#) on Wed, 06 Sep 2006 01:32:22 GMT
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mision08 wrote on Wed, 06 September 2006 02:30What the hell is using the CMD prompt, and why? I would boot into safe mode and kill whatever is accessing the CMD prompt.

Try booting into safe-mode F8, or F1 or Esc or Del during boot. It should give you a menu like, boot into safe mode, boot into safe mode with networking, last known good configuration, reboot and so on. Choose the last known good configuration and cross your fingers. If that doesn't work boot into safe mode and get control of your command prompt. You need that and it's probably the root of all your troubles. Once you do that you can use the system file checker sfc.exe
XP Repair

wont work and a CMD prompt in windowsxp is a interpritation of dos.

Subject: Re: Computer Problems
Posted by [Carrierll](#) on Wed, 06 Sep 2006 12:52:47 GMT
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According to the MS website, the cmd.exe in XP Looks like DOS, but Isn't

I am wanting to blame spyware here... similar issues occured on my brother's PC. copying Windows files from this to the other fixed it

Subject: Re: Computer Problems
Posted by [mision08](#) on Wed, 06 Sep 2006 22:04:13 GMT
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What wont work, and what does the definition of the cmd.exe have to do with this? I know it doesn't run unless I call on it, and even if it is running it will start another instance and is still

accessible.
