

Re: Windows could not start because the following file is missing or corrupt: System32\Drivers\Ntfs.sys

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Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2006-12/msg06928.html>

- *From:* "Rock" <rock@xxxxxxxxxx>
 - *Date:* Sun, 17 Dec 2006 11:41:47 -0800
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Before you try anything NewScience suggested or make any attempts at repairing the system, backup the important data. Pegasus gave you means for how to do this. Always backup first.

"NewScience" wrote

Try copying your sons version of ntfs.sys to a floppy (non-bootable, just formatted)

Using the F10 option, once you get to the C: prompt, put the floppy in the drive.

1. Type A:, then hit enter
2. Type DIR, and see if ntfs.sys file is on the floppy
3. Type COPY ntfs.sys c:\windows\system32\drivers, then hit enter
4. Type CHKDSK /f C:, then hit enter ... this will check if you drive is non-corrupted.

Then reason that most of the options don't work, is that they are assuming you have placed the Windows XP Installation CD in the D: drive. Since you don't have it, none of the instructions referencing D: will work for you (unless HP has created a separate hidden partition containing the backup of the original delivery and the partition is D:).

When you created the bootable floppy, what happened? Did it show a A:\> prompt? Did you then try a DIR, then hit enter? You keep mentioning clicked enter, you did mean depressing the Enter keyboard key, correct?

"tdk" wrote

Ok, please bear with me. I am posting this and hoping I am in the right area. This is my first visit to Google Groups and a new-be. If you have a reply, please spell everything out step by step to keep it simple for me to follow. I am too old to keep up with computer technology and computer terms, and need assistance. I believe this will be a tough one

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for me, and maybe you too.

We can not turn on my husbands HP Pavilion 510n windows xp home edition. We get the message "Windows could not start because the following file is missing or corrupt: System32\Drivers\Ntfs.sys". He does not have recovery CD's, they do not come with the computer and he never made his own copy. I am trying to get this fixed so he can back up his files. I contacted HP and found out that because his computer is past 3 years old, the recovery disk are no longer available. We can't make start up disk because his computer will not turn on.

Some of the things that have been suggested and tried:

1)Start in safe mode. But the computer will not start normally, will not start in safe mode, etc. When tapping the F10, it tries to do a non-destructive recover but quits after about 2 1/2 minutes. Goes to a message "A problem has been detected and windows has been shut down to prevent damage to your computer.

MEMORY_MANAGEMENT

If this is your first time.....and.....

Technical information:

***STOP: 0x000001A (0x00000780, 0xC036000C, 0x80DD5350, 0x8EAE6CCA)

This step could not be completed, therefore, the problem was not resolved.

2)1. Turn on the computer. When the initial logo screen appears, press the F10 key repeatedly until a message about starting recovery appears.
2. At the Recovery screen, click Advanced Options and then press the Alt and D keys at the same time to go to a command prompt. 3. At the command prompt, type the following commands (press ENTER after each command): cd \windows\system32\drivers; ren ntfs.sys ntfs.old;
Note This step renames the corrupted Ntfs.sys file to Ntfs.old. If the Ntfs.sys file is not found, the file is missing. 4. At the command prompt, type the following command, and then press ENTER: copy D:\i386\ntfs.sys C:\windows\system32\drivers . 5.Type quit at a command prompt, and then press ENTER to quit the Recovery Console.
Restart the computer

Doing the steps above and reaching #3 brings me to a command prompt of: C:\minint\system32> . After entering each of the commands above, the file is not found. #5-"quit" is not recognized as an internal or external command, operable program or batch file. Typing exit exited the program.

This step could not be completed, therefore, the problem was not resolved.

3)1. Saved file to create a bootable floppy. To do this, I used my son's HP windows xp home edition computer. I don't know if I did it

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right, but I inserted the 3.5 disk, right clicked on the drive, selected format, and selected boot up disk. Then went on to step 2. Once the floppy disc is ready, change the boot device priority by : Turning on the computer. Press F1 key to enter BIOS settings. In the BIOS settings main menu, navigate into the Boot Menu. Select the 1st boot device as Removable Device > Floppy Diskette. The computer boots to a black screen with A:\> prompt in it. – Well, I clicked enter and the computer did not boot into a black screen with a:\>.

This step could not be completed, therefore, the problem was not resolved. .

4) 1. Insert your bootable floppy. 2. Turn on the computer with floppy in the drive. 3. The computer boots to a black screen with A:\> prompt in it. 4. Change the prompt to d:\> by typing D: and hitting enter. 5. In the D:\> prompt use the dir /p /w command with exact spaces to view its contents. We need to find the ntfs.sys file in it. 6. To open a folder named Windows in the D:\ drive use the following : D:\> cd windows and it will change to D:\Windows> D:\Windows\System32>_

The A:\> would not change to d:\>. It remained A:\>. This step could not be completed, therefore, the problem was not resolved.

If I did not make the bootable 3.5 floppy right, please instruct me on how to do it. Any help with how to fix this message would be appreciated. "Windows could not start because the following file is missing or corrupt: System32\Drivers\Ntfs.sys".

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