

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

Source:

<http://www.tech-archive.net/Archive/Win2000/microsoft.public.win2000.general/2005-04/msg00445.html>

- *From:* "Kathy" <Kathy@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Tue, 5 Apr 2005 09:03:02 -0700
-

I tried rebooting last known configuration and it doesn't work. Just before I returned her computer, I made an emergency disk using the backup program on Win2000. If I remember correctly, I was also asked if I want to copy the registry to the disk, and I believe I did. Can I try restoring the registry? Would you walk me through it, if this is what I should do? Thanks so much for all your time and help, and not giving up on me. Kathy

"Pegasus (MVP)" wrote:

- > From your post I gather that you have discovered how to boot
- > from a CD (to your regret . . .). I recall that this was a problem
- > much earlier in the thread.
- >
- > There are two types of CDs:
- >
- > a) Ordinary ones, and
- > b) Boot CDs
- >
- > It seems your games CD is a boot CD, either with careless code
- > on it or with malicious code. In either case it's anybody's guess
- > what that code might have done. I suspect it's damaged your
- > registry. Did you try rebooting in "Last known good configuration"
- > mode?
- >
- >
- > "Kathy" <Kathy@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
- > news:9A9C7D29-AB67-479F-BA17-D236746D9F41@xxxxxxxxxxxxxxxxxxxx
- >> I'm sorry for not giving enough details. I'm totally frustrated and
- > afraid
- >> of my posts being too long. Here are some more details. After trying
- >> several solutions and not having any success, I used a Norton Ghost Boot
- > Disk
- >> to reinstall a Norton Ghost Image. I did not need the CD drive for that.
- >> Now for some more bad news – I had the computer running really nice,
- > probably
- >> the best since my sister bought it second-hand. I was showing my sister
- >> several things about her computer, when I forgot to remove a game disk
- > from

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>> the CD drive and rebooted. The bios was still set to reboot from CD
>> first. Now I'm back to not being able to reboot and can get as far as the
>> 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 still can't boot to safe mode either. What in the world is going on?
>> Could it be a problem with the CD player? I don't have any conflicts in
> the
>> hardware devices, and systems doesn't show any troubled hardware. It
> seems
>> I'm the only one troubled! Or is this how computers die a slow death? Do
> you
>> have anything else I could try? Much appreciation for all your help.
> Kathy
>>
>>
>>
>> "Pegasus (MVP)" wrote:
>>
>>> This thread is getting rather puzzling. Four hours ago you reported
>>> that you were unable to go through a repair process, because the
>>> machine would not boot from a CD. Now you say that you
>>> re-installed Win2000. How could you do this with a machine
>>> that refuses to boot from the CD drive? Did you wave your
>>> magic wand?
>>>
>>>
>>> "Kathy" <Kathy@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
>>> news:8C2587C1-7F60-422A-B7AB-93E7116515D7@xxxxxxxxxxxxxxxxxxxx
>>>> Well, everything checked out OK, including the CD, so I had no choice
> but
>>> to
>>>> start over AGAIN! This time, after getting win2k reinstalled, I
> created
>>>> a
>>>>> new profile for my sister with administrator rights. Then I logged on
> as
>>>> my
>>>>> sister and proceeded to do the windows updates first thing. So far, so
>>>> good.
>>>>> At least I made it through SP4 this time. I'm learning more and more
> all
>>>> the
>>>>> time. Thanks for all the help – it helps me learn! Kathy
>>>>>
>>>>> "Pegasus (MVP)" wrote:
>>>>>
>>>>>> This is getting a little dicey. You're basically reporting that your

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>>>> PC does not boot from the CD, even though you have set the
>>>> BIOS to do so. We're now on a different track: Trying to figure
>>>> out what's going on with your CD drive. I would do this:
>>>>
>>>> 1. Make doubly sure that the BIOS is set to boot from the CD drive.
>>>>
>>>> 2. Watch the BIOS boot messages. When it reports the size of your
>>>> hard disk, does it report the CD drive? You can pause the boot
> process
>>>> by pressing the Pause key on the keyboard so that you have time to
>>>> read the messages. Any other key will cause the process to resume.
>>>>
>>>> 3. When you boot the machine with the Win2000 CD, you're supposed
>>>> to see a message for about two seconds. It says "Press any key to
> boot
>>>> from the CD" or words to this effect. The message is easily
> overlooked!
>>>>
>>>> 4. To test your CD drive, download a Win98 boot diskette from
>>>> www.bootdisk.com. When you boot the machine with this diskette
>>>> then it loads a CD driver that lets you examine the contents of your
>>>> Win2000 CD. Does this work on your machine.
>>>>
>>>> 5. If item 4. above fails, replace the CD drive. They are cheap.
>>>>
>>>>
>>>> "Kathy" <Kathy@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
>>>> news:8E4CCBB7-86CD-42FD-B220-B4BF4A63EFE5@xxxxxxxxxxxxxxxxxxxx
>>>>> I'm back.....Bios is set to boot from CD first. I put her win2k
> cd in
>>> and
>>>>> end up at the black screen with "Starting Windows.....For
>>> troubleshooting
>>>>> and advanced startup options for Windows 2000, press F8". Of
> course
>>>>> nothing
>>>>> happens when I press F8 as before. Previously I did make a Win2K
>>>>> Emergency
>>>>> Repair floppy, and also made the 4 Win2k setup floppies. Can
> these
>>> help?
>>>>> Thanks. Kathy
>>>>>
>>>>> "Kathy" wrote:
>>>>>
>>>>>> Ok, I have to go get her disk. I'll post back after I try
> "repair".
>>>>> Thanks.
>>>>>> Kathy
>>>>>>
>>>>>>> "Pegasus (MVP)" wrote:

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>>>>>>>
>>>>>>> Your system is obviously damaged. The next step is to repair
> it by
>>>>> using the
>>>>>>> inbuilt repair facility:
>>>>>>>
>>>>>>> 1. Boot the machine with your Win2000 CD. You must instruct
> the
>>> BIOS
>>>>> to boot
>>>>>>> from your CD drive.
>>>>>>> 2. Select "Repair" when prompted.
>>>>>>> 3. Select "Emergency Repair" when promptd.
>>>>>>> 4. Select "Perform all repair options".
>>>>>>>>
>>>>>>>> Additional options are available if this does not fix your
>>> problem.
>>>>>>>>
>>>>>>>>
>>>>>>>> "Kathy" <Kathy@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
>>>>>>>>> news:C144EDCD-9EBE-45C8-B306-F98453CCA28A@xxxxxxxxxxxxxxxxxxxx
>>>>>>>>> Ok...I tried booting into "Last known good configuration".
> I
>>> get as
>>>>> far
>>>>>>>> as
>>>>>>>>> the black screen with "Starting Windows" and "For
>>> troubleshooting
>>>>> and
>>>>>>>>> advanced startup options for Windows 2000, press F8". I
>>> press
>>>>> F8,
>>>>>>>>> nothing
>>>>>>>>> happens. What can I try next? Thanks. Kathy
>>>>>>>>>
>>>>>>>>> "Pegasus (MVP)" wrote:
>>>>>>>>>
>>>>>>>>>> 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

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◇ From: Pegasus \(\MVP\)

• **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!**
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