

## Re: Windows XP crash. Error message only flashes for a second. Boots in safe mode

**Source:**

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.basics/2004-06/1810.html>

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**Date:** 06/10/04

Date: Thu, 10 Jun 2004 10:35:38 -0700

"Tim" <anonymous@discussions.microsoft.com> wrote:

>Well, the last thing I installed was the Service Pack one  
>update for Windows XP but it dind't crash til after 2  
>reboots. I'm not sure how to fix the boot sector (or what  
>it exactly is) as I'm a total novice. If you mean the  
>BOOT.INI in the msconfig menu, the soft mode box is  
>unchecked. I can't run my virus program while in safe  
>mode but my last scan was after the latest installation  
>and no viruses were found. I do have continous spy  
>ware/mal wear problems that I have to run Ad aware and spy  
>bot S and D several times a day >Thanks, >Tim

Tim, this may be it & it may not be it. If you are a total novice, and you telling me you are getting service pack 1 suggests just starting out too, then you might have picked up some kind of virus or worm by just logging onto the Internet & being there. It only takes a few seconds! This can happen if you are not running a "firewall".

If you are running a firewall, then ignore the rest of this reply.

1st, you need to enable your XP firewall. You must always run with a firewall when connecting to the Internet. Why Windows XP does not come default with the firewall engaged is the stupidest thing.

Enabling it might even let you boot normally, but I doubt it at this stage. To enable XP's firewall, go into

start\control-panel\network-connections.

Right click on what is in there (you are using dial-up? right click on that), then go to "advanced". Then check the box that says "protect this computer bla bla bla".

Now if you can go to Windows updates in safe mode, do it to make sure you have gotten all of the "critical" updates (don't worry about the non-critical updates). If there are lots of critical updates, only

microsoft.public.windowsxp.basics: Re: Windows XP crash. Error message only flashes for a second. Boots in safe mo

get one or two at a time, in order, and install them, then go back & get more.

You say you cannot engage your anti-virus software in safe mode. Again, I don't know what the limitations are, but if you can get on the Internet in safe mode, then go to a web site, like "Symantec" (Norton). Somewhere there, you can find a page that will check your computer from their web site. Have it check for worms & viruses. if you have something, it should offer a fix for it too. (no charge).

Big Mac