

# Re: unmountable boot volume blue screen error

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*Source:*

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2009-05/msg04437.html>

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- *From:* "R. McCarty" <PcEngWork-NoSpam\_@xxxxxxxxxxxxxx>
  - *Date:* Sat, 23 May 2009 08:56:57 -0400
- 

It's always hard to narrow down a boot failure. It may not be that the drive is failing but has "Logical" not physical errors. I've seen a number of cases where a Chkdsk C: /R will resolve this type of problem. I just recommended the disk analysis as a way to verify the physical disk is OK as a starting point.

"Gerry" <gerry@xxxxxxxxxx> wrote in message  
<news:OcZhsT62JHA.3476@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

Hi McCarty

Ruby's computer stops at mup.sys I have two normal boots from my own and another to look at. Both only show loading drivers from the system 32 driver folder after mup.sys. Whilst not ruling out drive failure doesn't reaching mup.sys suggest that the drive has been accessed OK? Many drivers after mups.sys are usb drivers, which is why I suggested disconnecting hardware peripherals. I haven't yet finished examining drivers which normally load but two drivers seem to load very soon after mups.sys.

intelppm.sys -Processor Device driver. I am not too clear as to it's purpose but I suspect disconnecting hardware is not a solution. I think you can use the Expand command from the Recovery Console and get a replacement driver from the driver cache. I only found this out an hour ago and I am not familiar with how to use the Expand command.

nv4\_mini.sys -Nvidia driver linked to graphics -NVIDIA Compatible Windows 2000 Miniport Driver. I am wondering whether the Safe Mode option -Enable VGA bypasses this driver?

Something else I would like to know is if a driver cause the boot to fail does it stop at mups.sys or at the driver before the one causing the problem. Of course you need to disable Automatic Restart for the boot to stop.

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Gerry

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FCA

Stourport, England

Enquire, plan and execute

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R. McCarty wrote:

If you have access to another PC I would download and burn the vendor diagnostics tool for your particular brand hard drive. For example Seagate has "SeaTools". The tool is usually offered in an .Iso format and you can burn that using ImgBurn. This creates a bootable diagnostic disk. On 1st run you use the "Short Test" to determine if the drive has ( or is in the process ) of failing. This test will also read the SMART table and report if the drive has reached or exceeded any of failure counts.

The fact that the recovery process doesn't start/load would also indicate you have a physical drive issue.

"rubyg" <rubyg@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message [news:05303C54-2676-48D3-AFF4-D7FFF6DB1A3@xxxxxxxxxxxxxxxxxxxx](mailto:news:05303C54-2676-48D3-AFF4-D7FFF6DB1A3@xxxxxxxxxxxxxxxxxxxx)

The laptop came to me with a wireless card attached at the side, i removed this , there are no usb devices connected, i tried running the acer D2D recovery( press alt+ F10 on the acer logo splash screen) but it just keeps going to the windows screen telling you windows did not start successfully , this could be due to a hardware or software change. i

"Gerry" wrote:

Ruby

Try booting with all hardware peripherals, except keyboard, mouse. and monitor, disconnected.

Did you try this suggestion?

The problem could involve a USB device.

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Hope this helps.

Gerry

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rubyg wrote:

Just to add, when i switch pc power on, the first screen is acer logo, then it goes to black screen with a message apologizing for the inconvenience windows did not start successfully a recent hardware or software change may have caused this, then it gives you the choice of safemode-safe mode with networking- safe mode with command prompt- last known good configuration, choosing start windows normally or last known good configuration looks like its going to start windows but only for a few seconds then goes straight to the blue screen, all safe mode options load up to windows\system32\drivers\mup.sys then go to blue screen.

"rubyg" wrote:

Hi and  
thanks for  
the reply,  
the laptop is

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acer  
travelmate  
2310–hard  
drive model  
samsung  
MP0402H –  
HD serial  
no.  
S03WJ20Y711176–  
system  
BIOS  
version  
3A22  
the exact  
message on  
the blue  
screen  
is:–UNMOUNTABLE\_BOOT\_VOLUME  
stop:  
0x000000ED(0x81AD5E30,0xC0000006,  
If this is the  
first time  
you have  
seen this  
error screen,  
restart  
your  
computer,if  
this error  
happens  
again,  
follow these  
steps–  
check to  
make sure  
any new  
hardware or  
software is  
properly  
installed, if  
this is a new  
installation  
ask your  
hardware or  
software  
manufacurer  
for any  
updates you  
might need  
if problems  
continue

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disable or  
remove any  
new  
hardware or  
software,  
disable  
BIOS  
memory  
options  
such as  
caching or  
shadowing

I cant cant  
into safe  
mode to do  
anything,  
have been  
to bios and  
cant see any  
reference to  
caching or  
shadowing  
,this pc was  
given  
to someone  
by my niece  
only two  
days ago  
and it  
worked fine  
when  
she gave  
him it, he  
only added  
a device to  
connect  
wirelessly, i  
think he  
may have  
got a virus  
visiting iffy  
sites , the  
first  
link you  
gave me i  
had been to  
already and  
printed it  
out, it  
says the

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cause is the  
file system  
is damaged  
and cannot  
be  
mounted or  
its the  
wrong  
connector  
cable, it  
must be the  
file  
system  
because the  
cable to  
connect  
hasnt been  
changed  
and it  
tells you  
what to do  
but i cant do  
it as i  
DONT have  
the original  
cd, the  
product key  
is on  
underside of  
laptop but  
we dont  
have  
the actual  
cd,when i  
start pc , the  
acer logo  
comes up  
and  
windows  
starts to  
load but  
then it goes  
straight to  
bluescreen ,  
then goes  
off and the  
whole thing  
starts again  
I do have  
access to  
another

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computer, it  
is a packard  
bell extreme  
X2711  
windows  
vista home  
premium  
the one im  
trying to fix  
is windows  
xp home  
edition  
there is no  
important  
data on the  
laptop, im  
going to  
have a look  
at the other  
links you  
provided .

"Gerry"  
wrote:

Ruby

Unmountable  
Boot  
Volume

<http://support.microsoft.com/kb/555302>

Background  
information

on  
Stop  
error  
code

<http://msdn2.microsoft.com/en-us/library/ms797142.aspx>

0x000000ED:

UNMOUNTABLE\_BOOT\_VOLUME

The  
kernel  
mode  
I/O  
subsystem  
attempted  
to

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mount  
the  
boot  
volume  
and  
it  
failed.  
This  
error  
also  
might  
occur  
during  
an  
upgrade  
to  
Win  
XP  
on  
systems  
that  
use  
higher  
throughput  
ATA  
disks  
or  
controllers  
with  
incorrect  
cabling.  
In  
some  
cases,  
your  
system  
might  
appear  
to  
work  
normally  
after  
you  
restart.  
Source:  
<http://aumha.org/a/stop.htm>

Description  
of  
the  
Windows

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XP

Recovery

Console

<http://support.microsoft.com/default.aspx?scid=kb:en-us:Q31>

Try

booting

with

all

hardware

peripherals,

except

keyboard,

mouse.

and

monitor,

disconnected.

If

you

have

important

data

files

to

be

recovered

you

need

to

do

this

before

trying

to

fix

the

computer!

Do

you

What

is

the

computer

make

and

model?

Do

you

have

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access  
to  
a  
second  
computer?  
What  
make  
and  
model  
is  
that  
computer?

What  
is  
the  
hard  
drive  
make  
and  
model?

What  
is  
the  
BIOS  
-I  
am  
wondering  
whether  
beep  
codes  
might  
help?

You  
might  
try  
checking  
the  
Boot  
progress  
against  
the  
information  
in  
these  
links  
to  
see  
if

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you  
can  
identify  
how  
far  
it  
gets  
<http://www.pcguides.com/ref/mbsys/bios/bootSequence-c.htm>  
<http://dotnetjunkies.com/WebLog/unknownreference/articles/>  
<http://www.microsoft.com/resources/documentation/windows>

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Hope  
this  
helps.

Gerry  
~~~~  
FCA  
Stourport,  
England  
Enquire,  
plan  
and  
execute  
~~~~~

rubyg  
wrote:

Hello,  
my  
friends  
xp  
home  
edition  
laptop-  
acer  
travelmate  
2310-  
keeps  
rebooting  
to  
blue  
screen  
with  
the  
message-  
unmountable\_

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boot\_volume  
stop:  
0x000000ED(0x81AD5E30,0xC0000006,  
i  
have  
tried  
to  
start  
all  
the  
options  
like  
safe  
mode,  
command  
prompt,  
last  
known  
good  
configuration,  
safe  
mode  
looks  
like  
its  
going  
to  
start  
but  
it  
doesnt,  
just  
keeps  
going  
to  
the  
blue  
screen  
instead  
of  
login  
screen,  
I  
pressed  
ALT+F10  
to  
access  
D2D  
recovery  
but  
nothing

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happened,  
dont  
even  
know  
what  
it  
is  
meant  
to  
do,but  
thught  
it  
was  
worth  
a  
shot,presed  
F8-  
directory  
services  
restore  
mode-  
message  
says  
2  
this  
system  
is  
booting  
into  
safe  
mode-directory  
services  
repair"  
then  
nothing  
,  
back  
to  
blue  
screen,  
he  
has  
no  
windows  
cd  
to  
reinstall,  
any  
ideas  
as  
to

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how  
or  
if  
i  
could  
get  
this  
back  
again,  
thanks