

Re: HELP! WindowsXP Failure

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2007-12/msg02565.htm

- *From:* "Anna" <myname@xxxxxxxxxx>
 - *Date:* Fri, 28 Dec 2007 18:32:23 -0500
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Perri Morgan wrote:

I write with desperation.

Upon returning from the holiday break, I started up my computer and got the dreaded blue screen. For the past two days, I've been trying to figure out what is wrong on my own, and I give up.

I get different messages each time I restart it. I can't even re-load WinXP Home because I can't find a command prompt, even in safe mode. The current message says:

```
STOP: c0000218 {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
Physical memory dump
complete.
```

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Contact your system administrator or technical support group for further assistance.

John John <audetweld@xxxxxxxxxxxx> wrote in news:O5aP4WYSIHA.5104@xxxxxxxxxxxxxxxxxxxxxxxx:

(SNIP)

A USB drive enclosure is just a box that you put the hard drive in, then with a USB cable you connect the box to another computer and you can see the contents of the drive and save or salvage your files or move files around from the other working computer. I mentioned this USB drive enclosure because you mentioned that you had hauled the old laptop out, being that you can't mount (slave) a desktop drive to a laptop I suggested the USB enclosure. If you have another desktop then you can just put the drive in it to salvage your files, if your drive is formatted NTFS (which it probably is) you need a Windows 2000/XP computer to salvage them.

http://www.compusa.com/products/product_info.asp?product_code=312100
http://www.compusa.com/products/product_info.asp?pfp=cat3

&product_code=

333111

You have to get the right kind of enclosure for your drive, if you have a SATA drive make sure that the enclosure can accommodate it.

John

"Perri Morgan" <perri-morgan@xxxxxxxxxxxxxxxx> wrote in message news:Xns9A14B1382F484perrimorganncrcom@xxxxxxxxxxxxxxxx

Thanks to all of you who have responded. I have copied your replies and am going to go through them one by one and figure out how to proceed. I do have my original Windows XP CD, so that's not a problem, but some of these steps sound pretty scary.

I also appreciate the explanations (the "enclosure", etc.), though I don't even know what my hard drive looks like to put it in there. But I'm going to read your notes and study these sites and see if I can fix this catastrophe. Someone suggested that I recover my files before trying a couple of these steps. Is that a fairly simple thing, and if

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so, how? That's the part that has me so concerned. If I knew I could recover all my files, I'd have the choice, if all else fails, to toss the CPU out the window.

Thanks again to all,

Perri:

1. You've indicated that at this point your crucial objective is to "recover all my files...". We'll assume by "all...files" you're referring to your user-created files, i.e, the files that Perri has created – your documents, your photos, perhaps your videos, etc., etc. So that *at this moment* you're not terribly concerned with salvaging your XP operating system or the various programs & applications that currently reside on that troublesome HDD. All the preceding is correct, is it not?

2. Assuming it is...

Now you have a functioning laptop at your disposal. So...

As John had indicated, your first step is to determine if the contents of your desktop's HDD is accessible so that you can copy off that HDD all of your precious documents, files, etc. All things considered, John's suggestion that you mount the HDD in a USB enclosure, then simply connect that device to a USB port on your laptop and determine whether you can access that HDD's contents through your laptop's booting HDD is probably the most straightforward technique you could employ at this point.

3. The problem here is that you don't even know what a "USB enclosure" is so how are you going to get inside the "guts" of your desktop machine to remove the HDD, then install the HDD in a USB external enclosure, then connect the USB device to your laptop and then access its contents (assuming those contents are even accessible) so that you can copy whatever files you need over to a CD, or floppy disk, or flash drive, etc.?

Frankly, that would be the most desirable approach at this point to salvage your precious files. But is it practical? It doesn't appear from your posts that you're experienced or knowledgeable enough to do these things on your own (at least at this moment of time). But would you have a friend who has some acquaintance with PC hardware and whom you could call upon to guide you through the process with him or her sitting at your side? This is *not* a particularly difficult or demanding process – with a bit of study I'm certain that you could easily accomplish this task which would also be a good learning experience for you. But it would really help if you've had some experience with this kind of a task.

4. Should you go this route, you would of course need to purchase a USB external enclosure. They're not terribly expensive and they're available from many online sources or retail outlets. It would serve you well in the future as a device that you could routinely use for backup purposes so that you need not go through this kind of a problem again. By & large they're generally "plug & play".

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Given your situation I believe that if it is at all practical you go the above route at this point in time. Assuming you are able to retrieve the files you need then we could work on possibly resurrecting your system as a whole. But first things first...get the data you want – that you must have – then we'll worry about a more comprehensive approach re bringing your system back to life if possible.

On the other hand, if it is *not* practical for you to undertake this process re the use of an external USB enclosure, etc. at this time, then we can explore the other approaches as has been suggested by John and other responders to your query.

Anna

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