

Re: Repair XP Home need advice

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In news:OXjCYpSKGHA.3352@xxxxxxxxxxxxxxxxxxxxxxxx,
Fred Marshall <fmarshallx@xxxxxxxxxxxxxxxxxxxxxxxx> replied with a ;-)

I'm working on an old hp laptop that has Windows XP Home installed. It stopped booting at the light blue Windows splash screen with the small windows logo (not the black screen with the larger Windows logo). No efforts to repair worked so I tried to do a Repair Install with a handy XP Home CD. That attempt failed when the install refused to accept the CD key from the computer. Now the process seems to be stuck in the middle of the install – after each reboot.

I'm stuck. What might anyone recommend so I can rebuild this computer from scratch?

There are no recovery CDs. hp doesn't have them any longer. They are only available (maybe) from a 3rd party now.

Thanks,

Fred

You have only limited options you will likely get from this newsgroup; and it is really the only realistic foolproof way to insure you get a valid safe way to get your computer working again.

Since your laptop obviously shipped with a means to restore to the original shipped state; and you have lost, misplaced, or aliens vaporized them to discredit HP and terrorize you, you will need to:

1. Find someone with a HP computer from the same model and they are willing to allow you to make a copy of the CD. The CD does not contain anything that would identify an individual computer or user. The CD is only unique to the bios and will only accept a OEM Product Key located on the computer case containing the correct hardware associated with the OEM product key.
2. Purchase a upgrade version of the desired XP version if you have a qualifying Win9X/Me CD or even floppies if Win 9x.

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3. Purchase a Retail Full Version of XP
4. Purchase a OEM version and do a clean install.
5. To retrieve your data, you should either remove the hard drive and let a professional data retrieval service retrieve your data, or remove the drive and install it as a slave drive on another computer. You should be able to retrieve your data and back it up to the media of your choice.
6. For any dubious advice you get about downloading from unknown sources, make sure you have valid backups and monitor your financial transactions and identity information very closely.

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