

# need to salvage data

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.mediacenter/2005-05/msg02193.html>

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- *From:* "dekwest" <[dekwest@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:dekwest@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Sat, 21 May 2005 12:50:02 -0700
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Dell Latitude D800 laptop, XP Pro, 60 Gb Hitachi drive (fwiw). Drive failing, Windows will not boot. When attempting safe mode get following:

services.exe – Application Error  
The application failed to initialize properly (0xc0000006). Click on OK to terminate the application.

When I click OK I get the following:

winlogon.exe – Application Error  
The instruction at "0x7c919902" referenced memory at "0x76c78f24". The required data was not placed into memory because of an I/O error status or "0xc000009c".  
Click on OK to terminate the program  
Click on Cancel to debug the program

Clicking either OK or Cancel brings the following Blue Screen error:

STOP: c000021a {Fatal System Error}  
The Windows Logon Process system process terminated unexpectedly with a status of 0xc0000354 (0x00000000 0x00000000).  
The system has been shut down.

Dell is sending a new drive, but I need to salvage some files. When I place the drive into a USB case and connect it to another PC, I can copy all files except those that have been modified within the last two weeks.

With the files that I cannot copy, Windows reports:

Cannot copy (file): Access is denied.  
Make sure the disk is not full or write-protected  
And that the file is not currently in use.

When I check Properties for the files that cannot be copied, then select the Security tab, and then select the Advanced button, I get the following warning:

You do not have permission to view or edit the current permission settings

need to salvage data

for (file), but you can take ownership or change auditing settings.

So, there appears to be some corruption with EFS, I'm guessing.

I have tried to boot the laptop into Recovery Mode, but I get stuck at the Administrator Password. I set the Administrator password, and it is not responding correctly.

So, 1) Any suggestions as to how to unlock and copy this user's last two weeks of work, and, 2) Does anyone know how to get into a hard drive in Recovery Console bypassing the Administrator password?

Thanks,

Dan

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• *Follow-Ups:*

◆ *Re: need to salvage data*

◇ *From:* HillBillyBuddhist

• Prev by Date: *Remove just TV portion of MCE*

• Next by Date: *Re: need to salvage data*

• Previous by thread: *Remove just TV portion of MCE*

• Next by thread: *Re: need to salvage data*

• Index(es):

◆ *Date*

◆ *Thread*