

Re: Can't boot

Source: <http://www.derkeiler.com/Newsgroups/microsoft.public.security/2006-06/msg00103.html>

- *From:* Malke <notreally@xxxxxxxxxxxxxxxxxxx>
 - *Date:* Wed, 07 Jun 2006 19:39:45 -0700
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*(((wrote:

My desktop is XP Home SP2. I just reformatted the C drive and reinstalled software. I was using Outlook 2000, hit Ctrl+Alt+Delete to see if another instance was running, and Bam! The system crashed!

I have not been able to get it to boot up since. I have tried booting from the XP CD; I chose "repair." In just one second, it said the repair was finished. No joy.

Sometimes when I turn the system on, it immediately loads the BIOS menu. Other times it loads a black screen with some information about PCI configuration. No prompt.

I have two internal hard drives. I've tried changing the BIOS to boot from the other hard drive. No joy.

Of course, I have AVG and Zone Alarm. I run a virus test and also run Spybot S&D (updated) daily. (I have turned off Windows Firewall for the time being).

Some of the error messages have included:
CPU frequency mismatch.
NTDLR missing
sparrow.sys missing

QUESTION: Is there any malware going around that would cause this?

I very much doubt that you have malware or at least that malware is causing these problems. Since you are having issues even before the operating system boots, it is far more likely that you have hardware failure. Here are some general hardware troubleshooting steps:

http://www.elephantboycomputers.com/page2.html#Hardware_Troubleshooting

Testing hardware failures often involves swapping out suspected parts with known-good parts. If you can't do the testing yourself and/or are

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uncomfortable opening your computer, take the machine to a professional computer repair shop (not your local equivalent of BigStoreUSA).

Malke

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MS-MVP Windows – Shell/User
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