

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

Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2007-10/msg03212.html>

- *From:* "Pegasus \ (MVP)" <I.can@xxxxxxx>
 - *Date:* Sun, 14 Oct 2007 22:24:18 +0200
-

My Bart PE boot CD recognises at least some USB devices, provided that I connect them prior to booting the machine.

"Terry" <Terry@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message <news:7242426F-E4E6-46B7-BEE2-ACBEA3FEF703@xxxxxxxxxxxxxxxxxxxx>

Okay...back I go to creat another Bart CD...this is driving me nuts. I'm so close and yet so far! I really promise to be better at backing up....

"Pegasus (MVP)" wrote:

You would need to load the USB drivers when creating the Bart PE disk. On the other hand it might be easier to start the network while running under Bart. If it recognises the laptop's network adapter then you can make a connection to any networked PC and copy your files across.

"Terry" <Terry@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message <news:53124C60-54DF-4DB7-B685-B9FB7EA29387@xxxxxxxxxxxxxxxxxxxx>

Okay. I got the Bart PE to load on my laptop. I can get to the files
I
need
to copy but now have no idea how to copy them. I do not have a floppy drive
in the laptop. I have the CD Rom with the Bart floppy in it. I have a flash
drive and I have an external hard drive. How do I get the files to
save
to

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one of the two drives? The computer does not seem to recognize any drive except the CD and the hard drive.

"Terry" wrote:

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

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noooo....

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

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options, I
get the
following
error:

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

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

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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

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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

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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

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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*** 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.

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