

## windows wont start

**Source:**

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2004-06/2342.html>

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the probelm is, none of the boot options work. not safe mode, not last good configuration, nothing. i need some way to get into the computer without starting windows, retrieve the two files, and then basically wipe the hard drive and reformat. any ideas?

>-----Original Message-----

>Two things you may want to try: either boot into safe mode and uninstall Norton or boot to last known good configuration. I would try the latter one first. This will take you back to your last good logon.

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>

>>-----Original Message-----

>>A few days ago, I came home to find my computer more or less non-functioning. The taskbar and desktop icons had disappeared, and some of the running programs had shut down (but not all of them). There was a message on the screen stating that there had been a problem or error of some sort with symantec anitvirus and the computer had to

>>shut down. I clicked ok, and several minutes later nothing had changed. So I attempted to restart using ctrl alt del, which was also unsuccessful. As the task bar was gone, I couldnt shut done using windows, and the start menu keys appeared to be diasabled as well. Finally I had to turn off without shutdown. I then tried to start up, and now the computer is stuck in a cyclë: it attempts to restart, goes to a black menu stating that start up failed, would I like to try to start normally, or in last good configuration, or in one of the safe modes? There is

>>also a 30sec countdown to restart normally. None of the  
>>options work. They all attempt to start, then flash a  
>>blue screen too quickly to read (although we have  
>managed  
>>to make out a few words, namely anti virus, run, and  
>>failed), then it shuts off and starts over with trying  
>>again and going to the same black screen with the  
>original  
>>options. I have also tried all the f8 options, all of  
>>which do the same cycle to the blue screen and then to  
>the  
>>black. The countdown on the black also does the cycle.  
>>  
>>In the week leading up to this, I had recieved several  
>>times upon startup the box saying windows had recovered  
>>from a serious error. I sent the error report, and was  
>>told by microsoft that the problem had to do with the  
>>synaptics touch pad (it is a laptop), although the touch  
>>pad seemed to be functioning normally. All virus scans  
>>came up clear the day before. I have been advised that,  
>>since my virus definitions weren't up to date, although  
>I  
>>used an online virus scan, that one still could have  
>>slipped through.  
>>  
>>I am running XP home. Thank you so much for any help or  
>>tips you can give. The main objective is, I need to  
>>retrieve 2 files, and then I can simply restore the  
>>system. If I can somehow obtain the 2 files, I don't  
>care  
>>if the only option is to reinstall windows. So, if  
>anyone  
>>has any ideas on how to get to those files (they are in  
>my  
>>documents), I would be very grateful.  
>>  
>>Thanks again! Please feel free to email the given  
>address  
>>with any and all suggestions.  
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