

# Re: unable to startup windows: virus or other problem?

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  - *Date:* Sat, 13 May 2006 02:33:13 -0700
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Hello zapspan,  
try to format C than reinstall windows,you probably dont have a virus.

I recently purchased and installed software called "AntiCyber Crime". I wasn't sure if this software would automatically scan for viruses with the email client that I use (Netscape), so I followed instructions on the website for the makers of this software (Secure Resolutions) and created what I think is called a new policy, which I then applied to my computer (so virus protection was temporarily turned off while my computer was updated into the new policy). In the meantime, I noticed another FAQ mentioning how to enable defragging when using this software. I was curious to see if defragging was already working without me having to adjust anything, but then the defragging process got hung (it stayed at 6%). I decided to restart my computer, but when it was turning off, it wouldn't leave the "Windows is shutting down" screen, and for some reason, I saw the image of a panda that I hadn't noticed before.

When I tried to restart my computer, I got the following error:  
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-ROM.

Select 'r' at the first screen to start repair.

I figured that I had somehow gotten a virus, so I called the dealer who sold me my computer, and they suggested that I try doing a special startup using F8 to get a choice to restore to the "Last Known Good Configuration". When I try that option (or any of the Safe Mode options), I get the same error as before.

When I tried to repair Windows by using the Windows XP operating system CD, I get the blue screen of death whether I try to use "R" to get the recovery console or I try to repair by first going through the Install windows option (before I even get the repair option in this

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route, I get the blue screen).

At this point, I am not sure how to proceed. I may have gotten a virus, or I may have messed up my system by trying to defrag without following the anti-virus software website's instructions on how to enable defragging. Do you have any suggestions? I should note that although I fairly recently backed up many of my files (.doc, .pdf, .jpg, .mp3, etc., plus some setup files for installing software) to an external hard drive, my registry is not backed up anywhere (I didn't create a restore disk or anything like that).

Any suggestions would be greatly appreciated.