

## Re: xp random reset-cause????

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*Source:*

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2005-06/msg14806.html>

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- *From:* "Nepatsfan" <[nepatsfan@xxxxxxxxxxxxx](mailto:nepatsfan@xxxxxxxxxxxxx)>
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bry25\_uk wrote:

> I'm running XP home ed SP2, complete with all updates. For  
> some reason my PC resets totally at random, it could be 10  
> minutes or 2 days. I haven't recently installed any s/ware  
> that I know of, or can connect it with anything else. Is  
> there a program that I can leave running in the background  
> that will be able to make a record of the program/process  
> that is causing it. I have norton antivirus(up to date) and  
> norton firewall(up to date). HOWEVER , when I run a FULL  
> SYSTEM SCAN, it does reset. I have run several on line virus  
> scans(symantec & mcafee) and all come back negative.  
> please help  
> thanks  
> Bryan

You might want to do the following:

Go to Start -> Control Panel and double click on System.

Click on the Advanced Page.

In the Startup and Recovery section, click on the Settings button.

Remove the check mark in the box next to "Automatically restart".

Click OK twice.

Now, hopefully, when your computer shuts down you'll see a blue scree that contains information that may help you troubleshoot this problem. If that happens, create a new thread and include all the pertinent info that is contained in the error message.

You can also look here if you get a specific error message:

<http://aumha.org/win5/kbestop.htm>

Next, take a look in Event Viewer:

Go to Start -> Run and enter eventvwr.msc in the Open box.

Click OK.

Right click on Application and select Properties from the drop down menu.

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Click on the Filter tab.

Remove the check mark from the box next to Information.

Click OK.

See if there are any entries that coincide with this problem.

Do the same for System.

Good luck

Nepatsfan

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• **References:**

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◇ From: bry25\_uk

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