

Re: Isass.exe system error not cleared by Repair Installation

Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2007-02/msg04191.html>

- *From:* "Richard J." <rjnews1130@xxxxxxxxxxxxxxxxxxx>
 - *Date:* Tue, 13 Feb 2007 01:15:46 -0000
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Rock wrote:

"Richard J." <rjnews1130@xxxxxxxxxxxxxxxxxxx> wrote

I have a Toshiba M30X laptop running a non-OEM XP Home SP2. On switching on yesterday I got the message about \windows\system32\config\system being missing or corrupt, indicating a corrupted registry. I followed Part 1 of the Microsoft advice in KB 307545 to recover from the corrupted registry using the Recovery Console, but on booting up Windows in safe mode to start part 2 of the advice, I got an Isass.exe system error: "When trying to update a password, the return status indicates that the value provided for the current password is not correct." Further use of the Recovery Console was not possible, as it called for an Admin password which I had never set up (and blank didn't work). I therefore tried to do a Repair Installation from the XP CD-ROM, but this also gives the Isass.exe password error.

I know that Isass.exe can be hijacked by the Sasser worm, but I can't believe it's that, as the symptoms seem different, and I was running SP2, Zone Alarm firewall and a fully-updated AVG 7.5.

Can anyone suggest what I can do other than wiping the C: drive and doing a full reinstallation of Windows XP, and other software on C:? And if I do that, will any software that I have installed in a second Program Files folder on the D: drive still work, or will I have to reinstall it all from the CDs again? This is the second time in 6 months that I've had the config\system file missing problem, and it's a pain.

Sorry I don't have a specific resolution for your issue. One thing to try is to reset the Administrator password using this utility:
<http://home.eunet.no/pnordahl/ntpasswd/editor.html>

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Since I couldn't get into Windows at all, I had no way of getting that utility on to the laptop. I therefore did a reinstall of XP Home on C: from the CD-ROM, then had problems installing SP2, but have now overcome that.

Yes if you did a clean install then all apps will have to be reinstalled from their original media.

Some seem to be OK. It depends, I guess, whether they include any .dll files that they had stored on C:.

There are a couple of things to look at for the future. First here is a KB article with info on how to troubleshoot registry corruption issues. Something is causing this corruption in the registry. It could be hardware or software.

How to Troubleshoot Registry Corruption Issues
<http://support.microsoft.com/?id=822705>

Consider using ERUNT to make a backup of the registry on a daily basis, keeping several iterations of it. If set up properly, the registry can be easily restored from the recovery console from one of these backups using a small utility that comes with ERUNT.

ERUNT
<http://www.larshederer.homepage.t-online.de/erunt/>
<http://www.larshederer.homepage.t-online.de/erunt/erunt.txt>

Installing and Using ERUNT
http://www.silentrunners.org/sr_eruntuse.html
<http://www.winxptutor.com/regback.htm>

Lastly consider getting a drive imaging program such as Acronis True Image Home, vs.. 10. This will make a compressed image of the drives which can be stored on external media such as a USB drive or CD/DVD. Restores can be done on a file basis or the whole drive. This allows for a quick means to recover to a previous working state. It also does file backups. Check the prices on Newegg.com for this. I have seen them fluctuate in the past month from a high of USD \$37 to a low of \$27. The list is around \$50 from Acronis.

<http://www.acronis.com/homecomputing/products/trueimage/>

Thanks very much for the advice — very useful.

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Richard J.
(to e-mail me, swap uk and yon in address)

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