

# Re: Windows File Protection/'Wrong CD' Problem

---

*Source:*

[http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.file\\_system/2005-11/msg00068.html](http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.file_system/2005-11/msg00068.html)

---

- *From:* "Talla" <[Talla@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:Talla@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Thu, 17 Nov 2005 16:35:06 -0800
- 

RC,

Thanks for your comments and suggestion regarding contacting Gateway support. The fact is that that was the first thing I did, though I failed to mention it here because Gateway's support's advice was, let as say, less than reasonable. To wit, "Take the 2-disc System Recovery Disks that came with the machine, insert them and follow the instructions." Fortunately, I read the warning printed clearly on each disc,

WARNING: The recovery process erases all data and files from the hard drive.

That's not a reasonable solution for me (though an easy one for tech support).

Given that Microsoft's system prompt,

"Files that are required for Windows to run properly have been replaced by unrecognized versions. To maintain system stability, Windows must restore the original versions of these files.

"Insert your Windows XP Professional Service Pack 2 CD now."

It sounds like MS has a way of replacing the unrecognized files, rather than having me trashing all the work I had done over several days adding/replacing programs and settings and transferring all my data files to the new machine. After several hours researching the issue on the internet, I felt this MS forum might be the place to get some reasonable guidance. Hopefully, someone visiting here has had and resolved a similar problem.

One thing I know for sure—from past as well as current experience: I didn't buy Gateway computers because of their stellar technical support. But then neither did I choose Charter as my cable provider for their 'notorious' service. In both cases the support personnel obviously work from 'scripts' and, in my experience, most of the time they neither comprehend nor accommodate to the problem or situation. Often, I know, I have a better understanding of the problem than the support people who are suppose to be of help. At least, I don't take everything they tell me or tell me to do, blindly or without question.

Re: Windows File Protection/'Wrong CD' Problem

In sum, I feel my best chance of resolving this (and probably other problems with Windows systems) is here: Gates way rather than Gateway.

– Tom Nielsen, EdD  
(retired)  
Dadeville, AL

"R. C. White" wrote:

> Hi, Tom.  
>  
> The BTW after your sig is the key to your problem, I suspect. WinXP Tablet  
> 2005 is much later than SP2, which is dated August 4, 2004, and all of SP2  
> that is required for your system should be incorporated in it. Also, since  
> it was pre-installed on your computer by Gateway, you are running an OEM  
> version of Windows. A major part of the OEM contract between Gateway and  
> Microsoft requires Gateway, not Microsoft, to support Windows on that  
> computer. Gateway probably customized Windows to fit their computer  
> hardware and MS does not know what is now in the OEM Windows. When you  
> ordered the SP2 CD from MS, you should have told them that you have an OEM  
> version of Windows.  
>  
> I've never had a Gateway, but I suspect that all the files you need might be  
> on a hidden partition within your computer. Did you get an owner's manual  
> with the computer? Have you read it?  
>  
> Your next step should be to contact Gateway tech support. That should have  
> been your first step.  
>  
> RC  
> --  
> R. C. White, CPA  
> San Marcos, TX  
> rc@xxxxxxxxxxxxxx  
> Microsoft Windows MVP  
>  
> "Tom Nielsen" <Talla@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message  
> [news:8403F1F5-F3C4-47EE-B984-C813A83AB0CE@xxxxxxxxxxxxxxxxxxxx](mailto:news:8403F1F5-F3C4-47EE-B984-C813A83AB0CE@xxxxxxxxxxxxxxxxxxxx)  
>> While using Add/Remove Programs to remove an unwanted program I received  
>> the  
>> message:  
>>  
>> "Files that are required for Windows to run properly have been replaced by  
>> unrecognized versions. To maintain system stability, Windows must restore  
>> the  
>> original versions of these files.  
>>  
>> "Insert your Windows XP Professional Service Pack 2 CD now."  
>>

Re: Windows File Protection/'Wrong CD' Problem

>> I had encountered this same message a week ago when I tried to install  
>> drivers for an Epson scanner but didn't have that CD, so I ordered the  
>> Windows XP Service Pack 2 CD from MS; it arrived yesterday.  
>>  
>> After inserting the CD I received this message:  
>>  
>> "The CD you provided is the wrong CD.  
>> Please insert the Windows XP Professional Service Pack 2 CD into your CD-ROM  
>> drive."  
>>  
>> What now?  
>>  
>> BTW, I am logged on with administrator privileges . The system is a new  
>> Gateway Convertible Notebook (CX200X) with Windows XP Tablet 2005  
>> installed.  
>  
>  
.

---

• **Follow-Ups:**

- ◆ **Re: Windows File Protection/'Wrong CD' Problem**  
    ◇ From: R. C. White
- ◆ **Re: Re: Windows File Protection/'Wrong CD' Problem**  
    ◇ From: Jerold Schulman

• **References:**

- ◆ **Re: Windows File Protection/'Wrong CD' Problem**  
    ◇ From: R. C. White

- Prev by Date: **Re: Windows File Protection/'Wrong CD' Problem**
- Next by Date: **Mapped drives say DIsconnected and cannot disconnect them**
- Previous by thread: **Re: Windows File Protection/'Wrong CD' Problem**
- Next by thread: **Re: Re: Windows File Protection/'Wrong CD' Problem**
- Index(es):
  - ◆ **Date**
  - ◆ **Thread**