

Re: System Restore Crash

Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.basics/2004-11/2817.html>

From: jel183\ (UK\) (*nospam_at_myhome.com*)

Date: 11/24/04

Date: Wed, 24 Nov 2004 21:32:16 -0000

Thanks for your comprehensive reply, the problem is I can't get it to boot into windows by any means, it restarts itself at the Windows XP loading screen (I don't know its correct title but its the one with the scrolling green bar). I take it from what you say a 'repair' from another XP CD will not work – so a factory reset using the PC's restore disk is my only option?

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HTH - Any Advice Appreciated - Please Reply To Newsgroup Only
jel183(UK)

"Michael Solomon (MS-MVP)" <user@notme.com> wrote in message
news:%23tcQFmm0EHA.3368@TK2MSFTNGP10.phx.gbl...

> No you couldn't as that would require the CD key and when not only tie the
> system to that version of XP but would then cause a problem for the
> current owner of that version of XP.

>

> Try the following:

> If your system is clear of viruses, open Control Panel, open System, go to
> the Advanced tab, click Settings under Startup and Recovery, remove the
> check from "Automatically Restart" under System Failure. This will cause
> the system to blue screen instead of restarting on errors and the
> information on the blue screen may give a clue as to the source of the
> issue.

>

> Open Control Panel, open Administrative Tools, open Event Viewer, look for
> errors corresponding to the crash, double click the error, the information
> contained within may give a clue as to the
> source of the problem. If you don't understand the information inside,
> the
> third button down in that dialog box will copy the information,
> you can then paste it into a message and post it here and maybe we can
> figure out what is going on.

>

> Assuming you have an XP CD and not a recovery CD, place the XP CD in the
> drive, when the setup screen appears, select "Check System Compatibility,"
> the report it generates may point to problem hardware or software on your
> system. If you do not have an XP CD, you can download this application
> known as the Upgrade Advisor from the following site:

> <http://www.microsoft.com/windowsxp/pro/howtobuy/upgrading/advisor.asp>

> Note: If you have access to a broadband connection it might be best to
> download using that as this is a rather large download.

>

> Check for the latest drivers for your hardware, especially your graphics
> card and soundcard and all peripherals connected to your system. Do not
> use

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> Windows Update for this, go to the device manufacturer's web sites and if
> you install updated drivers, ignore the message about drivers being
> unsigned
> by Microsoft. *Before installing any drivers, be sure you are well backed
> up and it's probably a good idea to manually create a restore point in
> System Restore in case you have problems as a result of the driver update
> and note, System Restore is not a substitute for a backup. Start\All
> Programs\Accessories\System Tools\System Restore
>
> Failing that, having an actual XP CD is a good investment for any computer
> owner for just such purposes as you describe. Also, assuming you get
> things functional again, teach this person about backups. Assuming they
> have all their application disks, they need only back up their data files
> but this incident should be a lesson to them about the importance of
> having their data backed up. It is very empowering and even with an XP
> CD, a repair install can fail and if it does, the only option is usually
> to wipe the drive and start over which would delete all files on the
> drive.
>
>
> --
> Michael Solomon MS-MVP
> Windows Shell/User
> Backup is a PC User's Best Friend
> DTS-L.Org: <http://www.dts-l.org/>
>
> "jell183(UK)" <nospam@myhome.com> wrote in message
> news:OhIy3Bk0EHA.3840@tk2msftngpl3.phx.gbl...
>> Friend of mine was having modem problems on he 'Tiny' XP Home machine...
>> I attributed some of her problems to spyware etc. So I attempted to
>> install Adaware and Spybot, both of which failed. My next line of attack
>> was to try system restore back to a time when the modem was working ok.
>> During the SR process the machine rebooted as far as the XP Home screen
>> and then shut itself down. The machine now keeps restarting at this
>> point. I have tried it in Safe Mode and LKGC both of which fail - in
>> fact I have tried every option on the advanced options screen.
>>
>> I have considered a repair install but it is an OEM installation and the
>> recovery disk only gives a factory reset option, which the tech guy said
>> would wipe all the files. I cannot do this as she as some files on the HD
>> whch have not been backed up (now she tells me!!!). My only option at the
>> moment is to have the files recovered professionally then to a factory
>> reset.
>>
>> Could I try a repair install using an ordinary XP Home disk?
>>
>> OR is there anything else I could do...?
>>
>> --
>> HTH - Any Advice Appreciated - Please Reply To Newsgroup Only
>>
>> jell183(UK)
>>
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