

## WINDOWS SHUTDOWN ERROR MESSAGE

### Source of the Problem

Getting an error message when you shut down Microsoft Windows® isn't as serious as getting one when you start up Windows, but it still leaves you with the uncomfortable feeling that something's wrong with your computer. The most common error message that appears when you shut down Windows is about Rundll32 or Msgsrv32, two files that Windows uses during the shutdown process. You can often solve the trouble by replacing these files.

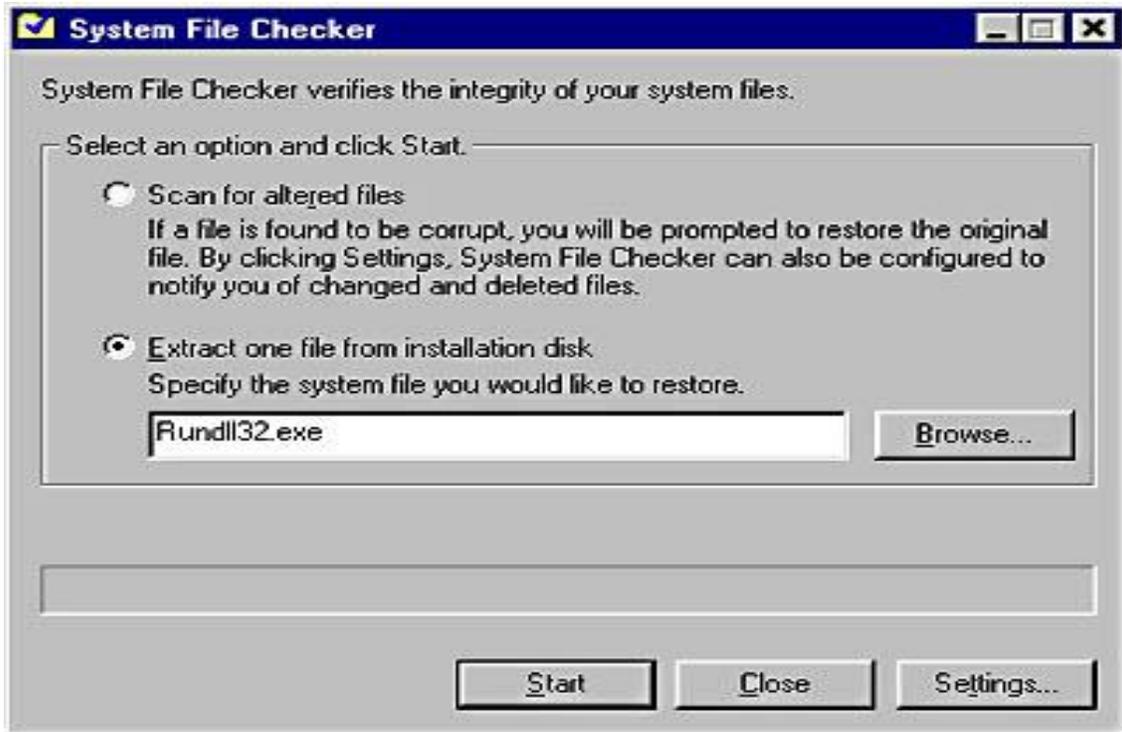
Reinstalling Rundll32 requires extracting the original file from the Windows CD. Fixing error messages about Msgsrv32 requires reinstalling the drivers for your sound card because, among its other functions, Msgsrv32 plays the Windows shutdown sound.

### How to Fix It

1. Insert the Windows install CD in the CD-ROM drive.
2. Click **Start**, point to **Programs**, point to **Accessories**, point to **System Tools**, and then click **System Information**.
3. On the **Tools** menu, click **System File Checker**.

Note: If you do not find System File Checker, click Start...Run and type in `sfc /scannow` and press OK to run the System File Checker.

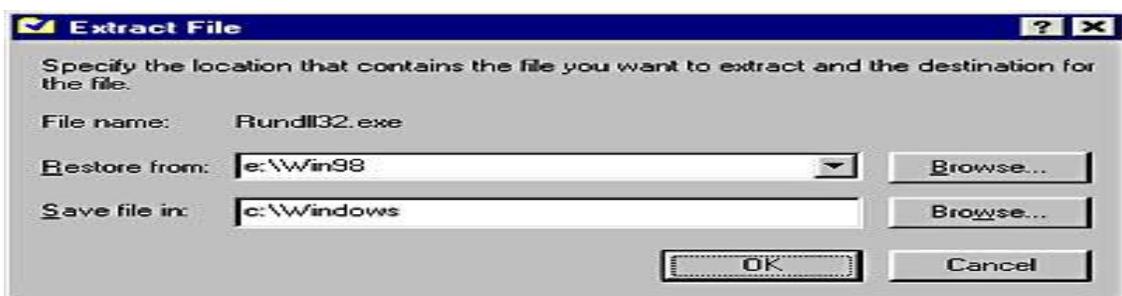
4. In the **System File Checker** dialog box, click **Extract One File From Installation Disk**.
5. In the **Specify the system file you would like to restore** box (**Figure 1**), type **Rundll32.exe**, and then click **Start**.



**Figure 1.** In the **Specify the system file you would like to restore** box, type **Rundll32.exe**.

When the **Extract File** dialog box opens, enter the location of the original Windows files on the CD and the destination for the file that you want to extract by following these steps:

6. In the **Restore from** box in the **Extract File** dialog box (**Figure 2**), type the location of the Windows compressed files (CAB files). If the CAB files are located in a folder on the Windows CD, type the path to the folder, such as *e:\Win98*, replacing the *e:* with the drive letter of your CD-ROM drive.
7. In the **Save File In** box in the **Extract File** dialog box, type the location of the Windows files on the hard disk, such as *c:\Windows*.



**Figure 2.** In the **Restore from** box in the **Extract File** dialog box, type the location of the Windows compressed files; in the **Save file in** box, type the location of the Windows files on the hard disk.

8. Click **OK**.

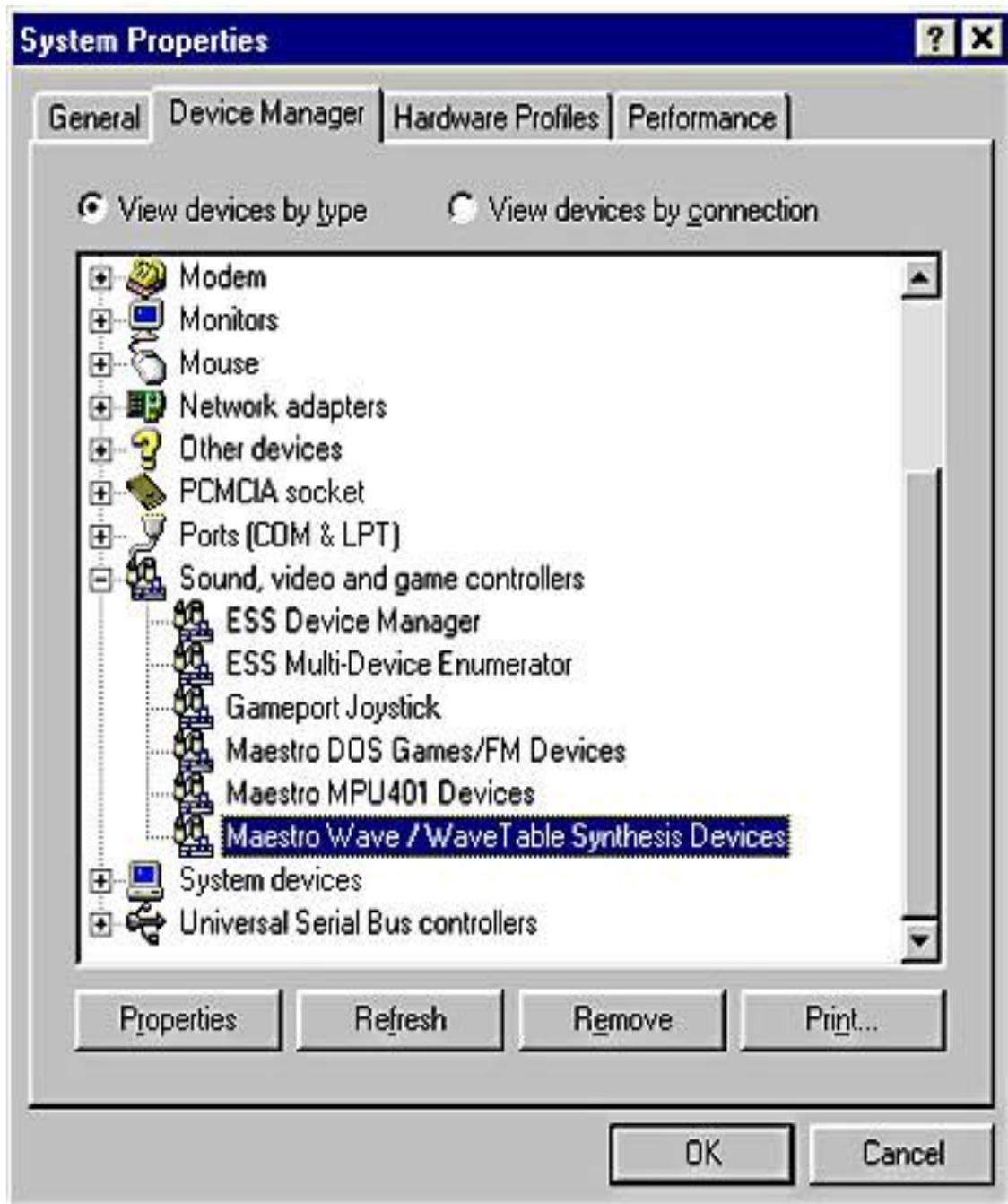
9. In the **Backup File** dialog box, click **Skip** to replace the existing file without backing it up first.
10. When System File Checker reports that the file has been successfully extracted, click **OK**.

Now reinstall Msgsrv32.exe by following the steps above, but this time, type **Msgsrv32.exe** instead of **Rundll32.exe** in the first step five. After Msgsrv32.exe is extracted successfully, follow these steps:

1. When System File Checker reports that the file has been successfully extracted, click **OK**.
2. Close the **Microsoft System Information** dialog box.

Finally, reinstall the drivers for your sound card by following these steps. (Before you begin, make sure you have the driver disk that came with the sound card.)

1. Right-click **My Computer** on the desktop, and click **Properties** on the shortcut menu.
2. On the **Device Manager** tab in the **System Properties** dialog box (**Figure 3**), double-click **Sound, video, and game controllers**.



**Figure 3.** Double-click **Sound, video and game controllers** on the **Device Manager** tab in the **System Properties** dialog box.

3. Click the entry for your sound card and click **Remove**.
4. Click **OK** to close the **System Properties** dialog box, and then restart the computer. If the sound card is plug and play-compatible, it will be detected and the driver for the card will be reinstalled. If the sound card is not plug and play-compatible, follow the original instructions that came with the sound card to install the card's driver.

**Tip:** In Microsoft Windows Me, a feature called System File Protection is designed to keep important system files from being overwritten by a program that attempts to install an earlier version of the file. If System File Protection determines that a program has overwritten a system file with an earlier version, it silently restores the original Windows Me version of the file so that Windows Me will remain unharmed.

Note: In XP there is no System File Checker listed in the System Tools. Click Start...run and type `sfc /scannow` then press OK or ENTER to run the sfc. Have an XP install CD in the event it finds corrupted or missing files.

Revised 6/11/2009 JMM