

Re: System 32 seems fatal error – help sought

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2004-11/4410.html

From: Mr &Mrs Williams (*a.jwilliams_at_nospam.uk*)

Date: 11/12/04

Date: Fri, 12 Nov 2004 23:39:12 GMT

Andy

I wish I could tell you how I was trying to load the XP with a degree of confidence – gulp – but I do not.

When I reboot and do nothing – I just get the error message and nothing else will work – none of the keys etc etc.

If I reboot and keep pressing the esc as it fires up I do get into the bios page – but hitherto had no idea to do once I had entry to this area.

Thus the desperate use of the wins 98 floppy and rebooting – that worked – and gave me an A prompt which I turned into a D prompt etc.

I confess I must have made it worse – a fine example of attempting to trim a beard with a chain saw – always going to be messy.

I am grateful for your list and will go and try them now and let you know.

Kind regards – I know I am a numpty! With all that virus software and adaware and spybot running I am baffled how this happened – big sigh – guess no sleep!

Debs

"rshedgehog" <rshedgehog@discussions.microsoft.com> wrote in message news:AB432016-083B-4021-BD2F-91E45021680B@microsoft.com...

> Hi,

>

> *How exactly are you trying to load the XP setup? Forgive me if I'm wrong, but from your message it sounds like you're starting from DOS and trying to*

> *run setup from there. My interpretation of the error message is that you should do the following:*

>

> *1) Restart the computer and enter BIOS by pressing the "DEL" key on the number pad when it prompts you*

>

microsoft.public.windowsxp.help_and_support: Re: System 32 seems fatal error – help sought

> 2) Navigate to the "BOOT" tab using left and right arrow keys
>
> 3) Change the boot settings such that the CD–Rom drive with the XP disk is
> first on the list, e.g. by selecting and disabling the hard disk boot
> instruction.
>
> 4) Exit and Save Changes.
>
> 5) The computer will restart, and a message will appear asking you if you
> want to Boot from the CD. You want to hold down the Enter key when you
get
> this, not all other keys will work. If the computer receives no response
at
> this point it will try to boot normally. If it doesn't work the first
time
> around restart and try again.
>
> This should get you into XP setup, and if I remember rightly there is an
> option to attempt a repair, presumably the one referred to in the error
> message.
>
> I'm not really a techie so I don't know why System should have become
> corrupted. If the worst comes to the worst I'm afraid all I can suggest
is
> that you go to the DOS prompt, copy what files you can onto floppy and
> reinstall Windows from XP setup – hardly an ideal solution! Hopefully it
> won't come to that though.
>
> Whatever you do, I doubt that experimenting with a Win98 CD will help, and
> could seriously mess up the computer making a hard disk reformat
necessary.
>
> Good luck!
>
> Andy
>
> "Mr & Mrs Williams" wrote:
>
>> I am using a Dell Dimensions 4400 P4 machine. Its about 18 months old.
My
>> daughter has a dimension 4600 which is working otherwise I would be
sobbing
>> and unable to post this to try and get help!
>>
>> My system runs on XP and we have subscription based virus software –
>> Norton – and also the most upto date firewall – I have the windows
patches
>> on auto settings – which I am concerned may be reason for this current
>> nightmare!
>>
>> I was web browsing today – we are on dial up – when my machine froze.

Re: System 32 seems fatal error – help sought

When I

> > *rebooted it – I simply get the blue Dell earth page and then the following*
> > *on black page with white writing:*
> >
> > *windows cannot start because the following file is missing or corrupt.*
> > *windows\system32\config\system*
> > *you can attempt to repair this file by starting the windows set up using the*
> > *original cd rom.*
> > *Select R at the first screen to start the repair.*
> >
> > *I have used the XP disc provided by Dell but the machine simply does not*
> > *recognise it – I have managed to get into a d:\ prompt and entered*
> > *setup.exe but it stated it could not run the programme from dos. This CD*
is
> > *the original one – not a copy of any description.*
> >
> > *It seems it does not matter what Cd I put in either drive – nothing is*
> > *happening. The drive whirs and humms – but that's it!*
> >
> > *The machine that is playing up has 2 cd drives – one is simply a reader*
the
> > *other is a reader/writer – and it does have a floppy. My working machine*
is
> > *a mere 2 weeks old – and outlet purchase – and does not have a floppy*
only a
> > *CDRW.*
> >
> > *An old Win 98 boot floppy disc did do something – and I got into DOS –*
but
> > *setup.exe would not work on the D drive – it merely tells me that the*
> > *programme will not run from dos.*
> >
> > *I am climbing walls and the 35 minute holding for Dell tech support did*
not
> > *result in me speaking to anyone – thus my attempt to source help here.*
> >
> > *I am not a techy – so any help at all would be very much appreciated – I*
> > *have read some of the other posts and followed the reboot from disc*
> > *instructions – but my cd drives just don't seem to want to play ball.*
> >
> > *Debbie – balding as I tear out greying hair!*
> >
> >
> >
> >