

Re: cannot access the window xp home edition

Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.accessibility/2006-01/msg00073.html>

- *From:* Sharon F <sharonfDEL@xxxxxxxxxxxx>
 - *Date:* Mon, 16 Jan 2006 21:45:37 -0600
-

On Mon, 16 Jan 2006 04:36:04 -0800, ador wrote:

- > Dear Sharon F,
- >
- > First thanks for replying to me. I will answer all your questions and give
- > more information that can help you to help me. thanks again. :)
- >
- > Q: Is this sequence unusual for your system?
- > A: Yes, because I have not set any passwords for me to log on to my windows.
- >
- > Q: What happens when you try to log on with it?
- > A: When i click on the account name, the computer plays the opening tune and
- > then immediately it plays the closing tune, and the welcome screen remains
- > with the name box of logging into the program.
- >
- > Q: Has service pack 2 been installed yet?
- > A: I have windows xp home edition. no service packs.
- >
- > I want also to inform you about the following:
- > I was trying to clean my laptop from some viruses (win32.pador.u or
- > win32.show.u) and was doing the cleaning with Kaspersky Professional. Before
- > I started cleaning with kaspersky, I was advised to turn off the system
- > restore, for the viruses not to reproduce themselves.
- >
- > So I turned off the the system restore. I did the cleaning with kaspersky,
- > which did not clean all the viruses. I tried to clean the trojans with spy
- > sweeper which it couldn't finish the cleaning. Then I turned my computer off,
- > thinking to continue the next day.
- >
- > the next day, when I tried to turn my computer on, I got the welcome screen
- > with all the details which I already described to you. I tried to boot the
- > system by means of the windows xp home edition installation cd but it
- > couldn't start from it. I tried with the help of F8 to start with "the last
- > known good configuration", but in vain. I tried in safe mode but without
- > sucess. So I am lost now.
- >
- > I appreciate any help you can give me in order to get my old desktop back,
- > because I have some very important docs which I don't want to lose.

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>
> I thank you again for your help.
>
> ador

Okay, the virus problem or the cleaning of the virus is most likely related to not being able to log on. This would not be unusual.

I don't understand antivirus programs recommending to disable system restore right away. It makes sense to do this after the virus has been cleaned but when done before, you've just tossed out a tool that could be useful if the cleanup fails as it did in your case. Sure the virus would still be there, but you would get another chance at trying to clean it. Once clean, then dump old restore points that might be harboring archives of the virus. This is a personal gripe of mine against the antivirus programs (just about all of them recommend immediate removal of restore points) and doesn't help you much at the moment. Anyhow...

I tried looking up the viruses using the names you gave here but am not finding anything at Kaspersky's site or anywhere else. Reason I went looking for this: Sometimes the description of the virus includes additional instructions for cleaning. Sometimes you get an idea of how the virus attacks – what files might be need to be replaced during or after the cleanup efforts.

Since I can't find anything specific, all I can do is give you general suggestions:

- You could try calling Kaspersky's tech support or Microsoft's free help line for assistance with cleaning the virus.
- You could drop off the machine to a shop where they do this kind of thing routinely. Be sure to pick a reputable shop. AND remind them to save your data files if at all possible.
- You could try the "blazefind" directions for regaining the ability to log back on to the system. Blazefind is a type of malware that alters a portion of the registry. The results are the same as what you're experiencing – logging on, only to be logged right back off again. MVP Rick Rogers has written up some nice directions on how to check this portion of the registry. You may not find exactly what he has detailed but you do want to check that the registry line that controls user initialization is intact. It should state:

C:\WINDOWS\system32\userinit.exe,

The comma at the end is intentional and important. Some OEMs install Windows to a WINNT folder instead of one named Windows. If that's the case on your system, your line should read
C:\WINNT\system32\userinit.exe,

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This will only help if the virus tampered with this portion of the registry but it's worth a try.

If no luck, you could try a repair install. Here's a link to an article that has directions for doing this:

How to perform an in-place upgrade (reinstallation) of Windows XP

<http://support.microsoft.com/default.aspx?scid=kb:en-us:315341>

NOTE: If this completes, the system will still not be clean but you can at least grab copies of your data (music, photos, documents, etc). Then start again on trying to get the system clean.

If a repair install won't complete, there is another alternative: Creating a parallel install. This is installing a second copy of Windows on the same hard drive/partition or on a different drive/partition. Again, the main goal of doing this is simply to grab your personal files. Also, this install is not intended to be permanent. It's a temporary measure to regain access to your data before going any further. Directions for doing this can be in the section "Install Windows XP to a new folder" in this article:

How to install or upgrade to Windows XP

<http://support.microsoft.com/kb/316941/en-us>

At this point, you'll need to decide if you're going to continue trying to clean the viruses or if you're going to wipe the machine and reinstall everything.

Finally: After you get all of this sorted, *please* consider installing Service Pack 2. This is not a typical service pack with a bunch of hotfixes rolled up in one big package. It is a major reworking of Windows security and can help to keep your PC safer online. I don't know if you're aware of this but you can order the service pack for free from MS. There is a link to do so at this site:

<http://support.microsoft.com/gp/windowsxpsp2>

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Sharon F

MS-MVP ~ Windows Shell/User

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• *Follow-Ups:*

◆ ***Re: cannot access the window xp home edition***

◇ *From:* ador

• *References:*

◆ ***Re: cannot access the window xp home edition***

◇ *From:* Sharon F

◆ ***Re: cannot access the window xp home edition***

◇ *From:* ador

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