

eScan for Windows: eScan icon not loading on windows 7 startup

Problem reported:

After installing eScan (could happen with any escan edition) on Windows 7 professional SP1, the eScan Protection Center icon does not load/show on task bar automatically on system startup, but can be started manually from Start Menu programs.

Solution Provided:

Try to check whether the escan updater service is showing/running in the Windows Task Scheduler or not . To do this, run/execute `c:\windows\system32\taskschd` file.

Opening Windows Task scheduler gives below pop up messages:-

The selected task "{0}" no longer exists. To see the current tasks, click refresh.

Click "OK" and the pop up repeats; click "OK" again and a new pop up message:-

Task Scheduler service is not available. Task Scheduler will attempt to reconnect to it.

Click "OK" and the original pop up appears again for the last time. A "Reading Data Failed" remains in the Task status window.

All related services and dependencies seem to be running normally. No errors are apparent in the event logs.

Incase, you come across any such errors as mentioned above (attached screenshot also) then there could be some issue with the Windows Task Scheduler itself.

To fix Task Scheduler issue, follow below procedure:

Open Registry Editor and delete all entries under the following key and RESTART the pc once:
(Note: Pls take backup/export the below registry branch)

[HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows NT\CurrentVersion\Schedule\TaskCache]

After, restart you will be able to open and view the Task Scheduler properly but may find missing eScan services.

To restore/add the eScan Updater services (ie: eScan Updater/ eScan Update-Server) reinstall eScan by executing the below command.

Once installed, restart the pc once and you will find eScan icon loaded automatically on the task bar and you will be able to view its services (eScan Updater/ eScan Update-Server) in Task scheduler too.

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