

Re: xp config – error message

Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.accessibility/2004-06/0397.html>

From: Michael Solomon \(\MS-MVP Windows Shell/User\) (*user_at_#notme.com*)

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If they didn't give you a CD, they are required to give you some kind of recovery option, some means of restoring the system to factory fresh condition or reinstall the OS (I would assume that is why they gave you a CD-key).

That said, unfortunately, most recovery option do wipe the drive and start over fresh and yes, you would lose all your data (NOTE: please see the third line of my signature for future reference).

All that said, you should be able to purchase a retail version of XP and use it along with the CD-key that comes with it; don't use the one on the sticker as it likely designates an OEM version and would likely be rejected. With a retail CD, you can do a repair install. It may not resolve the issue but it's a better shot than what you apparently have right now but before making the investment, be sure to ask Toshiba if you could install a retail version on your setup, explaining the necessity of doing so. Laptop's can be a bit finicky.

Below are the instructions for a repair install:

NOTE, while a repair install should leave your data files intact, if something goes wrong during the repair install, you may be forced to start over and do a clean install of XP. If you don't have your data backed up, you would lose your data should that eventuality occur.

Assuming your system is set to boot from the CD-ROM drive and you have an actual XP CD as opposed to a recovery CD, boot with the XP CD in the drive and perform a repair install as outlined below. If the system isn't set to boot from the CD or you are not sure, you need to enter the system's BIOS. When you boot the system, the first screen usually has instructions that if you wish to enter set press a specific key, when you see that, do so. Then you will have to navigate to the boot sequence, if the CD-ROM drive is not first line, set it first in the boot sequence. Save your settings and exit with the XP CD in the drive. The system will reboot.

When the system boots, a few screens into the process you may see a message instructing you

to hit any key in order to boot from the CD along with a countdown. When you see this be sure to hit a key on the keyboard, if you miss this instruction and the system fails to boot from the CD, it's too late, you'll need to reboot and try again.

Once you have pressed a key, setup should begin. You will see a reference asking if you need to load special drivers and another notice that if you wish to begin the ASR (Automatic Recovery Console) depress F2. Just let setup run past all of that. It will continue to load files and drivers.

Then it will bring you to a screen. Eventually, you will come to a screen with the option to (1) setup Windows or (2) Repair Windows Installation using the Recovery console. ***The selection you want at this screen is "Setup Windows," NOT "Repair Windows Installation.

The first option, to setup Windows is the one you want and requires you to press enter. When asked, press F8 to accept the end user agreement. Setup will then search for previous versions of Windows. Upon finding your version, it will ask if you wish to Repair your current installation or install fresh. Press R, that will run a repair installation. From there on, follow the screens.

If you only have a recovery CD, your options are quite limited. You can either purchase a retail version of XP which will allow you to perform the above among other tools and options it has or you can run your system recovery routine with the Recovery CD which will likely wipe your drive, deleting all files but will restore your setup to factory fresh condition.

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Michael Solomon MS-MVP
Windows Shell/User
Backup is a PC User's Best Friend
DTS-L.Org: http://www.dts-l.org/
"Lampcord" <Lampcord@discussions.microsoft.com> wrote in message
news:2BBE7A42-EF57-49CB-BE0D-14F7162166BA@microsoft.com...
> THANKS IN ADVANCE !
>
> error message :
>
> Windows could not start because the following file is missing or corrupt:
> windows\system32\config\system
>
> you can attempt to repair this file by starting Windows Setup using the
> Original Setup CD
> Select 'r' at the first screen to start repair
>
> I have purchased a Toshiba Sattelite 1135 laptop with Windows XP Home
> "imaged"
> on the system by Toshiba. I have the "Windows Authentication" sticker on
> the bottom of the laptop with the CD Key code. However Toshiba says they
> cannot send me the Original WIN XP Home CD version.
> I have tried to use a different WIN XP CD but it this system does not
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microsoft.public.windowsxp.accessibility: Re: xp config – error message

> recognize the CD, then loops back to the error message. I tried "safe
> mode" and no luck. It seems the system only wants to recognize only the
> particular Win XP CD on my PC (?) If I buy a new version will I wipe all
> the huge volume of data on my PC ?
>
> ... any suggestions GREATLY APPRECIATED ... Pat Martin
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