Diskeeper Version 1.0 Uninstall Causes Windows NT 3.51 to Hang (135524)

The information in this article applies to:

- Microsoft Windows NT Workstation 3.51
- Microsoft Windows NT Server 3.51

This article was previously published under Q135524

SYMPTOMS

If you use the Executive Software Diskeeper 1.0 uninstall feature after you upgrade Windows NT 3.5 to 3.51 and restart your computer, you receive an entry point error in NTDLL.DLL and Windows NT hangs and becomes unbootable.

NOTE: Diskeeper for Windows NT is a disk defragmentation program for Windows NT 3.5.

CAUSE

Diskeeper version 1.0 is not designed to run under Windows NT 3.51.

When you install Diskeeper on Windows NT 3.5, Diskeeper replaces the following Windows NT system files with its own versions of these files: NTDLL.DLL, NTOSKRNL.EXE, FASTFAT.SYS, and NTFS.SYS. If you use the Diskeeper uninstall feature after you upgrade to Windows NT 3.51, Diskeeper replaces the Windows NT 3.51 versions of these files with the Windows NT 3.5 versions. These do not work with Windows NT 3.51.

RESOLUTION

Run the emergency repair disk (ERD) to recover your Windows NT 3.51 boot and system files. Do not run Diskeeper version 1.0 under Windows NT 3.51.

To prevent this problem when you upgrade from Windows NT 3.5 to 3.51, uninstall Diskeeper before you start the upgrade.

Diskeeper 1.01, which works with windows NT 3.51, is now available from Executive Software from the following locations:

Compuserve- GO EXECSOFT
wwearthlink.net\execsoft

MORE INFORMATION

This problem can also occur in NT 4.0 server and workstation. It is strongly recommended that customers read the Product Alert on ExecSoft's web site which is located at http://www.execsoft.com/pas/pa091796.htm.

The latest version of Diskeeper is version 2.0 for NT 4.0.

For additional information, contact Executive Software at:

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Diskeeper is manufactured by Executive Software, a vendor independent of Microsoft; we make no warranty, implied or otherwise, regarding this product's performance or reliability.

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