You receive a "Stop: c0000135" and "winsrv was not found" error message after you install Windows XP Service Pack 2

Important This article contains information about modifying the registry. Before you modify the registry, make sure to back it up and make sure that you understand how to restore the registry if a problem occurs. For information about how to back up, restore, and edit the registry, click the following article number to view the article in the Microsoft Knowledge Base:

> 256986 (http://support.microsoft.com/kb/256986/) Description of the Microsoft Windows Registry

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SYMPTOMS

After you install Microsoft Windows XP Service Pack 2 (SP2), your computer repeatedly restarts with the following Stop error:

> **A problem has been detected and Windows has been shut down to prevent damage to your computer...**
> **Technical information:**

STOP: c0000135 {Unable To Locate Component}
This application has failed to start because winsrv was not found. Re-installing the application may fix this problem.

Note Your computer may restart immediately if it is configured to automatically restart when a system failure occurs. To turn off this option so that your computer does not restart, press F8 at startup, use the arrow keys to select the **Disable automatic restart on system failure** option, and then press ENTER.

CAUSE

This problem may occur if all the following conditions are true:

- T.V. Media (TvMedia.tvmbho) from Total Velocity Corporation is installed on your computer.
- You have not installed Critical Update 885523.
- You tried to install Windows XP SP2.

A compatibility issue between the Windows XP SP2 installer and a third-party advertising program that is named T.V. Media can cause this problem. The problem occurs when you have T.V. Media installed on your computer, and you try to install Windows XP SP2. You receive a Stop error when you restart your computer, and the installation process fails. You can prevent this problem by removing T.V. Media or by installing Critical Update 885523 before you install Windows XP SP2.

RESOLUTION

Update information

Critical Update 885523 is now available on the Windows Update Web site and through the Automatic Updates feature. Critical Update 885523 prevents this problem by addressing the compatibility issue. This update is only offered through Windows Update and Automatic Update to users who have T.V. Media installed. You do not have to install this update if T.V. Media is not installed on your computer.

This update is primarily intended for users of Windows Update and Automatic Updates who may not realize that they have T.V. Media installed on their computers. If T.V. Media is installed on your computer, Windows Update and Automatic Updates will not offer Windows XP SP2 until you install Critical Update 885523.

If you encountered this Stop c0000135 error message after you installed Windows XP SP2, see the "More Information" section for instructions on how to recover your system. Follow the guidelines in this section to prevent this problem from repeating.

Automatic Updates

Critical Update 885523 will be offered as a critical update to Windows XP before the installation of Windows XP Service Pack 2 if T.V. Media is installed on your computer. No special steps are required. Just accept the update, and then let it install. This update is only offered if T.V. Media is currently installed on your computer.

Windows Update Web site

When you visit the Windows Update Web site, Update 885523 will be offered as a Critical Update and will be automatically selected if T.V. Media is installed on your computer. Click **Install**, accept the end-user license agreement (EULA), and then let the update install. This update is only offered if T.V. Media is currently installed on your computer.

As soon as installation is finished, and you have restarted your computer, return to the Windows Update Web site and re-scan your computer. You will be offered Windows XP Service Pack 2 and can continue with this critical installation.

Download information

The following file is available for download from the Microsoft Download Center:

[Download the 885523 package now.](http://www.microsoft.com/downloads/details.aspx?FamilyId=65875203-CF1B-4D32-8F32-E00D004659F6&displaylang=en.) (http://www.microsoft.com/downloads/details.aspx?FamilyId=65875203-CF1B-4D32-8F32-E00D004659F6&displaylang=en.)

Release Date: October 5, 2004

For additional information about how to download Microsoft Support files, click the following article number to view the article in the Microsoft Knowledge Base:

119591 (http://support.microsoft.com/kb/119591/) How to obtain Microsoft support files from online services

Microsoft scanned this file for viruses. Microsoft used the most current virus-detection software that was available on the date that the file was posted. The file is stored on security-enhanced servers that help to prevent any unauthorized changes to the file.

Prerequisites

No prerequisites are required. However, this update is only required if you do not want to remove T.V. Media from your system.

Restart requirement

You must restart your computer after you apply this update and before you install Windows XP SP2.

Update replacement information

This update does not replace any other updates.

File information

The English version of this update has the file attributes (or later file attributes) that are listed in the following table. The dates and times for these files are listed in coordinated universal time (UTC). When you view the file information, it is converted to local time. To find the difference between UTC and local time, use the **Time Zone** tab in the Date and Time tool in Control Panel.

Date	Time	Version	Size	File name	SP requirement	Service branch
24-Sep-2004	03:00	5.1.2600.168	1,802,240	Acgenral.dll	None	RTMQFE
24-Sep-2004	03:01		1,055,490	Sysmain.sdb	None	RTMQFE
24-Sep-2004	03:05	5.1.2600.1594	1,822,208	Acgenral.dll	SP1	SP1QFE
24-Sep-2004	03:05	5.1.2600.1594	220,160	Acspecfc.dll	SP1	SP1QFE
24-Sep-2004	03:06		1,089,198	Sysmain.sdb	SP1	SP1QFE
24-Sep-2004	02:55	5.1.2600.2523	1,852,928	Acgenral.dll	SP2	SP2GDR
23-Sep-2004	23:57		1,192,266	Sysmain.sdb	SP2	SP2GDR
24-Sep-2004	02:43	5.1.2600.2523	1,852,928	Acgenral.dll	SP2	SP2QFE
24-Sep-2004	02:44		1,192,266	Sysmain.sdb	SP2	SP2QFE

WORKAROUND

After you install Critical Update 885523, you can install Windows XP SP2 and not experience compatibility issues with T.V. Media. Alternatively, to work around this problem, use one of the following methods to remove all T.V. Media programs before you install Windows XP SP2.

Use the Adware T.V. Media Removal Tool (KB 886590)

Remove all T.V. Media programs. To do this, download the following tool from the Microsoft Download Center:

[Download the Adware T.V. Media Removal Tool (KB 886590) package now.](http://www.microsoft.com/downloads/details.aspx?FamilyId=F94E8B27-B656-45CD-9668-73134A18231B&amp;amp;displaylang=en) (http://www.microsoft.com/downloads/details.aspx?FamilyId=F94E8B27-B656-45CD-9668-73134A18231B&amp;amp;displaylang=en)

Remove T.V. Media manually

Warning If you use Registry Editor incorrectly, you may cause serious problems that may require you to reinstall your operating system. Microsoft cannot guarantee that you can solve problems that result from using Registry Editor incorrectly. Use Registry Editor at your own risk.

To remove T.V. Media (TvMedia.tvmbho) manually, follow these steps.

Important Make sure that you follow the instructions very carefully and delete everything that is mentioned. Typically, the removal will fail if a single item is not deleted. If T.V. Media (TvMedia.tvmbho) remains on your computer after you complete the removal instructions, step through the instructions again.

1. Start your computer in Safe Mode.
2. Click **Start**, click **Run**, type **regedit**, and then click **OK**.
3. Locate the following registry subkeys. Delete the TV Media entry for each subkey if the entry exists.
   - HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Run
   - HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\RunOnce
   - HKEY_CURRENT_USER\SOFTWARE\Microsoft\Windows\CurrentVersion\Run
   - HKEY_CURRENT_USER\SOFTWARE\Microsoft\Windows\CurrentVersion\RunOnce
4. Locate and then delete the following registry subkeys if they exist:
   - HKEY_LOCAL_MACHINE\SOFTWARE\Classes\CLSID\{707E6F76-9FFB-4920-A976-EA101271BC25}
   - HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Explorer\Browser Helper Objects\{707E6F76-9FFB-4920-A976-EA101271BC25}
5. Quit Registry Editor, and then restart your computer in Safe Mode.
6. Click **Start**, click **Run**, type **appwiz.cpl**, and then click **OK**.
7. Remove T.V. Media.
8. On your desktop, double-click **My Computer**.
9. Locate and then delete the TV Media folder. By default, this folder is located in the C:\Program Files folder.
10. Restart your computer.

STATUS

Microsoft is researching this problem and will post more information in this article when the information becomes available.

MORE INFORMATION

To resolve the Stop c0000135 error after it has occurred and to remove T.V. Media, follow these steps.

Step 1: Use Recovery Console to remove Windows XP SP2

Remove Windows XP SP2 from your computer by using Recovery Console. For additional information, click the following article number to view the article in the Microsoft Knowledge Base, and then see the "Use Recovery Console" section:

875350 (http://support.microsoft.com/kb/875350/) How to remove Windows XP Service Pack 2 from your computer

Step 2: Remove T.V. Media or install Critical Update 885523

Use one of the methods in the "Workaround" section to remove T.V. Media or to install the Critical Update 885523 compatibility fix. For more information about installing Critical Update 885523, see the "Resolution" section.

Step 3: Reinstall Windows XP SP2

After you have removed T.V. Media or installed the Critical Update 885523 compatibility fix, reinstall Windows XP SP2. To do this, visit the following Microsoft Web site:

http://support.microsoft.com/default.aspx?scid=fh;EN-US;windowsxpsp2 (http://support.microsoft.com/default.aspx?scid=fh;en-us;windowsxpsp2)

The third-party products that this article discusses are manufactured by companies that are independent of Microsoft. Microsoft makes no warranty, implied or otherwise, regarding the performance or reliability of these products.

APPLIES TO

- Microsoft Windows XP Professional
- Microsoft Windows XP Media Center Edition 2002
- Microsoft Windows XP Home Edition
- Microsoft Windows XP Tablet PC Edition

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