

# RE: isapnp.sys – ntfs.sys missing or corrupt – Toshiba

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*Source:*

[http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help\\_and\\_support/2007-08/msg00681.htm](http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2007-08/msg00681.htm)

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- *From:* nass <nass@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
  - *Date:* Thu, 9 Aug 2007 06:02:03 -0700
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Hi Alec,

My Guess it will be the RAM is bad, finger cross is that easy.

If the test gone okay, try to scan this HDD before trying the Recovery Console by using the Recovery CD.

Error Message: The System Has Recovered from a Serious Problem

<http://support.microsoft.com/kb/316424>

You receive a "Windows could not start because the following file is missing or corrupt: Isapnp.sys" error message at startup

<http://support.microsoft.com/kb/315311>

If the Recovery will help in copying then you can get the Same XP CD (borrow one) and copy the files to its directories per the KB above.

HTH.

nass

"Alec" wrote:

Thank you. Forgot to mention that I took out the HD (Hitachi Travelstar

<http://www.hitachigst.com/portal/site/en/menuitem.ef1eac5265e3375befca8644eac4f0a0>)

and ran the Hitachi Drive Fitness test on it: test completed without errors, so I assume the HD is fine.

At one point I did manage to get Windows to start, but seconds later it displayed following Microsoft error (I shot a photo of the screen just before it blackened):

Error signature (displayed on 2 lines on screen):

BBCode : 1000007e

BGP1 : C0000005

BGP2 : EE8B3ED6

BGP3 : EE9F7C6C

BGP4 : EE9F796C

OSVer : 5\_1\_2600

SP : 1\_0

Product : 768\_1

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I had made no hardware or software changes before this problem occurred.  
I'll now check RAM with the suggestions in the headers you kindly pointed me to.

—  
Alec

"nass" wrote:

"Alec" wrote:

Context:

Windows XP Home Edition pre-installed on Toshiba Satellite 60 laptop (sold only with Toshiba A60 Product Recovery DVD-ROM)

Problem:

– Cannot start Windows (even in Safe Mode), system stops with either one of

following black screen messages:

"Windows could not start because the following file is missing or

corrupt:\windows\system32\drivers\isapnp.sys"

"Windows could not start because the following file is missing or

corrupt:\windows\system32\drivers\ntfs.sys"

– Cannot tell whether it is hardware- or software-related.

Tried out following, with no result:

– Laptop taken to pieces and cleaned; CPU cooling grease replaced

– CHKDSK by forcing boot order to an external floppy(no problem reported)

– Booting from XP boot floppy disk (courtesy [www.bootdisk.com](http://www.bootdisk.com))

– Took out HD and connected it to a second laptop to replace isapnp.sys and

ntfs.sys with more versions copied from other computers

– Changed boot order in BIOS setup page

Are any of these worth trying?

– I have also not managed to get to the BIOS command line at any level. Is

there a

specific key combination for this?

– Take out the HD and connect it to a second laptop and run

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the XP OS

through the USB port? Would that be a problem for the second laptop's OS

(Windows2000)?

– Use a new AC Adaptor (does it have to be Toshiba or can I use any Adaptor with the same?)

Toshiba retailers tell me I have to buy a new WinXP CD, which I do not want to do, since I have already paid for the one pre-installed on the laptop.

Thank you

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Alec

read here and see if it will help you to resolve your issue:

<http://www.microsoft.com/communities/newsgroups/en-us/default.aspx?query=isapnp.sys+&cboDisc>

<http://www.microsoft.com/communities/newsgroups/en-us/default.aspx?query=isapnp.sys+&cboDisc>

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Alec