

## Re: boot issues with xp home

**Source:**

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.basics/2004-02/4933.html>

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**From:** Walter Clayton ([w-claytonNO\\_at\\_SPmvpsAM.org](mailto:w-claytonNO_at_SPmvpsAM.org))

**Date:** 02/29/04

Date: Sat, 28 Feb 2004 22:45:49 -0500

DOS can't read NTFS.

If safe mode is failing then something has screwed up royally (and yes that's a technical term :-).

Two issues to address. First off, if this is current OEM hardware (implied by Dell running XP) then you'll have to hit one of the function keys (displayed during BIOS post although in some instances only after a hard power on rather than reset) to boot the CD. However in this instance, you probably don't want that since most OEMs provide restore images only so you'll wind up blowing your data away.

Second issue is the heart of the matter. Addressing that's going to be tricky. Try safe mode command prompt. If that will come up then change directory to windows\system32\restore and run rstrui. See if you can restore back to when the fault occurred.

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Walter Clayton - MS MVP(WinXP)

Associate Expert

<http://www.microsoft.com/windowsxp/expertzone>

Any technology distinguishable from magic is insufficiently advanced.

<http://www.dts-l.org>

"huntclan" <[huntclan@comcast.net](mailto:huntclan@comcast.net)> wrote in message

news:el727598.0402281038.1bed1b5f@posting.google.com...

> Hi Rob,

> The list freezes and doesn't go anywhere... I've waited.

> I haven't made any changes to the system - just working on html, psd,

> and doc files. It was running fine the night before... and I had left

> it on (with the modem off).

>

> I'm thinking I can get a boot disk from bootdisk.com for Windows98

> which will allow me to copy in dos, right? I will be trying this this

> afternoon. Please correct me if I am wrong... Thanks.

> Jenni

>

> "Rob Elder, MVP-Networking" <[relder@thisisnotcorrect.com](mailto:relder@thisisnotcorrect.com)> wrote in message

> news:<#unzW4f\$DHA.3804@TK2MSFTNGP09.phx.gbl>...

>> Boot to safe mode. The list you described is normal, just be patient.

>>

>> Once in safe mode, you can copy your data. But that isn't going to fix

>> the

microsoft.public.windowsxp.basics: Re: boot issues with xp home

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>> problem.
>>
>> Have you recently made any changes to your system?
>>
>> "huntclan" <huntclan@comcast.net> wrote in message
>> news:e1727598.0402272035.3b9b2318@posting.google.com...
>> > I left my computer on the other night and the next morning it was
>> > running a scandisk. It found a few errors and fixed them... then, it
>> > restarted the computer. It went to a black screen that said something
>> > like,
>> > "Windows was not shut down properly... blah... blah... and gave me the
>> > option to
>> > 1)restart in safe-mode
>> > 2)safe-mode (networking)
>> > 3)Using Last Windows configuration
>> > 3)Use normal windows
>> > I tried safe-mode, and it just listed a bunch of files in dos then
>> > stopped. So I restarted the computer. It went straight to this black
>> > screen again. I tried, "using last configuration" and it had the
>> > Windows xp start-up screen, then went to scan disk. It didn't find any
>> > errors... but restarted itself after the scandisk was complete. AGain,
>> > brought me to the black screen. This time, I selected normal windows.
>> > Same thing... scandisk, no errors, restart, black screen.
>> >
>> > I got out my Windows xp disk and put it in the CD Rom. I went to the
>> > BIOS and changed the settings so it would boot from the CD. Turned off
>> > the computer... turned it back on - same thing. It doesn't even look
>> > like it is reading from the CD. The light comes on the drive at the
>> > beginning (when turning the computer on)... but, that is it.
>> >
>> > I called tech support (Dell)... I don't think they even understood my
>> > problem.
>> >
>> > Any suggestions would be GREAT! The big problem is that I was having
>> > some backup issues right before this happened and didn't get my stuff
>> > backed up - YIKES. At the very least, is there anyway I can move those
>> > files to a floppy outside of windows? Can I get to a dos prompt when
>> > the computer starts up??
>> >
>> > Thanks so much!!!
>> > Jenni
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