

RE: Start Up Error Messages

Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.basics/2008-08/msg00716.html>

- *From:* nass <nass@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
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"Terry Bennett" wrote:

I am encountering 3 separate error messages each time I boot my laptop. Despite various attempts, I have not been able to dispose of them:

1) In the initial boot sequence, after the Microsoft Windows XP screens, I often get a pale blue screen with a message to the effect of: "Checking file system on H. File system FAT32. Disk needs to be checked for consistency". I then have 10 seconds to stop the check by pushing any key. If it proceeds then I receive a message saying that everything has been checked and found to have no problems. After this, however, there is no way of continuing so it is necessary to shut the computer down and start again. The H drive is simply an external hard drive connected via a USB port.

2) After the log-on I receive a further message: "SmartBridge Alerts: BTHelpNotifier.exe - Entry Point Not Found. The procedure entry point GetProcessImageFileNameW could not be located in the dynamic link library PSAPI.DLL". I simply click on OK to remove this. [my ISP is BT]

3) Recently I have started receiving a dialogue box for InstantShare (I've never heard of this before and have not installed any software). The sequence seems to be similar to when new software is found: "Please wait while Windows configures InstantShare". After a short while this calls for a CD-ROM and there seems to be no way of cancelling the sequence other than using Task Manager.

Any help will be appreciated!

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Protect Your PC in 3 Easy Steps

<http://www.microsoft.com/uk/security/protect/alert.msp>

Microsoft Security At Home – Help Prevent Identity Theft, Spyware .

<http://www.microsoft.com/protect/default.msp>

Go through these Cleaning steps:

1... First, try to clean up your caches, Internet files and delete cookies by doing this:

Click Start >> Control Panel >> Double click Network and Internet Connections >> Double click Internet Options.

On the IE properties windows you will see these Tabs:

General | Security | Privacy | Content | Connections | Programs | Advanced

Under General Tab clear your History, Internet Files and Cookies.

Then click on Advanced tab and scroll down to under the Browsing Option:

[&] Browsing

[] Enable Third-Party browser extensions (Req Rest) uncheck this box.

Then click on Programs Tab and click Manage Add-Ons and Disable all non Verified Add-Ons (You should Renable them later one-by-one and see the culprit and update it or remove it.

How to manage Add-Ons:

<http://support.microsoft.com/kb/883256>

Scan for malware from here:

SuperAntispyware – Free

<http://www.superantispyware.com/superantispywarefreevspro.html>

http://onecare.live.com/site/en-gb/default.htm?s_cid=sah

<http://onecare.live.com/standard/en-gb/default.htm>

Run a scan from here on-line:

<http://security.symantec.com/sscv6/default.asp?langid=ie&venid=sym>

<http://www3.ca.com/securityadvisor/virusinfo/scan.aspx>

Download Avast Cleaner (offline scanner) from here:

<http://www.avast.com/eng/avast-virus-cleaner.html>

Run disk clean up on your Drive.

You can download this tool o run clean up:

<http://www.ccleaner.com>

You have IE7 installed recently with Auto Updates from MS so you are getting this error message for the PSAPI.DLL Dynamic link Library file.

"Read the Release Notes of IE7"

<http://msdn2.microsoft.com/en-us/ie/aa740486.aspx>

Work around this:

Locate or Find PSAPI.DLL and rename it to something like PSAPIOLD.DLL or PSAPI.OLD.

Reboot the system, when the system start will recreate the PSAPI.DLL on Reboot.

HTH

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<http://www.nasstec.co.uk>

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