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Answered by:



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# Windows service error, possibly corrupted, stop-start disabled, running

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Question

Hi,

Some days back a trojan by the name of zeroaccess penetrated my system security. After using a lot of anti spam-ware tool i was able to fix it but my many of my system services were corrupted. I have fixed majority of those services but windows installer service still looks quite pale.

I have looked over the internet for solutions but nothing seems to work. Following are the symptoms :P

1. Service is in start mode. both start and stop are disabled.
2. A windows installer keeps popping out.
3. A set of updates are pending for shutdown but never installs themselves once shutdown.
4. Sticks its head into other installations not letting MSIs to install themselves. had to disable service and run manually to bypass this issue.

If anyone has encountered such an issue, kindly give a working fix, speaking of which, YES i have tried windows troubleshooter and other things.

Regards,

Nishant

Thursday, March 21, 2013 6:24 PM

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## Answers

I think i fixed it. Followed the steps given in the following link. "[http://answers.microsoft.com/en-us/windows/forum/windows\\_7-windows\\_programs/is-there-a-common-step-to-repair-windows-installer/136da4c2-0261-e011-8dfc-68b599b31bf5](http://answers.microsoft.com/en-us/windows/forum/windows_7-windows_programs/is-there-a-common-step-to-repair-windows-installer/136da4c2-0261-e011-8dfc-68b599b31bf5)"

Worked like a charm! :D

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Edited by [theVitruvianAnalogy](#) Thursday, March 21, 2013 6:29 PM forgot the link

Proposed as answer by [Kelman](#) Friday, March 22, 2013 10:22 AM

Marked as answer by [Nicholas Li](#) Microsoft contingent staff, Moderator Monday, March 25, 2013 4:36 AM

Thursday, March 21, 2013 6:29 PM

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