

## Re: XP shutdown since installing SP2

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*Source:*

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.accessibility/2005-04/msg00204.html>

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- *From:* "Michael Solomon \ (MS-MVP)" <[user@#notme.com](mailto:user@#notme.com)>
  - *Date:* Wed, 13 Apr 2005 15:22:20 -0700
- 

I was able to open that article. Try this, go to the Knowledge Base website:

<http://support.microsoft.com/search/?adv=1>

Then, try to access the article directly from there or try this link to the article:

<http://support.microsoft.com/default.aspx?scid=kb:en-us:326841>

If all of the above fail, let's try some other things that might resolve the issue. Start by checking the websites of your various manufacturer's of your hardware, graphics card, soundcard, printer, scanner, etc. and check the sites for the latest XP drivers for your various devices and see if that resolves the issue as often, this type of issue can be traced to a driver that needs updating.

Remember, you installed SP2 and that changed the operating system environment, hence, various drivers and possibly even some of your software may need updating as well.

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In memory of our dear friend, MVP Alex Nichol.

Michael Solomon MS-MVP

Windows Shell/User

<https://mvp.support.microsoft.com/communities/mvp.aspx>

Backup is a PC User's Best Friend

DTS-L.Org: <http://www.dts-l.org/>

"andy100100" <[andy100100@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:andy100100@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)> wrote in message

<news:1677BDFE-B4CE-4139-8B1E-D7FAAAE4F947@xxxxxxxxxxxxxxxxxxxx>

> Michael - Terry Please try to load this fix Q307274. This supposed to be

> the

> fix I need I cant load it

>

>

> "Michael Solomon (MS-MVP)" wrote:

>

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>> It's there, I just tried it.  
>>  
>> Try this, open Internet Explorer, go to Tools, select Internet Options,  
>> on  
>> the General tab, click Delete Cookies, Delete Files (accept the option to  
>> Delete all offline content) and click Clear History) and try the site  
>> again.  
>>  
>> If you still fail to reach the site, make sure you can reach other sites.  
>> Then check go be sure you don't have any security setting that might be  
>> blocking the site. If you still can't get there, please post the exact  
>> contents of the message you receive.  
>>  
>> --  
>> In memory of our dear friend, MVP Alex Nichol.  
>>  
>> Michael Solomon MS-MVP  
>> Windows Shell/User  
>> <https://mvp.support.microsoft.com/communities/mvp.aspx>  
>> Backup is a PC User's Best Friend  
>> DTS-L.Org: <http://www.dts-l.org/>  
>>  
>>  
>> "andy100100" <andy100100@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message  
>> [news:31E4AF52-0E01-4E92-B060-1ED381C8325E@xxxxxxxxxxxxxxxxxxxx](mailto:news:31E4AF52-0E01-4E92-B060-1ED381C8325E@xxxxxxxxxxxxxxxxxxxx)  
>> > Thanks for your help. The other suggestion from Michael Solomon, was  
>> > good  
>> > but  
>> > the specific page on "XP hangs on shutdown" would not load or was not  
>> > there.  
>> > Michael can you help with this please  
>> >  
>> > "trapped" wrote:  
>> >  
>> >> you can remove sp2 under add remove programs in control panel  
>> >>  
>> >> "andy100100" wrote:  
>> >>  
>> >> > Many thanks will do!  
>> >> >  
>> >> > "Michael Solomon (MS-MVP)" wrote:  
>> >> >  
>> >> > > Please check the following website for help with this issue:  
>> >> > > <http://aumha.org/win5/a/shtdwnxp.htm>  
>> >> > >  
>> >> > > --  
>> >> > > In memory of our dear friend, MVP Alex Nichol.  
>> >> > >  
>> >> > > Michael Solomon MS-MVP  
>> >> > > Windows Shell/User  
>> >> > > <https://mvp.support.microsoft.com/communities/mvp.aspx>



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