

Microsoft Knowledge Base Article - 328269

Windows XP SP1 May Not Start with the /3GB or /USERVA Switch

The information in this article applies to:

- Microsoft Windows XP Professional SP1
- Microsoft Windows XP Home Edition SP1

This article was previously published under Q328269

SYMPTOMS

If you upgrade your computer to Windows XP Service Pack 1 (SP1) and you are using the **/3GB** switch or the **/USERVA** switch with the **/3GB** switch, Windows may not start. You may also receive an error message that states that one of the registry hives is corrupted.

CAUSE

This issue occurs because Ntldr incorrectly puts part of the registry in memory when Windows is starting. This causes the registry to be unreadable by the kernel later in the startup process. When this occurs, the startup process is stopped and you receive the error message.

RESOLUTION

A supported fix is now available from Microsoft, but it is only intended to correct the problem that is described in this article. Apply it only to computers that are experiencing this specific problem. This fix may receive additional testing. Therefore, if you are not severely affected by this problem, Microsoft recommends that you wait for the next Windows XP service pack that contains this fix.

To resolve this problem immediately, contact Microsoft Product Support Services to obtain the fix. For a complete list of Microsoft Product Support Services phone numbers and information about support costs, visit the following Microsoft Web site:

<http://support.microsoft.com/default.aspx?scid=fh;EN-US;CNTACTMS>

**NOTE:** In special cases, charges that are ordinarily incurred for support calls may be canceled if a Microsoft Support Professional determines that a specific update will resolve your problem. The typical support costs will apply to additional support questions and issues that do not qualify for the specific update in question.

The English version of this fix has the file attributes (or later) that are listed in the following table. The dates and times for these files are listed in coordinated universal time (UTC). When you view the file information, it is converted to local time. To find the difference between UTC and local time, use the **Time Zone** tab in the Date and Time tool in Control Panel.

Date	Time	Size	File name
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15-Oct-2002 11:01 223,120 Ntldr

## STATUS

Microsoft has confirmed that this is a problem in the Microsoft products that are listed at the beginning of this article.

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