

Re: XP Pro – reboot loop

Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2004-06/11480.html>

From: Kelly (kelly_at_mvps.org)

Date: 06/11/04

Date: Thu, 10 Jun 2004 22:28:57 -0500

Hi,

Try hitting the Escape button during the boot process. Also, while in Safe Mode check to see that /Safeboot isn't selected under Start/Run/Msconfig/Boot.ini.

Other options/checkpoints to consider:

How to Perform a Clean Boot in Windows XP

How to Use Clean Boot Troubleshooting for Windows XP

How to Troubleshoot By Using the Msconfig Utility in Windows XP

http://www.kellys-korner-xp.com/xp_conflicts.htm

How to Recover from a Corrupted Registry that Prevents Windows XP from Starting

<http://support.microsoft.com/default.aspx?scid=KB:en-us;q307545>

How to Disable a Service that Prevents Windows XP from Booting

<http://support.microsoft.com/support/kb/articles/q244/9/05.asp>

Use System Files to Create a Boot Disk to Guard Against Being Unable to Start Win XP

http://www.kellys-korner-xp.com/xp_setup.htm

By default when WinXP encounters a system failure, it reboots without warning. The setting that controls this can be changed:

Control Panel/System/Advanced/Settings (Startup & Recovery)/System Failure/Uncheck–Automatically Restart.

You can use Event Viewer to view and manage the event logs, gather information about hardware and software problems, and monitor Windows security events.

To view the event log: Administrative Tools/Event Viewer or Start/Run/eventvwr.

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To review Shutdown Event Tracker data, Open Event Viewer. Click System Log, scroll to the Event column, and find entries with the number 1075.

HOW TO: View and Manage Event Logs in Event Viewer in Windows XP

<http://support.microsoft.com/default.aspx?scid=kb:EN-US:q308427>

And also:

Go to Start/Run/Msinfo32/Hardware Resources, Components/Problem Devices and Software Environment/Windows Error Reporting.

Go to Help and Support/Pick a Task (left side)/Use Tools to view.../(left pane)My Computer Information/(right pane)View the status of my system hardware and software/Hardware/Update and Troubleshooters.

How to Troubleshoot Hardware and Software Driver Problems

<http://support.microsoft.com/default.aspx?scid=kb:en-us:Q322205>

Try running the DirectX Tool: Start/Run/Dxdiag, Lower Hardware Acceleration (Display/Settings/Advanced/Troubleshoot/Hardware Acceleration). Check System Info for problematic issues: Start/Run/Msinfo32/Hardware Resources and Components/Problem Devices and Software Environment/Windows Error Reporting.

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All the Best,
Kelly

Microsoft-MVP Windows® XP

2004 Windows MVP "Winny" Award

Troubleshooting Windows XP

<http://www.kellys-korner-xp.com>

Taskbar Repair Tool Plus!

<http://www.kellys-korner-xp.com/taskbarplus!.htm>

"TLW" <tlw@oceanlighthouse.com> wrote in message
news:eHcQN81TEHA.3528@TK2MSFTNGP12.phx.gbl...

> XP Pro has been installed and running fine on new hardware (retail
> Intel
> P4, Intel mainboard, Crucial memory, retail IDE hard disk, Enlight P4
> chassis) for several months. The end-user reports "no problems",
> "everything working great" and "shutdown normally" before lunch.
> Suddenly,
> on return from lunch and cold boot, the following problems appeared:
> The workstation goes to the Windows XP Pro startup screen, then a blue
> screen flashes by and it starts a reboot. It goes into the Safe Mode
> screen
> . . . but if Safe Mode (any variety) is selected, it goes back to the Safe
> Mode screen. If Normal boot is selected from the Safe Mode screen, it
> goes
> to the Windows XP Pro startup screen . . . then reboots, etc. . . . an
> endless loop.
> The blue error(?) screen is so fast, we cannot catch more than possibly
> the word "problem".
>
> Can someone advise if this sounds like hardware, virus, or something
> else and what approach to take to restore function of the system or
> troubleshoot?
>

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> Thanks
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