

Re: Computer Crashed

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From: Patti MacLeod (pam120_at_nospamshaw.ca)

Date: 11/20/04

Date: Sat, 20 Nov 2004 11:55:40 -0500

Hi Ted,

Have a look at this MSKB article, "How to recover from a corrupted registry that prevents Windows XP from starting":
<http://support.microsoft.com/kb/q307545/>

Regards,

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Patti MacLeod
Microsoft MVP - Windows Shell/User
"Ted Smith" <Me@net.org.com> wrote in message
news:#B944hxzEHA.2316@TK2MSFTNGP15.phx.gbl...
> For about a week I had not been able to run old programs (ones that seemed
> to depend on DOS) while all the newer programs worked great. Those
> programs, and even SYSEDIT would return an error message that they were
not
> compatible with some DOS module that was trying to run them. I rebooted
> several times during that week but the DOS dependent programs still
wouldn't
> work.
>
> So I decided to do a system repair off of the original installation disk.
> When it asked if I wanted a full XP install or just a repair overwrite I
> chose the latter. Then it asked if I wanted to just use the programs on
the
> disk, or would I like it to check the web for the latest updates of the
> system programs. I told it to get the latest updates - and that may have
> been a mistake.
>
> It worked for about 30 minutes and then said to put in some disk named
> "sis....." (I failed to write it down), or click "cancel". I looked
> through all my disks and couldn't find what it was looking for, so I
clicked
> cancel. Then it kept on working for a while until it gave another error
> message that it couldn't find a certain file (again, I failed to write it
> down). My only option was to click OK. Each time I clicked OK it would
> throw the same message up again. After I clicked OK at least 100 times it
> resumed working for another 10 minutes. Finally it gave the following
> failure message:
>
>
> "SOFTWARE INSTALLATION has not passed Windows Logo testing to verify its
> compatibility with Windows XP. This software will not be installed.
> Contact your system administrator."

microsoft.public.windowsxp.help_and_support: Re: Computer Crashed

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> Since it said it wasn't going to install the software I assumed that it
just
> left my system the same way it found it, so I rebooted, expecting
everything
> to work both normally and abnormally as before. But the bootup failed.
> After trying to load for 2 minutes or so it stopped, and presented the
> following error message:
>
> "Stop: c00000218 {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.
> Dumping physical memory to disk: [here the numbers rolled from 0 to 100]"
>
> When the dump routine hit 100 the system would go into reboot mode and
> eventually end up at the same "Stop: c0000218" error and routine, and it
> would do that over and again regardless of whether I chose normal boot
mode,
> or safe boot mode.
>
> I have my personal data files backed up, but I don't have my system backed
> up externally. What are my options at this point?
>
> Ted Smith
>
>
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