

RE: Ntoskrnl.exe missing or corrupt

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-04/msg00717.html>

- *From:* cacho <cacho@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Tue, 4 Apr 2006 21:27:02 -0700
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Thank you for your response, as I found out the server actually had a hard drive failure I had 2 drives mirrored and both had failed. I called the manufacturer and they will replace the drive, the bad part is that I have to reinstalled the OS, and restored the data from the backup.

Thank you again.

"Steven Zhu [MSFT]" wrote:

Hi,

Thanks for posting here.

From your post, my understanding on the issue is: when the server booting you gets the following error:

Windows cannot start because the following file is missing or corrupt.
<windows Root>\system32\ntoskrnl.exe, please reinstall a copy of the above file.

If I am off base, please feel free to let me know.

Based on my experience, there are many possible reasons for this issue. For example, the "boot.ini" file is missing or the entry is pointing to the wrong place. I understand that this problem is important to you and I will try my best to help you recover the system; however, as this problem may also occur because of hardware issues, then you may need to reinstall the whole system. I appreciate your understanding.

First at all, some third party application may also cause this issue. So I suggest you refer to the following Knowledge Base article as this is a recommended solution to this issue.

319011 Error Message: Windows 2000 Could Not Start Because the Following File
<http://support.microsoft.com/?id=319011>

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103673 Err Msg: Windows Could Not Start... (Missing Ntoskrnl.exe)
<http://support.microsoft.com/?id=103673>

However, please check the BIOS to ensure that the boot order is correct. If this issue continues, please refer to the following articles to check if the items in the C:\boot.ini file are correct. Edit the Boot.ini file to restore or correct the Default entry and to ensure that the other entries in the [Operating Systems] section of the Boot.ini file point to the appropriate directories. For additional information about how to edit the Boot.ini file, click the article number below to view the article in the Knowledge Base. If you encounter any difficulties, please let me know. You can also send this file to me and I will be glad to check it for you:

311578 HOW TO: Edit the Boot.ini File in Windows 2000
<http://support.microsoft.com/?id=311578>

If this issue continues, you may consider parallel installing Windows SBS on another folder. For more information, please refer to the article below:

266465 HOW TO: Perform a Parallel Installation of Windows 2000
<http://support.microsoft.com/?id=266465>

Note: All of above knowledge base articles can use on Windows SBS environment.

The community support is for non-urgent issues. The offering is not appropriate for situations that require urgent, real-time or phone-based interactions. If the problem is urgent or you think it is more beneficial to discuss the problem via phone, you can reach phone support by calling 1-800-936-4900.

I hope the above information helps.

Have a nice day.

Best Regards,

Steven Zhu
MCSE
Microsoft Online Partner Support
Get Secure! – www.microsoft.com/security

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PLEASE NOTE the newsgroup SECURE CODE and PASSWORD were updated on February 14, 2006.? Please complete a re-registration process by entering the secure code mmpng06 when prompted. Once you have entered the secure code mmpng06, you will be able to update your profile and access the partner newsgroups.

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When responding to posts, please "Reply to Group" via your newsreader so that others may learn and benefit from this issue.

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