

Software program not loading

Source:

<http://www.tech-archive.net/Archive/Win2000/microsoft.public.win2000.general/2009-03/msg00253.html>

- *From:* "Gordon Biggar" <colonel_biggs@xxxxxxx>
 - *Date:* Thu, 26 Mar 2009 09:03:58 -0500
-

The second line of data in the error message is as follows:

Address 80549053 base at 80400000 Date Stamp 45ec3c8f – ntoskrnl.exe

I booted up in SAFE mode and did a search for ntoskrnl.exe, and found 13 references under C:\WINNT:

8 were in C:\WINNT\%NtUninstall etc.

1 in %NtUpdateRollupPack Uninstall%

ntoskrnl.exe.000 in above folder

1 in \Driver Cache\i386

1 in \ServicePackFiles\i386

NTOSKRNL in \System32

I had unsuccessfully tried to uninstall (through Control Panel) the software that was giving me a problem ("cannot uninstall because of a sharing problem" for a named file).

Could this uninstall have created the problem? As noted above, there was not a .dll file shown on the line above.

Gordon

"John John – MVP" <audetweld@xxxxxxxxxxxx> wrote in message news:upHqfmgRjHA.1208@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

Is there a file identified in the error message? Try disabling your AV software and then see if you can boot normally. If you can boot to Safe Mode without problems then one of your drivers is causing problems, AV software and software firewalls have filter drivers that sometimes cause these kinds of problems, see here for more information:

How to Troubleshoot a STOP 0x0000001E KMODE_EXCEPTION_NOT_HANDLED Error

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Message

<http://support.microsoft.com/kb/275678>

John

Gordon Biggar wrote:

The situation is getting messier. I tried to uninstall the Peachtree software. The uninstall halted, because "another application has exclusive access to the file C:\Peachtree\Company\.....status.dat." I was able to boot up in the safe mode and to remove the file in question. Now, when I boot up, I get the following system error message: "STOP Message: KMODE_EXCEPTION_NOT_HANDLED." I can bypass this by booting up in the SAFE mode, but cannot boot up normally.

What is happening???

Gordon

"DL" <address@invalid> wrote in message
<news:eG4#8zSrJHA.3848@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

You might want to try here <http://peachtreeusers.com/>
Have you tried reinstalling Peachtree?
Though if your PC is showing other symptoms you might want to run a disk checking utility from your HD manufacturers site, I assume there is sufficient free space (at least 15% of available hd size)

"Gordon Biggar" <colonel_biggs@xxxxxxx> wrote in message
<news:%235TxTXOrJHA.5052@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

Sorry about that.

The program is Peachtree Accounting 2005, and I had used it without a problem up until about a week ago. There have been no software upgrades installed, etc. Other programs on the system are functioning okay.

GGB

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"DL" <address@invalid> wrote in message
news:OEZBVHMrJHA.3864@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

You might care mention
what this app is, and
whether it was functioning
previously on this sys

"Gordon Biggar"
<colonel_biggs@xxxxxxx>
wrote in message
news:uwHuzaLrJHA.528@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

> Recently, I have attempted
to start an accounting
software
program, > but

I

> receive an error message
that the program has
encountered problems
and

is

> shutting down. When I
looked at the error log in the
program's >
folder,

I

> note that it says that there
is a difficulty in reading the
> registry.
>
> Does this mean that I need
to uninstall the software,
and then

re-install?

>
> Also, I have noted that my
programs are starting up
more slowly than
> heretofore. Sometimes, it
will take several seconds
after

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clicking on

an

> icon before the logo page
appears on the monitor. I
defrag my hard

drive

> religiously, and routinely
delete unused files. I don't
know that > this

is

> necessarily related to the
problem cited above,
however.

>

> Gordon Biggar

> Houston, Texas

>

>

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