

Forum:[Hack Forums](#)

Thread: [Cant install or uninstall programs. Most programs wont open.](#)

Bulletsx - January 29, 2018, 6:19 pm

I just noticed this today but I dont use this computer that often so it could've been like this for awhile now. I tried opening itunes and it tells me that it cant be opened because some of its required files are missing, and to reinstall it. I tried reinstalling it and it fails saying errors occurred. Then I noticed my malwarebytes is missing from my desktop, I searched the search bar and its not even on my computer anymore. I tried to reinstall that and I instantly get the error "ShellExecuteEx failed; code 2. The system cannot find the file specified." I had CCleaner too, it is still on my desktop but without the original CCleaner icon. When clicking on the ccleaner program the error pops up that "windows cannot access the specified device, path, or file. You may not have the appropriate permissions to access the item."

I tried downloading FRST and Rkill and both programs don't do anything when I click open. No installer no nothing.

Im not sure what to do from this point so help from somebody who knows how to assist would be greatly appreciated. I can still browse the net and everything just cant install or open a good amount of programs.

Thank you in advance.

Super - January 29, 2018, 7:17 pm

Sounds like your operating system is damaged. Please run this command in an Administrator command prompt to restore your system files:

Code sfc /scannow

Bulletsx - January 29, 2018, 8:30 pm

(Jan 29, 2018 08:17 PM)Dynamo Wrote: [\[CITE\]](#) Sounds like your operating system is damaged. Please run this command in an Administrator command prompt to restore your system files:

Code sfc /scannow

I cannot open cmd through administrator. Only the regular cmd and that command wont work unless its admin, any suggestions?

EDIT: I booted into recovery mode and opened cod prompt administrator and typed in the command and it came back with "windows resource protection could not start the repair service"

Super - January 30, 2018, 6:49 am

(Jan 29, 2018 09:30 PM)Bulletsx Wrote: [\[CITE\]](#) I cannot open cmd through administrator. Only the regular cmd and that command wont work unless its admin, any suggestions?

EDIT: I booted into recovery mode and opened cod prompt administrator and typed in the command and it came back with "windows resource protection could not start the repair service"

You might need to reinstall windows, it sounds like your OS is severely damaged. Even the utility (SFC) that is supposed to restore broken system files is broken.

Try this:

https://answers.microsoft.com/en-us/windows/forum/windows_vista-system/windows-modules-installer-error126/2a45788d-c1e5-4b62-a5b1-2410cbcbf813

If that doesn't work, you need to reinstall Windows.

Sigma - January 31, 2018, 7:46 am

Are you able to boot into Safe Mode with Networking at all?

Axion3301 - January 31, 2018, 5:44 pm

Start Windows normally, type "Services" in the search bar and make sure that they aren't turned off. Also, I'm pretty sure that if the OS didn't break randomly for no reason, you are infected with a rootkit. I think you can just start Windows with the standard drivers only and see if you can do this afterwards.