



## Repair XP

Following are my experiences with repairing XP. I will not assume any responsibility for problems that may occur to your system from using any of these suggestions. *It is always prudent to backup important data before you make any changes to your operating system.*

[Windows Update Site Problems](#) - Jupiter Jones MS MVP

[How To Access Safe Mode](#)

[How To Access Last Known Good Config](#)

[How To Create a Boot Disk to Start Windows XP](#)

[Cannot Start Windows XP if the System or Software Hive Is Missing or Damaged](#) - From Kelly Theriot

[Password Problems and Windows XP](#) - From Kelly Theriot

[How To Fix The Cryptographic Service Error](#) - Fix for "Error:Setup could not verify the integrity of the file Update.inf. Make sure the Cryptographic service is running on this computer"

[System Cannot Access CD-Rom, CD-Recorder or DVD Devices](#)

[Error Messages After Removing Easy CD Creator from XP](#)

[How to log on to Windows XP if you forget your password](#)

[How To Take Ownership of a File or Folder](#)

[How To Access Recovery Console](#)

[How To Create a Set of Emergency Floppies](#) - If your computer can not boot from a CD-Rom create a 6 floppy disk set that corresponds to your version of Windows XP. Click here for [Home](#)

[Edition](#) Click here for [Pro Edition](#)

[How To Repair Boot sector](#)

[How To Format](#)

[How To Partition](#)

[How To Exit the Recovery Console](#)

[How To Run a Repair Install](#)

[How To Uncover Windows XP Product Key](#)

[How To Change The Product ID](#)

[A better boot diskette for WinNT/2000/XP](#)

[Has XP Been Activated?](#)

[NTFS Reader for DOS \(freeware\)](#) - lets you access an NTFS partition from a floppy and copy files off it

[Known Issues with Windows XP Service Pack 1](#)

**[AIDA32](#)** - AIDA32 is a professional system information, diagnostics and benchmarking program running on Win32 platforms. It extracts details of all components of the PC. You can even uncover your Windows XP and Office 2000/XP Product Keys with this freeware app. **READ the FAQ!!!**

**[Tweaks&Fixes](#)** - From Kelly's Korner this is a fantastic set of registry hacks and fixes.

**[NTBackup Is Missing From My OEM version of XP](#)** (download)- Some OEMs don't include NTBackup - **Bob Cerelli** has it at his site in his [Windows XP Tips section](#)

**[Knoppix](#)** - Ok this might appear to be blasphemy on a site dedicated to Windows but if your system is really hosed and you are desperate to get data off the drive then give Knoppix a go. The download is a whopping 700MB but you get an ISO that, when burned to CD, creates a version of Linux that runs directly off the CD and doesn't require installation to your Hard Drive. With this CD Operating System you can access your NTFS or FAT partitions and with it's built in CD Burning software copy your important data off the drive . Or if you have a network you can transfer files to another system. This is a must have!

### **How to access Safe Mode:**

Reboot your computer while holding down the F8 Key. At the Advanced Options Menu select the option for Safe Mode and press Enter.

### **How to access Last Known Good Configuration:**

Reboot your computer while holding down the F8 Key. At the Advanced Options Menu select Last Known Good Configuration.

Windows Advanced Options Menu  
Please select an option:

Safe Mode  
Safe Mode with Networking  
Safe Mode with Command Prompt

Enable Boot Logging  
Enable VGA Mode

Last Known Good Configuration (your most recent settings that worked)  
Directory Services Restore Mode (Windows domain controllers only)  
Debugging Mode

Start Windows Normally  
Reboot  
Return to OS Choices Menu

Use the up and down arrow keys to move the highlight to your choice.

### How to access the Recovery Console:

The Recovery Console is a set of tools which run from a Command prompt. If your system is formatted as NTFS then these tools can help you manage the partition. You can learn more about the Recovery Console through [Help and Support](#) or

[Click here for information about the different commands and their functions](#) . The Recovery Console can be run from a Command Prompt by going to Start->Run and enter "CMD" to open a command window. Type HELP for a list of functions.

To run the Recovery Console from CD boot with the Windows XP CD (or with the [optional 6 floppy disk set](#)) and select "R" at the Welcome Screen.

## Windows XP Professional Setup

### Welcome to Setup.

This portion of the Setup program prepares Microsoft(R) Windows(R) XP to run on your computer.

- To set up Windows XP now, press ENTER.
- To repair a Windows XP installation using Recovery Console, press R.
- To quit Setup without installing Windows XP, press F3.

ENTER=Continue R=Repair F3=Quit

The screen will switch to black and you will be asked which installation to log on to. If you only have one installation you will press "1". Remember that numlock is off at this time.

Microsoft Windows XP(TM) Recovery Console.

The Recovery Console provides system repair and recovery functionality.  
Type EXIT to quit the Recovery Console and restart the computer.

1: C:\WINDOWS  
2: J:\WINDOWS

Which Windows installation would you like to log onto  
(To cancel, press ENTER)?

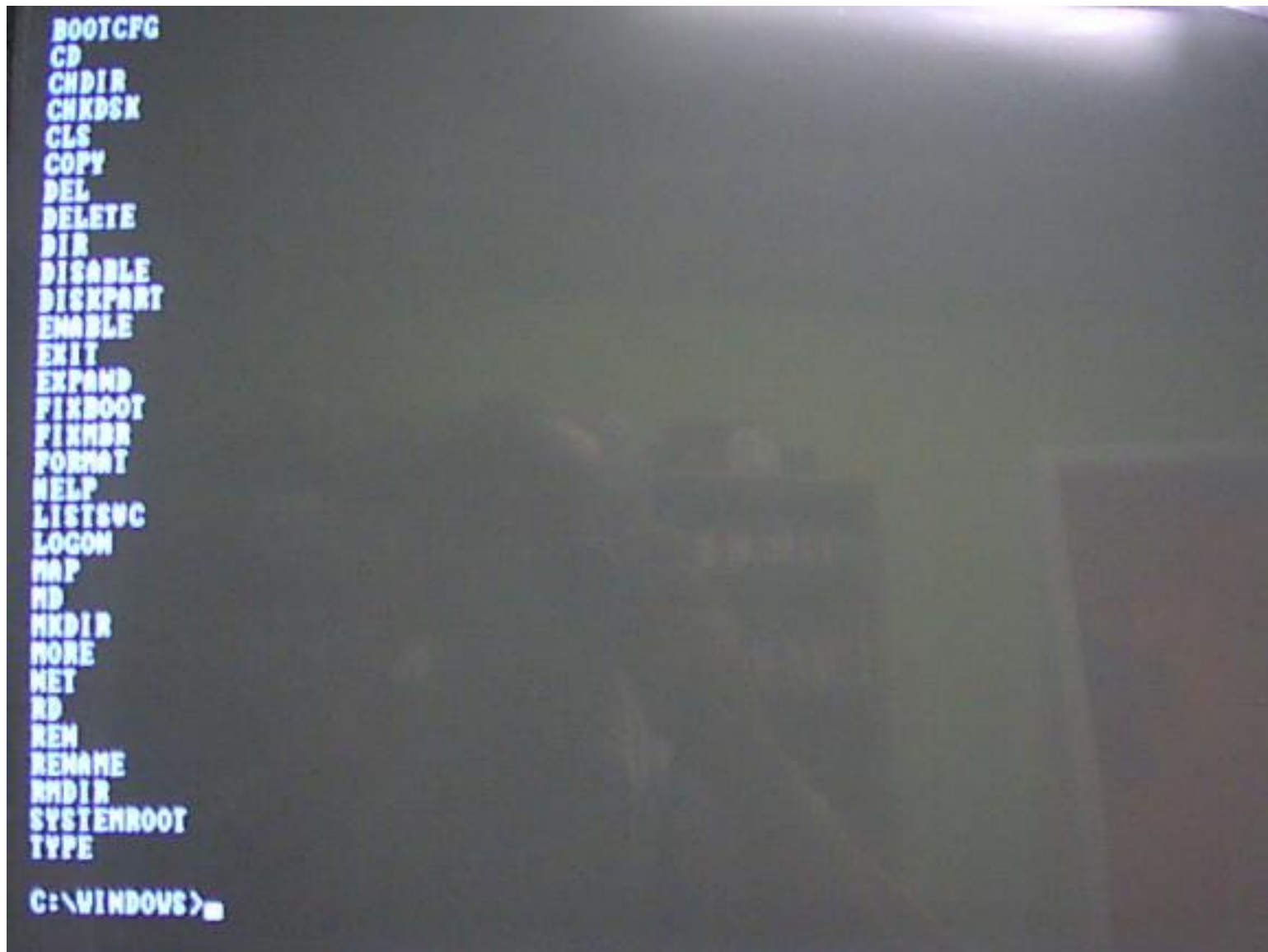
Next you'll be prompted to enter your Admin password. By default it is created blank so just press Enter.

```
Microsoft Windows XP(TM) Recovery Console.  
The Recovery Console provides system repair and recovery functionality.  
Type EXIT to quit the Recovery Console and restart the computer.
```

```
1: C:\WINDOWS  
2: J:\WINDOWS
```

```
Which Windows installation would you like to log onto  
(To cancel, press ENTER)? 1  
Type the Administrator password: █
```

At the C:\Windows command prompt type "Help" for a list of commands you can use.



## How to Repair the Boot Sector:

If XP won't start it may be due to a damaged boot sector or a missing or corrupt **ntldr** or **ntdetect.com** files.

To replace damaged **ntldr** and **ntdetect.com** you can copy fresh files from the XP CD using the **COPY** command. Boot with the XP CD and enter the Recovery Console (as above). At the Command Prompt type the following (*where "X" is your CD-Rom drive letter*) allowing the files to overwrite the old files

```
COPY X:\i386\NTLDR C:
```

```
COPY X:\i386\NTDETECT.COM C:
```

To repair a damaged Boot Sector at the command prompt type **FIXBOOT** and press Enter. Then answer "Y"

```

CHKDSK
CLS
COPY
DEL
DELETE
DIR
DISABLE
DISKPART
ENABLE
EXIT
EXPAND
FIXBOOT
FIXMBR
FORMAT
HELP
LISTSUC
LOGON
MAP
MD
MKDIR
MORE
NET
RD
REN
RENAME
RMDIR
SYSTEMROOT
TYPE

```

```
C:\WINDOWS>FIXBOOT
```

```

The target partition is C:.
Are you sure you want to write a new bootsector to the partition C: ? Y

```

## How To Format using the Recovery Console ([click for info on How To Access The Recovery Console](#))

**format *drive* : /Q /FS:*file-system***

Use the above command (where */Q* performs a quick format of the drive, *drive* is the drive letter of the partition to format */FS:file-system* specifies the type of file system to use [FAT, FAT32, or NTFS]) to format the specified drive to the specified file system. For example the following quick formats C partition as NTFS

**FORMAT C: /Q /FS:NTFS**

the following will do a full format of C as FAT32

**FORMAT C: /FS:FAT32**

\*\*\* Note: *If a file system is not specified, then the existing file system format is retained.*

Type **EXIT** to quit the Recovery Console and restart your Computer

```
CHKDSK
CLS
COPY
DEL
DELETE
DIR
DISABLE
DISKPART
ENABLE
EXIT
EXPAND
FIXBOOT
FIXMBR
FORMAT
HELP
LISTVOLUME
LOGON
MAP
RD
MKDIR
MORE
NET
RD
REN
RENAME
RMDIR
SYSTEMROOT
TYPE
```

```
C:\WINDOWS>FORMAT C:
CAUTION: All data on non-removable disk
drive C: will be lost!
Proceed with Format (Y/N)?m
```

## How Partition using the Recovery Console: [\(click for info on How To Access The Recovery Console\)](#)

At the command prompt type DISKPART and press Enter.

```
BOOTCFG
CD
CHDIR
CHKDSK
CLS
COPY
DEL
DELETE
DIR
DISABLE
DISKPART
ENABLE
EXIT
EXPAND
FIXBOOT
FIXMBR
FORMAT
HELP
LISTSUC
LOGON
MAP
MD
MKDIR
MORE
NET
RD
REN
RENAME
RMDIR
SYSTEMROOT
TYPE
```

```
C:\WINDOWS>DISKPART
```

An interface is displayed which you can move through with the Arrow Keys. Press "C" to create a partition in unused space. Pressing "D" will delete the highlighted partition.

The following list shows the existing partitions and unpartitioned space on this computer.

Use the UP and DOWN ARROW keys to select an item in the list.

- To create a partition in the unpartitioned space, press C.
- To delete the selected partition, press D.

39888 MB Disk 0 at Id 0 on bus 0 on atapi [MBR]

Letter	Partition	File System	Size	Free
I:	Partition1	(BOOT) [FAT]	16 MB	16 MB free
C:	Partition2	(WinXP) [NTFS]	5885 MB	3042 MB free
D:	Partition3	(DATA1) [FAT32]	34868 MB	26344 MB free

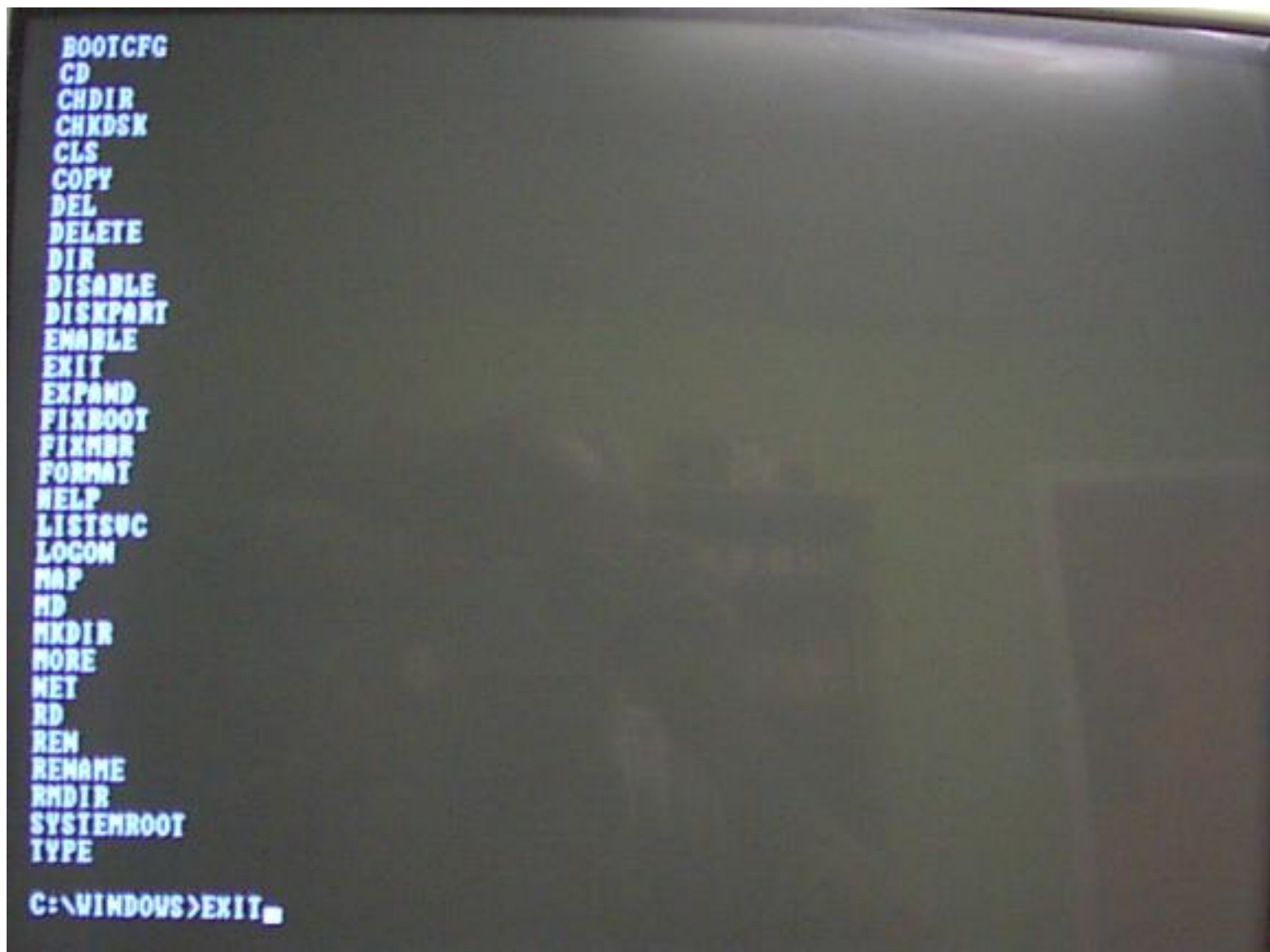
14654 MB Disk 0 at Id 1 on bus 0 on atapi [MBR]

Letter	Partition	File System	Size	Free
I:	Partition1	(Inactive) (OS/2 Boot Man)	2000 MB	1635 MB free
J:	Partition2	(Inactive) (OS/2 Boot Man)	4001 MB	1493 MB free
E:	Partition3	(DATA2) [FAT32]	8652 MB	8135 MB free

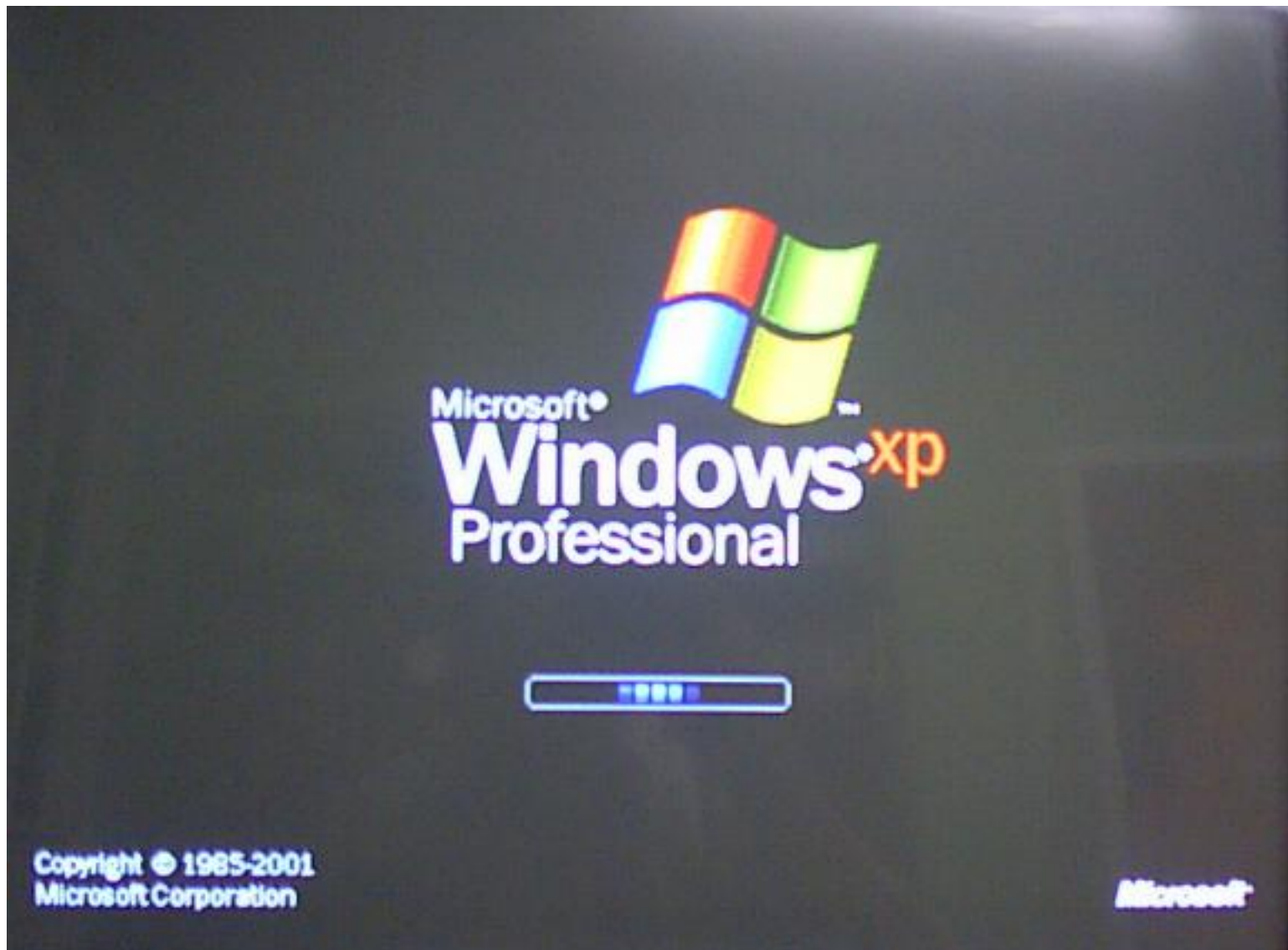
ESC=Cancel D=Delete Partition

## How To Exit the Recovery Console:

You can not use Ctrl+Alt+Del to quit the Recovery Console. Instead type "EXIT" at the command prompt and Windows will be started.



Boot to Windows.



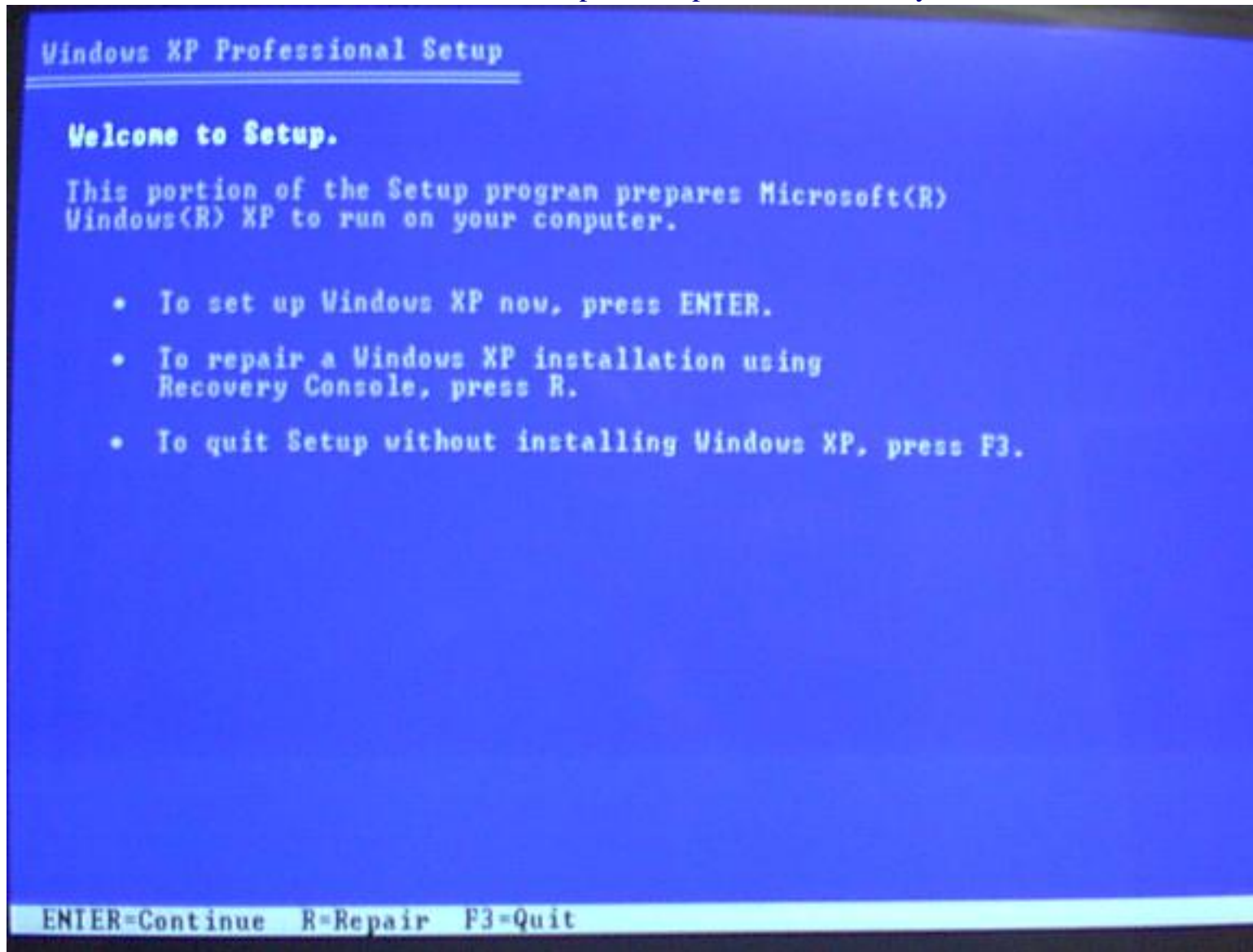
## How to Repair Install: (also called "In place reinstall")

Sometimes the only way to repair XP is to reinstall. You do not have to wipe your partition and start over. Just as with previous versions of Windows you can install over top of an existing setup. This has the advantage of retaining your installed applications, data and settings. You will lose previously saved System Restore Points but System Restore will begin creating new restore points again immediately following the Repair Install. You will need to reinstall SP1a and any Critical Updates from the Windows Update Site. **Be aware that a Repair Install will leave your system vulnerable to the Blaster and Welchia worms. Do not go on line until you have enabled XP's firewall first.** Then visit the Windows Update Site to patch your system *It is always prudent to backup important data before you make changes to XP.*

There are two approaches. The first one should be used if you can still boot to your Windows Desktop. Simply pop the XP CD into the CD-Rom drive and select Install->Upgrade[recommended]. This will install XP ovetop of itself in the same way as upgrading from a previous setup. However if your version is an OEM version then you will not have this option. If you do not see the option to Upgrade[recommended] DO NOT choose New Install as that will either overwrite your current setup completely or give you a dual boot setup.

If you cannot boot to the Desktop or you have an OEM version of XP then the following should be used to complete a Repair Install.

Boot with the Windows XP CD and at the Setup Screen press the Enter Key



You will be taken to the Windows XP Licensing Agreement. After reading the agreement press F8 to proceed.

## Windows XP Licensing Agreement

Microsoft Windows XP Professional

### END-USER LICENSE AGREEMENT

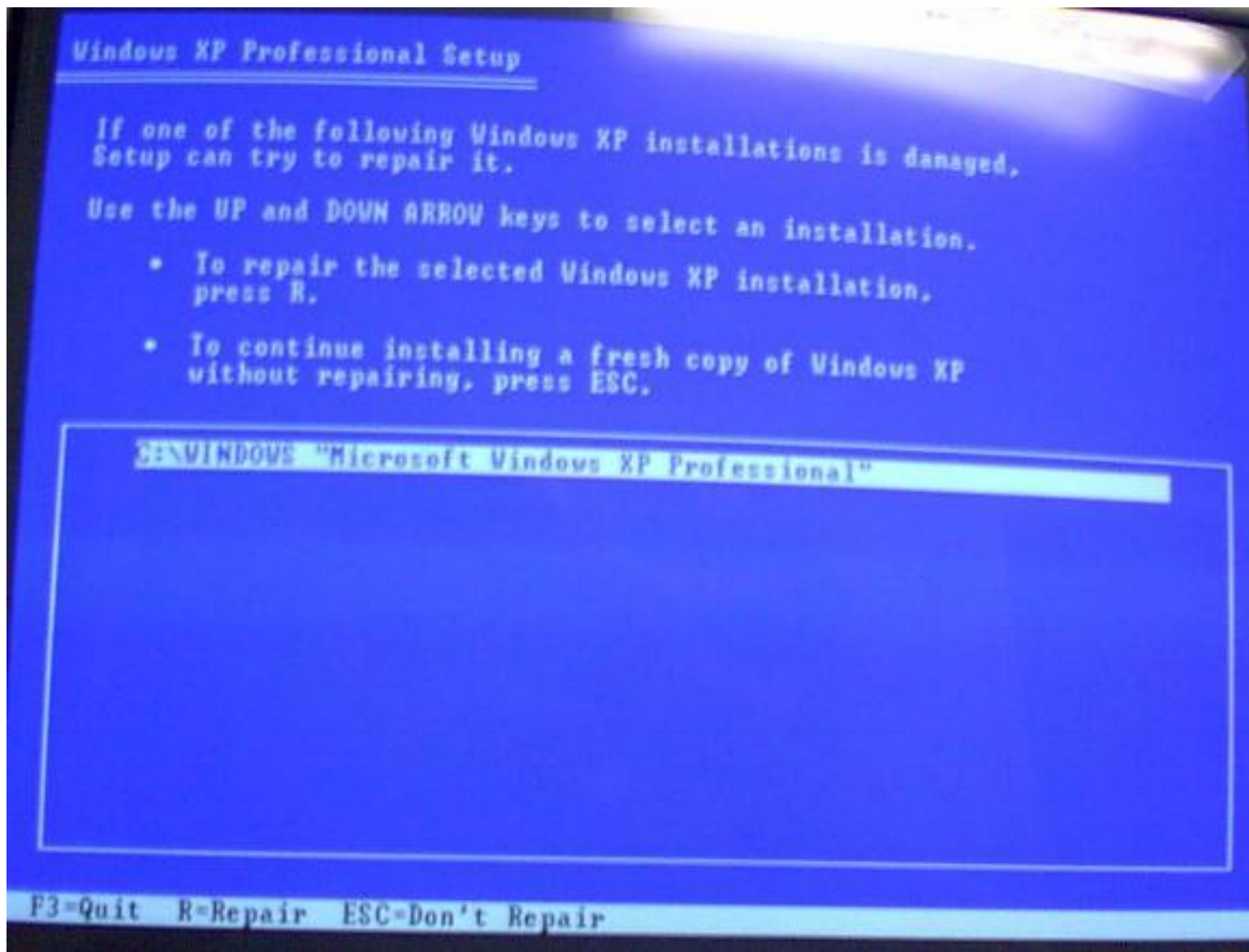
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F8-I agree ESC-I do not agree PAGE DOWN=Next Page

The next screen gives you the option to do a fresh (clean) install or to "Repair the selected Windows XP installation." Press "R"

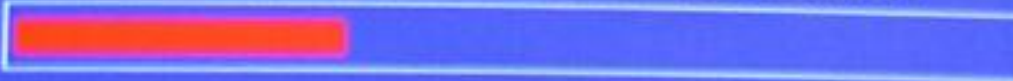


Windows XP will copy the necessary files to your Hard Drive to begin the installation and will then reboot. You will see the message that informs you to "Press any key to boot the CD". Do not press any keys this time just wait a few seconds and the Windows Startup Screen will be displayed. Following this you will be greeted by the Windows XP Setup Screens.

Windows XP Professional Setup

This portion of Setup has completed successfully.  
If there is a floppy disk in drive A:, remove it.  
To restart your computer, press ENTER.  
When your computer restarts, Setup will continue.

Your computer will reboot in 18 seconds...

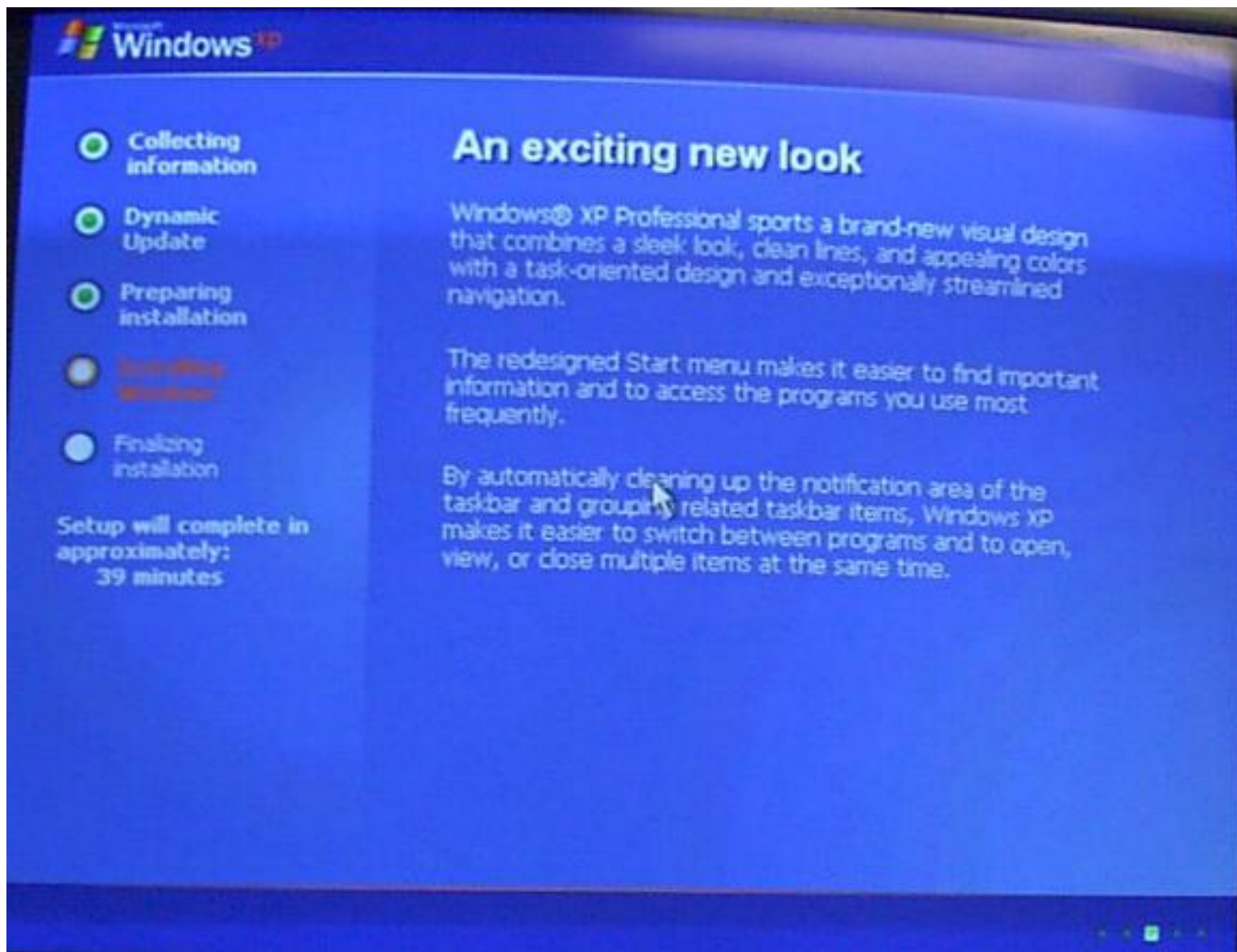


ENTER=Restart Computer



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When Setup has completed you should find all of your previously installed apps and settings are intact.

### How To Determine If XP was Activated?

You installed XP and then can't remember if you activated it. Go to Start->Run and enter the following

**oobe/msoobe /a**

### View Product Key XP - [Visit the Keyfinder Homepage](#) by Aleks Ozolins

If you have more than one system running XP you have obviously purchased more than one copy of the Operating System. However you may have forgotten which Product Key you used for which system. It happens. I have 5 systems and have had all of them running XP at times. XP does not store the Product Key in a recognizable format in the registry.

[Click this link and select "Open" and your Windows XP Product Key will be displayed](#)

**Keyfinder** is a freeware utility that retrieves your Product Key. has the options to copy the key to clipboard, save it to a text file, or print it for safekeeping. It works on Windows 95, 98, ME, NT4, 2000, XP, .NET, Office 97, and Office XP. It even has the ability by using Microsoft's own script to change the Windows XP, 98, and ME installation key. See the Microsoft Knowledgebase article here

[Q328874](#)

*If your version of XP came pre-installed on your computer the revealed Product Key could be that of an image used by the manufacturer. If this is the case you will likely be unable to use it to install another version of Windows XP such as one purchased separately from the computer. [Find an alternate location for ViewKeyXP](#) if my link is broken.*

### **Known Issues with Windows XP Service Pack 1**

[\*\*Fix Switch Identities in Microsoft Outlook Express After Service Pack 1\*\*](#)

[\*\*HP/Compaq SP1 Notice\*\*](#) - The System Restore feature in these computers seriously conflicts with SP1

[\*\*Cannot Start Windows XP After Installing Service Pack 1 and Then Performing a System Recovery Operation\*\*](#)

[\*\*Fix for SP1 Problems and Compaq Pressario 6330\*\*](#)

[\*\*Microsoft Knowledgebase Articles Pertaining to Windows XP SP1\*\*](#)

[\*\*Setup Could Not Verify the Integrity of the File" Error Message Occurs When You Try to Install SP1\*\*](#)

[\*\*'The Password Is Not Valid' Error Message Appears When You Log On to Recovery Console in Windows XP\*\*](#)

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