

## Re: repairing XP

**Source:**

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2004-03/14286.html>

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**From:** Malke (*malke\_at\_nospoonnotreally.com*)

**Date:** 03/15/04

Date: Mon, 15 Mar 2004 09:58:43 -0800

Jo Smith wrote:

- > *Malke:*
- > *Originally, the error message appeared at boot. After I*
- > *replaced the file, the message no longer appears at boot,*
- > *but it appears, sometimes, when Outlook Express is open [*
- > *not opened, but when it is open ].*
- >
- >
- > *userinit.exe – Bad Image*
- > *App or DLL c:/windows/system32 Winspool.DRV is not a*
- > *valid windows image.*
- >
- > *I'll post the printer information, when I obtain it.*
- >

In this case, unless you or your friend can do hardware diagnosis, I highly suggest that your friend take the machine to a good local computer repair shop. I would definitely want to test the hard drive and the RAM. Here are my generic hardware troubleshooting steps:

1) open the computer and run it open, cleaning out all dust bunnies and observing all fans (overheating will cause system freezing); 2) test the RAM – I like Memtest86 from [www.memtest86.com](http://www.memtest86.com) – let the test run for an extended (like overnight) period of time – unless errors are seen immediately; 3) test the hard drive with a diagnostic utility from the mfr.; 4) the power supply may be going bad or be inadequate for the devices you have in the system; 5) test the motherboard with something like TuffTest from [www.tufftest.com](http://www.tufftest.com). Testing hardware failures often involves swapping out suspected parts with known-good parts. If you can't do the testing yourself and/or are uncomfortable opening your computer, take the machine to a good local computer repair shop (not a CompUSA or Best Buy type of store).

In my opinion, this is not a problem that will be easily fixed except by having hands on the machine. Trying to do it third-hand via Usenet posts will be very difficult.

Malke

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MS MVP - Windows Shell/User  
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"Don't Panic!"