

Re: Windows XP Pro will not boot up

Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2008-10/msg03289.html>

- *From:* "Gerry" <gerry@xxxxxxxxxx>
 - *Date:* Wed, 15 Oct 2008 22:41:36 +0100
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Bob

Do you have data files you need to recover? You need to resolve this issue first. You may be able to recover the data by placing the hard drive in another computer as a second (slave) drive and use the the operating system from that computer to back up your data to removable media. An alternative is to place the hard drive in an external cradle, connect it to another computer and back up your data to removable media.

Background information on Stop Error message

<http://msdn2.microsoft.com/en-us/library/ms797160.aspx>

0xC0000218: UNKNOWN_HARD_ERROR

A necessary Registry hive file couldn't be loaded. The file may be corrupt or missing (requiring either an Emergency Repair Disk or a Windows reinstallation). The Registry files may have been corrupted because of hard disk corruption or some other hardware problem. A driver may have corrupted the Registry data while loading into memory, or the memory where the Registry is loading may have a parity error (turn off the external cache and check the physical RAM).

Source: <http://aumha.org/a/stop.htm>

Do you have an Emergency Recovery Disk?

http://en.wikipedia.org/wiki/Emergency_Repair_Disk

What do you have by way of a Windows XP CD? I think you will have to do a new install of Windows XP.

I cannot say if it has been caused by a damaged hard drive. When you tried chkdsk did it complete the process?

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Hope this helps.

Re: Windows XP Pro will not boot up

Gerry

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FCA

Stourport, England

Enquire, plan and execute

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Bob Johnson wrote:

I ended up taking a digital picture of the screen. The error message is

Stop: c0000218 {Registry File Failure}

The registry cannot load the hive (file):

\SystemRoot\System32\Config\Software

or its log or alternate.

It is corrupt, absent, or not writable.

Beginning dump of physical memory

Physical memory dump complete.

I have tried Article ID 830084 and checkdisk did find and repair at least 1 error but that did not fix the problem. I have seen it suggested that I could try Article ID 307545 but it warns not to use it if using an OEM operating system. I am using an OEM O/S. Any other suggestions or is it probably a damaged hard drive?

"Gerry" wrote:

Bob

Please post the complete Stop Error (BSOD) Report.

Disable automatic restart on system failure. This should help by allowing time to write down the STOP code properly. Right click on the My Computer icon on the Desktop and select Properties, Advanced, Start-Up and Recovery, System Failure and uncheck box before Automatically Restart.

Do not re-enable automatic restart on system failure until you have resolved the problem. Check for variants of the Stop Error message.

An alternative is to keep pressing the F8 key during Start-Up and select option – Disable automatic restart on system failure.

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Re: Windows XP Pro will not boot up

Hope this helps.

Gerry

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Bob Johnson wrote:

I changed a fan in my computer and now it will not boot up. I tried Safe mode and Last known good configuration, but nothing works. It appears to be booting then a blue screen appears but it disappears so quickly I cannot read what it says. Is there any way to freeze the screen at that point? Does anyone have any other suggestions?

Thank you.