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- *From:* "Anna" <myname@xxxxxxxxxx>
 - *Date:* Mon, 16 Jul 2007 17:15:56 -0400
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"Paul Yeoman" <Paul.Yeoman@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message <news:EDD041CB-7CDE-4035-96C2-0A9C3AF283BD@xxxxxxxxxxxxxxxxxxxxxxxx>

Hi all, I have a desperate problem with my XP Professional system not booting.

Background info: Win XP Pro installed on a 300GB SATA drive, file system is NTFS. When trying to boot it gets to the standard Windows logo and after ~20 secs it flashes up a BSOD (for well under a second so I can't read it) and restarts.

I've tried all the various options accessed via the F8 key plus all the safe mode options. In safe mode it gets to loading mup.sys and then restarts (I am informed that this doesn't mean that mup.sys is the problem).

I tried to do a repair install but that option wasn't there (only a complete new install, which AFAIK would wipe the drive). I can access the recovery console using the CD, but I can't do much with it. For example, the Dir command is unable to enumerate the files, ChkDsk won't run, and FixBoot tries but fails, saying that the boot sector is corrupt. The Map command lists the disk, but shows its drive letter as '?'.
The BIOS definitely recognises the disk though. No hardware changes have

BTW, it takes well over half an hour to even access the recovery console, as the system takes ages at the "examining disk" stage. Maybe this is because it's an SATA disk?

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taken place and no hardware errors are reported (via SMART monitoring, etc).

The only software change was some Windows auto-update which I installed (July 14th 07), though I can't say for sure that it's relevant to this.

Now I also have another, 60GB standard IDE disk in my machine which I use as

backup. This has XP Pro installed on NTFS. If I change the boot order in the BIOS I can boot into this installation and it can see my main disk in 'My

Computer'. However it won't allow me to access the disk – it says something

to do with 'I/O Error'. I have installed the driver (viasraid.sys) which should allow me to access the SATA disk.

Anyway, despite having a backup drive, I haven't used it regularly thus there is no backup of the last few months – data I *need* to get at. I would

imagine that the data is still intact, seeing as the disk can be accessed and

the OS does start to load.

To summarise: Main install of WinXP Pro on SATA disk won't boot, safemode etc no help, recovery console no help, disk can be seen but not accessed via

other WinXP Pro on same machine. What can I do?

Thanks in advance for your help,

Paul

"Pegasus (MVP)" <I.can@xxxxxxx> wrote in message
news:%23dBnqe4xHHA.3724@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

This is probably the best post on this type of subject I have read for a long, long time. Unfortunately the quality of your post does not make it any easier to resolve your problem. I suspect the key lies in the "I/O Error" you mention. If this was my machine then I would boot it with a Bart PE boot CD, then try to access the problem disk. Since it takes a fair amount of effort to create such a CD, you might want to copy one from a friend.

If this does not work then you may have to ask a data recovery company to assist.

I suppose you're aware of the urgent need for you to review your backup philosophy. A 2.5" USB disk would be a

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low-cost but highly effective backup medium that you could use each week for an automated backup run.

"Paul Yeoman" <PaulYeoman@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message news:895DD232-A463-42A3-ABCC-4ADD18708FAF@xxxxxxxxxxxxxxxxxxxx

Thanks for the fast response, Pegasus.

I've had a quick look into the Bart PE software and I'll try it out when I get home tonight.

And yes, my backup policy does need revising ;-) I've had a look into online storage and I'll see about the USB disk idea too. So far I've only been making backups as and when I think to do it.

One thought occurred to me just now – might the master/slave state of my SATA drive affect whether it can be read from the other drive? Seeing as it's my main drive I suppose I'd have the jumpers set to 'master'. Also it's managed by a RAID chip (I think) so it's not on the same IDE connector as the other drive.

I'm hoping that the files are accessible because to get as far as it does it must at least recognise the presence of the OS, and it gets through loading a good number of drivers before giving up.

Cheers,

Paul

"Pegasus (MVP)" <I.can@xxxxxxx> wrote in message news:%23PoCGK5xHHA.4736@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

If you had IDE disks then you could play with jumpers to change the master/slave configuration. You could also boot the machine with a Win98 boot disk, run ntfsdos.exe and access your data files in this way. However, since your disk is a SATA disk, these options are not available to you.

Your reasoning about the recognition of the file system is sound, hence a Bart PE boot might save you. Unfortunately it takes time to make one.

Paul:

Let me add a few thoughts to Pegasus's suggestions in the event you're unable to immediately resolve your present problem following his recommendation...

1. While this will not resolve your problem at this point, do download the HDD diagnostic utility from the website of the manufacturer of your SATA HDD and check it out. The fact that the disk is recognized in the BIOS and no SMART negative reports have been forthcoming are **not** absolute indications that the drive is non-defective. It's quite possible that a defective drive is at the root of your problem. At least try to ascertain this one way or another at the outset.
 2. We're assuming, of course, as you infer, that prior to this problem occurring the system booted without incident and functioned without any problems at least insofar as your SATA boot drive was concerned. (It's not clear whether you had previously experienced any problems re your secondary PATA HDD although I take it that since it apparently boots without incident, there's no problem with that drive.) But that the problem arose "out-of-the-blue" so to speak – notwithstanding the incidental installing of some recent MS critical updates. That's right, isn't it? The system worked just fine until one day this problem just arose?
 3. Was (is) the XP installation CD you were using to undertake a Repair install of the OS the same CD (or a slipstreamed one) that was used to install the OS in the first place? Is this an OEM machine? I assume this is a desktop machine, right? When you do boot to the XP installation CD that you're using with **only** your SATA HDD connected, there's no indication that the system cannot detect an installed HDD is there?
 4. You've indicated that you were able to access the Recovery console even though it took an inordinately long time to do so and then you invoked the dir & chkdsk commands but that neither would run. What precisely happened? Any error messages or just nothing?
 5. Assuming your SATA HDD is non-defective, have you checked it out to ensure that its data cable (as well as its power connector) is securely fastened both to the disk and the motherboard's SATA connector in the case of its data cable? Have you tried connecting the drive to another one of the motherboard's SATA connectors?
 6. What happens when you boot to your PATA HDD with the SATA HDD connected? Have you accessed Disk Management to see if the SATA HDD is listed there? If it is, any drive letter assigned or can you assign one if not assigned? Is the SATA HDD listed in Device Manager in the "Disk drives" section?
- Anna
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