

Re: W2KPro freezes while starting up

Source:

<http://www.tech-archive.net/Archive/Win2000/microsoft.public.win2000.general/2004-07/1303.html>

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Howard O. Kieffer wrote:

> *I am getting the splash screen then the pattern stops*
> *moving across the bar (after a time) and everything*
> *freezes. Please respond directly if possible. Thanks.*

try starting in Safe Mode

taken from Windows Help

To start Windows 2000 in safe mode

- 1.. Click Options, and then click Print to print these instructions. They will not be available after you shut your computer down in step 2.
- 2.. Click Start, and then click Shut Down.
- 3.. Click Restart, and then click OK.
- 4.. When you see the message Please select the operating system to start, press F8.
- 5.. Use the arrow keys to highlight the appropriate safe mode option, and then press ENTER.
NUM LOCK must be off before the arrow keys on the numeric keypad will function.

- 6.. Use the arrow keys to highlight an operating system, and then press ENTER.

Notes

- a.. In safe mode, Windows 2000 uses only basic files and drivers (mouse, monitor, keyboard, mass storage, base video, default system services, and no network connections). You can choose the Safe Mode with Networking option, which loads all of the above files and drivers plus the essential services and drivers to start networking, or the Safe Mode with Command Prompt option, which is exactly the same as safe mode except that a command prompt is started instead of Windows 2000. You can also choose Last Known Good Configuration, which starts your computer using the registry information that Windows 2000 saved at the last shutdown.

- b.. Safe mode helps you diagnose problems. If a symptom does not reappear

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when you start in safe mode, you can eliminate the default settings and minimum device drivers as possible causes. If a newly added device or a changed driver is causing problems, you can use safe mode to remove the device or reverse the change.

c.. There are circumstances where safe mode will not be able to help you, such as when Windows system files required to start the system are corrupted or damaged. In this case, the Emergency Repair Disk may help you.

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