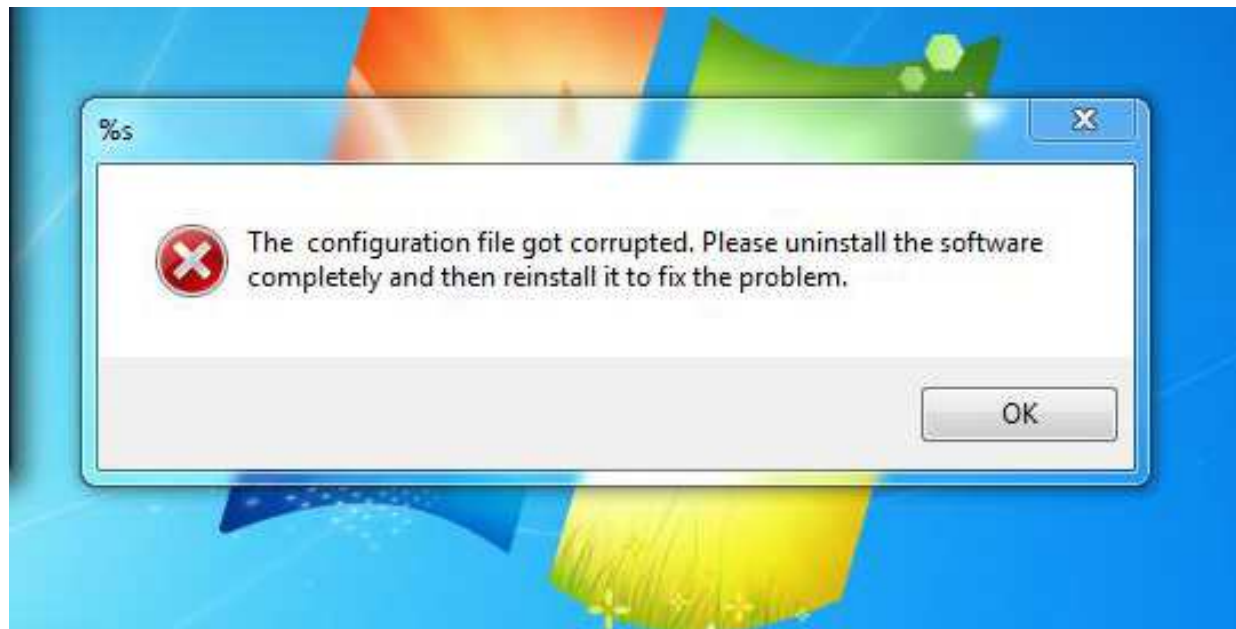# Funky error messages:
Many potential causes

- Hardware:
  - Failing hard disk
  - Bad memory stick; poorly seated memory
  - Bad power supply
  - Poorly seated connections to drives and motherboard
  - Failing / sticking power switch
- Software:
  - Malware
  - Missing / corrupted system files
  - Corrupted program installation
  - Registry errors

Susanne's error box (seen at boot)

Diagnostic actions taken

The machine involved is running Windows 7 64 bit with ESET security.

The problem occurs both in Susanne's account (Standard user) and the administrator account. The following actions were taken from the administrators account:

- We ran chkdsk /f. It found and corrected a few errors. The issue persisted.
- Using MSCONFIG, we set up safe boot (only Microsoft services enabled). The issue persisted.
- We ran sfc /scannow. No problems were found.
- The issue does not occur in safe mode.
- In safe mode we did a system restore to a time before the problem. This did NOT help!
- After system restore we did Windows update to reinstall the 14 updates from last Tuesday.
- We ran Malwarebytes (updated protection files); no problems found.
- We checked the program list for recently installed programs; none show

# At this point, many causes more or less ruled out; most like NOT:

- Malware
- Corrupted / missing system files
- Bad hardware

**Then requested advice and counsel from the group; received many good suggestions**

These are Paul Lewis's step by step diagnostics to identify the source of cryptic error messages:

1. While the offending window is open on the desktop, open Task Manager by right clicking on a blank area in the taskbar (make sure Show Processes from all users is selected)

2. Examine the list of Applications that are displayed

3. One of the listed applications will have a name that shows it's the suspect window; in my case the name was ERROR

4. Right-click that entry in Task Manager

5. Select Go to Process from the drop-down menu

6. The Process list will open with one of the processes highlighted

7. Right-click on that process

8. Select Open File Location

Example from Susanne's computer
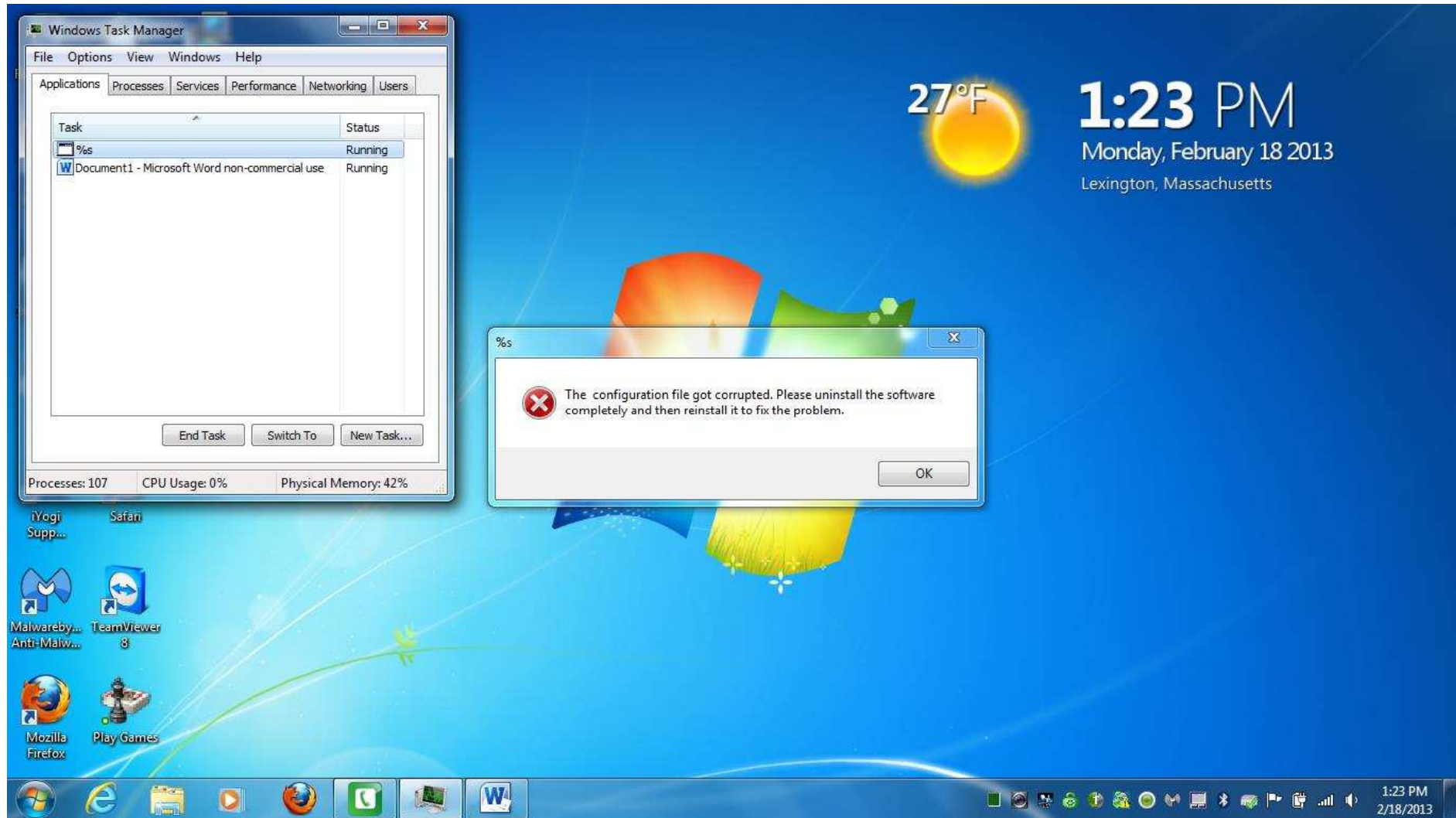
Right clicked on task %s, went to Process iYogiSupportDock, then to file location
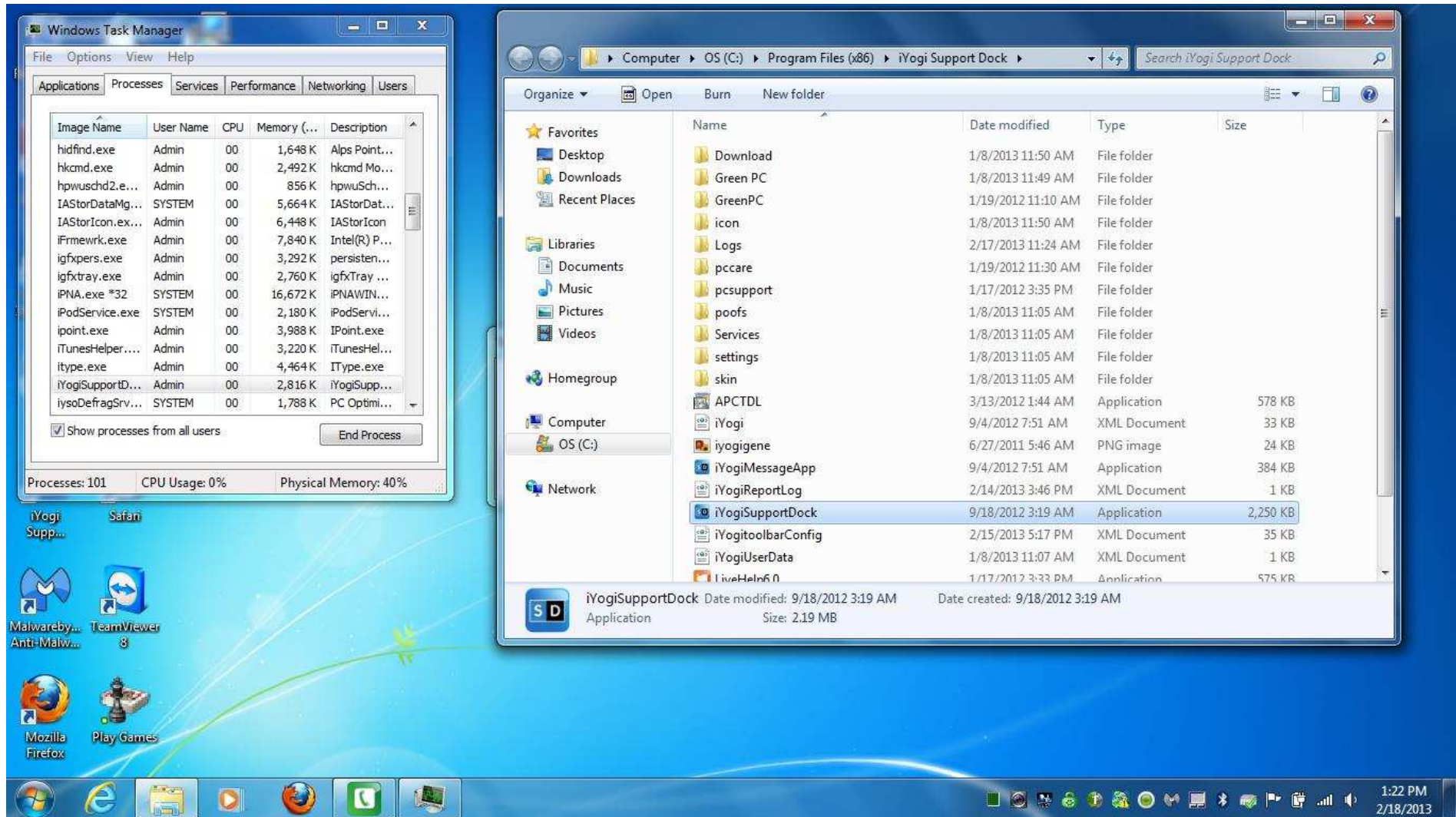
Problematic file identified!

- Solution now obvious, uninstall iYogi, reboot reinstall iYogi

- In this case, since iYogi is a remote assistance service, remote help was required to reinstall and reactivate the software.

- After these actions, issue is resolved!