

Re: ntoskrnl.exe and hal.dll error on startup

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<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2007-10/msg02902.html>

- *From:* Terry <Terry@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Sun, 14 Oct 2007 09:37:07 -0700
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Yeah, I know...I just said to myself earlier this week "I really need to back up this hard drive" but didn't take the time....I already own an external hard drive...just didn't use it.

I will attempt these suggestions. I know that it can be done because my tech guy who works on all my computers did it for me before...I just would like to learn how to handle some of this on my own without having to pay him to correct my own stupidity.

I don't know what caused the problem to begin with. I know that I was having some problems with my DVD reader, so I installed some microsoft updates. I have pretty good virus protection that runs regularly, so I don't think that's it although I know this is not definite. I've had a few issues with some programs (graphics issues with Sims 2 for one), so not a clue. I did get a strange error message last week, but figured it was a fluke error as it only occurred once (and have no idea now what it was)...yeah...you'd have thought I'd back my stuff up then, but nooooo....

Thanks for thie tips...I'll let you know if it works!

"Pegasus (MVP)" wrote:

"Terry" <Terry@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
news:B5C1B43E-D517-469A-928B-B9EA522B1269@xxxxxxxxxxxxxxxxxxxx

My Sony Vaio has Windows XP. When I tried to start it Friday afternoon, the cursor appeared, then went away, leaving nothing but a black screen. I then pressed F8 to attempt to skip past the problem into Safe Mode. The menu comes up to choose the various methods of starting windows, and if I choose any of the Safe Mode options, I get the following error:

```
mutli(0)disk(0)rdisk(0)partition(1)\WINDOWS\system32\ntoskrnl.exe  
mutli(0)disk(0)rdisk(0)partition(1)\WINDOWS\system32\hal.dll
```

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and the computer sits there with the error and does nothing. I can't CTRL-ALT-DEL to shut down or do anything. To shut down the computer, I have to remove the battery. Even closing the computer does not shut it down.

Unfortunately, Sony does not send boot disks with their computers. I made a Startup and Recovery set but it wants to immediately restore my hard drive to the factory settings. I have no problem doing that but need to remove files from the hard drive first. My plan was to use a start up disk to repair these files (based on what I've read online that's what I need to do). I have access to two computers with Windows NT and had hoped to create a boot disk from one of those to use to just get in, dump the stuff off my Vaio harddrive and the reformat the disk, but I am not having much luck. All the instructions say to get to a Command Prompt and I can't find any way to do that on these computers

I tried downloading the Windows Utility program, but neither computer will allow me to download it...it tells me the program is blocked and I have to use some registry software but when I click to go to that page, both computers tell me the page is not available (both of the other computers are Dell and I wonder if there is an issue between Dell and this file).

I REALLY do not want to pay someone to try to get this information off the computer before I have to reformat the drive, and I REALLY cannot lose these files. Any suggestions? Is there a way to download the files somewhere from Microsoft and just re-load them in my system?

It's been a quiet week – I do not recall another post with the usual question "Please help – I never got around to backing up my important files and now it's too late." Time to review your backup policy.

It would be useful to know the events that led to the failure on Friday afternoon. Hardware modification? Software installation? Virus attack?

You can check the existence of the "missing" files by booting the machine with a Bart PE boot CD. This is a CD that you can burn yourself but it takes a few hours to get it right. Try www.bootdisk.com. This ***may***

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enable you to copy your files to a flash disk, to an external USB disk or to a networked PC.

Another option is to remove your disk and install it in an external USB case so that you can read its contents on any PC. If I recall correctly then you need to remove the keyboard of your Vaio laptop in order to get at the hard disk. This can be a major challenge.

After you have saved your important files, buy an 80 GByte 2.5" disk and an external USB case (the same as above), then use it ***every week*** as your backup medium. This would cost around US\$100.00 and it would turn your current nightmare into a minor inconvenience.