

Re: Can't reboot after installing SP4 – please help!

Source:

<http://www.tech-archive.net/Archive/Win2000/microsoft.public.win2000.general/2005-04/msg00045.html>

- *From:* "Pegasus \ (MVP\)" <I.can@xxxxxxx>
 - *Date:* Thu, 31 Mar 2005 23:04:16 +1000
-

Press F8, then try booting into "Last known good configuration".
Post again if unsuccessful.

"Kathy" <Kathy@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
<news:6A3C2323-D8C1-42E3-8E50-0C82410CAC13@xxxxxxxxxxxxxxxxxxxx>

> Additional information – I tried rebooting and pressing F8, which did
bring
> up a screen with many options such as booting in safe mode, booting in
safe
> mode with networking, booting in safe mode with command prompt and so
forth.
> I tried booting in safe mode, and the computer hangs up. I tried booting
in
> safe mode with networking and got as far as a black screen with:
> multi(0)disk(0)rdisk(0)partition(1)\WINNT\System32\ntoskrnl.exe
> multi(0)disk(0)rdisk(0)partition(1)\WINNT\System32\hal.dll
> multi(0)disk(0)rdisk(0)partition(1)\WINNT\System32\Bootvid.dll
> multi(0)disk(0)rdisk(0)partition(1)\WINNT\System32\config\system
>
> I wish I knew more about computers but I'm 50 years old and self-taught.
I
> keep learning more all the time, but I could really use some help with
this
> problem. Thanks. Kathy
>
> "Kathy" wrote:
>
>> I'm sorry, I should have included more information. When trying to
reboot,
>> the computer gets as far as a black screen with "Starting Windows..."
and
>> "For troubleshooting and advanced startup options for Windows 2000,
press
>> F8". However when I press F8, nothing happens. I have tried booting
from a
>> Windows 98 emergency boot disk, which takes me the "A" prompt. I did
create

Re: Can't reboot after installing SP4 – please help!

>> the 4 Win2000 setup disks, if that helps any. Thanks to all who replied,
>> especially if I have to start over AGAIN, I will know what NOT to do. I'm
>> still looking for help and appreciate any suggestions. Thanks. Kathy
>>
>> "Steve C" wrote:
>>
>>> Can you get into safe mode? Try hitting the F8 key on bootup. If that works
>>> you'll be able to remove SP4.
>>>
>>> "Kathy" wrote:
>>>
>>>> I'm trying to be a good person and help my sister with her computer which is
>>>> running Windows 2000 Professional. Her computer was a mess so I reformatted
>>>> her hard drive. I reinstalled programs, drivers, and so forth, and
>>>> everything was going smoothly. That is until I installed SP4 and tried to
>>>> reboot. I realize now, after reading some postings, that I may have made a
>>>> few mistakes. I did not shut down her anti-virus software, and was logged on
>>>> as administrator, during the installation of SP4. It seems the only thing I
>>>> did right, was to save the installation files. I understand the SP4 can be
>>>> removed through "Add & Remove Programs", but how do I get her computer to
>>>> boot up again? Thanks in advance for any help before I pull my hair out!
>>>> Kathy (who normally runs XP)

• *Follow-Ups:*

- ◆ *Re: Can't reboot after installing SP4 – please help!*
◇ From: Kathy

• *References:*

- ◆ *Can't reboot after installing SP4 – please help!*
◇ From: Kathy
- ◆ *RE: Can't reboot after installing SP4 – please help!*
◇ From: Steve C
- ◆ *RE: Can't reboot after installing SP4 – please help!*
◇ From: Kathy

Re: Can't reboot after installing SP4 – please help!

◆ **RE: Can't reboot after installing SP4 – please help!**

◇ From: Kathy

- Prev by Date: **RE: Can't reboot after installing SP4 – please help!**
- Next by Date: **Re: Roaming Profiles too large! HELP!!**
- Previous by thread: **RE: Can't reboot after installing SP4 – please help!**
- Next by thread: **Re: Can't reboot after installing SP4 – please help!**
- Index(es):
 - ◆ **Date**
 - ◆ **Thread**