

## Re: Help! NTVDM error

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*Source:*

[http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help\\_and\\_support/2006-02/msg03692.htm](http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2006-02/msg03692.htm)

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- *From:* "Wesley Vogel" <[123WVogel955@xxxxxxxxxxxxx](mailto:123WVogel955@xxxxxxxxxxxxx)>
  - *Date:* Thu, 23 Feb 2006 11:51:36 -0700
- 

Hi,

First.

Did you somehow use the `sfc /Scanboot` option?

`/Scanboot`: Scans all protected system files every time you start your computer.

If so you need to run `sfc /revert`

`/Revert`: Returns scan to the default setting (do not scan protected files when you start the computer).

`sfc /revert` should set `sfc` back to normal.

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Second.

You used the System Configuration Utility (`msconfig.exe`) to disable `dsentry.exe`.

Set `msconfig` back to Normal Startup and reboot.

Then, follow the instructions here to generate a `startuplog.txt`...

How to generate a startup log using MSINFO32

<http://www.winxtutor.com/msinfo32.htm>

Post back with the contents of `startuplog.txt` (or whatever you called it) and we will see where `dsentry.exe` is starting from and disable it there.

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Hope this helps. Let us know.

Wes

MS-MVP Windows Shell/User

In [news:E5E1FB98-3F9C-4585-B3BE-88259F78471D@xxxxxxxxxxxxxx](mailto:news:E5E1FB98-3F9C-4585-B3BE-88259F78471D@xxxxxxxxxxxxxx),  
Cher7 <[Cher7@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:Cher7@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)> hunted and pecked:

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Hello,

I checked and dsentry.exe is not a 16-bit program. I disabled it on reboot and the following results are: windows file protection comes up and says: Please wait while windows verifies that all protected windows files are intact and in their original versions.....this has occurred 5 reboots since I ran SFC yesterday. Also the system configuration utility comes up and asks me to return to normal startup which would include dsentry.exe. What should I do next? And is a possible virus involved? I currently run Adware SE, Norton antivirus corporate edition, spybot and msn beta. Thanks for your patience!

"Wesley Vogel" wrote:

SFC isn't going to work on this one. dsentry.exe is from Dell not Microsoft.

First see if dsentry.exe is a 16-bit program.  
Locate and Right-click dsentry.exe and then click Properties.  
A 16-bit program does not have a Version tab in this dialog box.

Disable dsentry.exe from starting at boot.

[[dsentry.exe is an application provided by Dell. It stops the autorun application from executing on disc insertion. This is a non-essential process. Disabling or enabling this is down to user preference]]  
<http://www.liutilities.com/products/wintaskspro/processlibrary/dsentry/>

[[dsentry.exe is a valid program but it is not required to run on startup. This program is not required to start automatically as you can run it when you need to. It is advised that you disable this program so that it does not take up necessary resources. The following information is a brief description of what is known about this file.]]

[[Anti-spyware from Dell. Seems that after Dell found out certain applications being installed from DVD's would report back information about what customers were watching, they decided to implement an anti-spyware service. Run manually before installation starts]]  
<http://www.bleepingcomputer.com/startups/DSentry.exe-1439.html>

---  
Hope this helps. Let us know.

Wes  
MS-MVP Windows Shell/User

In  
[news:1996A1A7-CC47-453D-BC57-BCA4A43EA6B6@xxxxxxxxxxxxxxxx](mailto:news:1996A1A7-CC47-453D-BC57-BCA4A43EA6B6@xxxxxxxxxxxxxxxx),  
Cher7 <Cher7@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> hunted and pecked:

Re: Help! NTVDM error

Hello,

I also currently have the same error message as described in this post.

I attempted to rectify it by using the sfc.exe, however, did not

experience the same good results. The error message I receive is:

C:\WINDOWS\System32\DSentry.exe The NTVDM CPU has encountered an illegal instruction. 'Close' to terminate the application. What I did

was: C:\WINDOWS\SYSTEM32>sfc.exe then

C:\WINDOWS\SYSTEM32>sf scannow then; the result was:

c:\windows\system32\ntvdm.dll had a bad signature and was restored to its original version

and

c:\windows\system32\charmap.exe has a bad signature. File was restored

to its original version

and

this one could not be restored: oembios.sig The problem is I still get

the same error message. Is there anything else I could do?

Thanks in advance ~

"Wesley Vogel" wrote:

Hi John,

As long as sfc.exe is in

c:\windows\system32 you do not need to worry

about it. sfc.exe has to run from a command prompt or the Run box.

Clicking on sfc.exe does nothing. As you have already seen.

sfc /scannow checks the files in

C:\WINDOWS\System32 if any are screwed up it replaces the screwed up file with a copy from

C:\WINDOWS\System32\dlldata or the Windows installation source files.

Which in your case is probably the C:\I386 folder.

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Do this.

Click Start | Click Run | Paste this in the Run box...

sfc /scannow

Then click OK.

It should take a while to run.

If SFC.EXE did anything it will be in the Event Viewer.

Open the Event Viewer...

Start | Run | Type: eventvwr | Click OK | Click System | Look at any Windows File Protection entries

SFC.EXE-2FD11AB0.pf on c:\windows\prefetch All this file is, is a file to make sfc.exe run faster.

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Hope this helps. Let us know.

Wes  
MS-MVP Windows Shell/User

In  
[news:0F647C60-581A-4E56-8552-E266E88ED02B@xxxxxxxxxxxxxx](mailto:news:0F647C60-581A-4E56-8552-E266E88ED02B@xxxxxxxxxxxxxx),  
ronashill  
<ronashill@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
hunted and pecked:

Some challange this!

My Dell supplied XP disk is not the full works. No sfc.exe on there. I searched and found 3 likely files on c:

sfc on c:I386 [Windows 2000 System File Checker]  
SFC.EXE-2FD11AB0.pf on c:\windows\prefetch  
sfc on c:\windows\system32 [Windows 2000 System File Checker]

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The first and third just bring up a DOS screen (I think) very, very briefly. The second brings the usual NTVDM error.

So, what's next? Thanks for your persistence!

John

"Wesley Vogel" wrote:

John,

I found this...

NTVDM  
CPU Has  
Encountered  
an Illegal  
Instruction

<http://support.microsoft.com/default.aspx?scid=kb:en-us:Q245184>

The article states...

[[SYMPTOMS

When you attempt to run a 16-bit program on a computer running Microsoft Windows NT 4.0 Service Pack 3, the program may quit immediately, or you may receive the following error message:  
Hidden Console of

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WOW  
VDM  
The  
NTVDM  
CPU has  
encountered  
an illegal  
instruction.  
CS: 04c3  
IP:3937  
OP:c71c 9d  
37 00  
Choose  
Close to  
terminate  
the  
application.

CAUSE  
This  
behavior  
can occur if  
you use an  
incorrect  
version of  
the  
Command.com  
file.

RESOLUTION  
To resolve  
this issue,  
replace the  
Command.com  
file]]

I did some  
searching  
on Google  
and another  
fellow had  
this  
problem.

[[When  
booting up  
my  
computer I  
get the  
following  
error

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message:

C:\WINDOWS\System32\rundll32.exe

The  
NTVDM  
CPU has  
encountered  
an illegal  
instruction.

CS:0d9e

IP:0132

OP:63 09

3a f0 9c]]

<http://forums.spywareinfo.com/index.php?showtopic=36445>

His  
rundll32.exe  
file was  
corrupt.

Either your  
command.com  
or  
rundll32.exe  
or both are  
corrupt.

Run the  
System File  
Checker,  
sfc.exe. Sfc  
replaces bad  
files.

Load your  
XP CD in  
your CD  
drive.

Start | Run |  
Type or  
paste: sfc  
/scannow |  
Click OK

It should  
take a while  
to run.

If that  
doesn't

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work we  
can replace  
rundll32.exe  
and  
command.com  
another  
way.

--

Hope this  
helps. Let  
us know.

Wes  
MS-MVP  
Windows  
Shell/User

In  
news:BC5679EF-F03C-4CDD-ABF6-A8B9E34F9424@xxxxxxxxx  
ronashill  
<ronashill@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
hunted and  
pecked:

Hi  
Wes

you're  
certainly  
trying  
hard,  
and  
I  
really  
appreciate  
the  
help!  
But,

no  
luck  
so  
far.  
I've  
tried  
both  
progressivly  
ending

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tasks  
with  
the  
Task  
Manager  
and  
deleting  
Start  
Up  
items  
with  
msconfig.  
But  
the  
problem  
persists.  
Is  
there  
anything  
else  
to  
try,  
or  
should  
I  
reinstall  
XP?

Thanks  
John

"Wesley  
Vogel"  
wrote:

<snip>