

Re: Upgrade from ME to XP Pro – Please HELP ME!!!! Ahhhhhhhh!

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<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2005-05/msg15398.html>

- *From:* Malke <invalid@xxxxxxxxxxxxx>
 - *Date:* Fri, 27 May 2005 06:02:19 -0700
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AWA wrote:

- > Damn, ok I tried it again – 3 more times in fact, and got these
- > errors: File:\i386\ntkrnlmp.exe could not be loaded. The error is code
- > 4.
- >
- > And then this error (twice): File:\setupreg.hiv could not be loaded.
- > The error code is 47872.
- >
- > What's going on?

You probably have failing hardware, with the RAM being the first suspect and the hard drive being the second. This is the most common reason for failure to install an operating system. Here are general hardware troubleshooting steps (not all may be applicable):

- 1) Open the computer and run it open, cleaning out all dust bunnies and observing all fans (overheating will cause system freezing). Obviously you can't do this with a laptop, but you can hear if the fan is running and feel if the laptop is getting too hot.
- 2) Test the RAM – I like Memtest86+ from www.memtest.org. Obviously, you have to get the program from a working machine. You will either download the precompiled Windows binary to make a bootable floppy or the .iso to make a bootable cd. If you want to use the latter, you'll need to have third-party burning software on the machine where you download the file – XP's built-in burning capability won't do the job. In either case, boot with the media you made. The test will run immediately. Let the test run for an extended period of time – unless errors are seen immediately. If you get any errors, replace the RAM.
- 3) Test the hard drive with a diagnostic utility from the mftr. Usually you will download the file and make a bootable floppy with it. Boot with the media and do a thorough test. If the drive has physical errors, replace it.
- 4) The power supply may be going bad or be inadequate for the devices

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you have in the system. The adequacy issue doesn't really apply to a laptop, although of course the power supply can be faulty.

5) Test the motherboard with something like TuffTest from www.tufftest.com. Sometimes this is useful, and sometimes it isn't.

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 professional computer repair shop (not your local equivalent of BigStoreUSA).

Malke

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Elephant Boy Computers
www.elephantboycomputers.com
"Don't Panic!"
MS-MVP Windows – Shell/User

• **References:**

- ◆ **[Upgrade from ME to XP Pro – Please HELP ME!!!! Ahhhhhhh!](#)**
 ◇ From: AWA
- ◆ **[Re: Upgrade from ME to XP Pro – Please HELP ME!!!! Ahhhhhhh!](#)**
 ◇ From: Bruce Chambers
- ◆ **[Re: Upgrade from ME to XP Pro – Please HELP ME!!!! Ahhhhhhh!](#)**
 ◇ From: AWA

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