

## RE: SP2 unable to reboot

**Source:**

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2004-08/34227.html>

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**From:** Impi (*Impi\_at\_discussions.microsoft.com*)

**Date:** 08/28/04

Date: Fri, 27 Aug 2004 17:55:03 -0700

This page is of little use. I am having the same problem as Sam with the same message. The only offered solution on the linked page it to boot in safe mode, which is not possible with this fault. I have contacted MS support and after 4 days of one answer a day have gotten exactly nowhere.

Boot in safe, does not work. Booting from the XP disk I have (home version) does not work, it does not seem to be a boot disk.

My conclusion is that MS has no clue what to do. I am now so damaged, I will have to go purchase a hard drive and a full version of XP Pro and use my original HD as a secondary drive in the hopes that I can salvage the data on the original HD. Oh well, another \$300 right down the crapper.

"Vikas Ahuja [MSFT]" wrote:

> *some other user posted this link for such problems:*  
> [http://www.michna.com/kb/WxSP2.htm#Boot\\_problems\\_after\\_Service\\_Pack\\_2\\_installation](http://www.michna.com/kb/WxSP2.htm#Boot_problems_after_Service_Pack_2_installation)  
>  
> "Sam" wrote:  
>  
>> *I downloaded SP2 for WinXP from the Microsoft website and*  
>> *installed it on my DELL PC. After the installation was*  
>> *complete successfully I was prompted to restart. When I*  
>> *restarted my computer I get this message.*  
>>  
>> *"stop: c0000135 {Unable to locate Component}*  
>> *This application has failed to start because winsrv was*  
>> *not found. Re-installing the application may fix this*  
>> *problem."*  
>>  
>> *I also tried to restart in safe mode still the same message*  
>>  
>> *I would really appreciate if somebody could help me out.*  
>>  
>> *Thanks*  
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