

# Re: need help!!!!

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*Source:*

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2006-12/msg07729.html>

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- *From:* "Rock" <[rock@xxxxxxxxxx](mailto:rock@xxxxxxxxxx)>
  - *Date:* Tue, 19 Dec 2006 12:15:51 -0800
- 

"Qnguyen" wrote

Thanks, I also try rstrui.exe but it only show a window with white blank content.

Here is my history. The computer was running ok on last friday. I shutted it down. It went to option update windows and shutdown. I clicked on that, then left the office. I came back on Monday, turned on computer then tried to logon. It let me log on but as I said there is nothing on desktop (icon or task bar) except the wall paper.

"Rock" wrote:

"Qnguyen" wrote

> What I mean is when I log into safe mode the background of the screen > is  
> black with safemode around the border. There is no thing (no icon) on  
> desktop  
> neither the toolbar. So I am not able to explore, to run, or do > anything.  
> The problem is window let me to login but I am not able to do anything.  
> Thanks

>  
> "Rock" wrote:

>  
>> "Qnguyen" wrote

>>> Thank you for help, but It is the same with the normal mode. As I >>>  
say

>>> that

>>> I

>>> am able to login windows but on the monitor there is only wallpaper.

>>> All

>>> desktop icons and toolbars are not shown. It is the same with >>>  
safemode.

>>>

>>> "Rock" wrote:

>>>

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>>>> "Qnguyen" wrote  
>>>>  
>>>>> our windows xp have not load anything when we try to login. Only  
>>>>> a  
>>>>> wall  
>>>>> paper  
>>>>> without anything on desktop and taskbar. Does anyone know any >>>>  
>>>>> idea  
>>>>> bout  
>>>>> this. How to fix this. Thank you very much.  
>>>>>  
>>>>> What is the history of this problem? When did this start – was it  
>>>>> sudden?  
>>>>> What changes were made to the system right before this problem  
>>>>> happened?  
>>>>> What is the malware status of the computer?  
>>>>>  
>>>>> Can you boot into safe mode? Restart the computer, when the BIOS  
>>>>> splash  
>>>>> screen disappears repeatedly tap the F8 key to bring up the >>>>>  
Advanced  
>>>>> Options  
>>>>> menu, highlight Safe Mode and press enter. Does that work? If so  
>>>>> from  
>>>>> safe  
>>>>> mode do a system restore to before the problem started. Start | >>>>>  
Help  
>>>>> and  
>>>>> Support | System Restore.  
>>>>>  
>>>>> If that doesn't work post back with the answers to the above >>>>>  
questions  
>>>>> and  
>>>>> the results of your troubleshooting so far.  
>>>>>  
>>>>> Malware Removal  
>>>>>  
[http://www.elephantboycomputers.com/page2.html#Removing\\_Malware](http://www.elephantboycomputers.com/page2.html#Removing_Malware)  
>>>>>  
>>>>> THE PARASITE FIGHT  
>>>>> Finding, Removing & Protecting Yourself From Scumware  
>>>>> <http://aumha.org/a/parasite.htm>  
>>>>>  
>>>>> Richard Harper s Guide to Cleaning Pests  
>>>>> <http://rgharper.mvps.org/cleanit.htm>  
>>>>>  
>>>>> Also it is wise to put a subject for your message that is >>>>>  
descriptive  
>>>>> of  
>>>>> the  
>>>>> problem. Many people will ignore messages that only have Need Help

Re: need help!!!!

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>> >> as  
>> >> the  
>> >> subject. Almost everyone who posts here needs help. A better >> >>  
subject  
>> >> would  
>> >> have been something like Desktop empty at login.  
>> >>  
>> >>  
>>  
>>  
>> I don't understand your response. I asked what happened when you log  
>> into  
>> safe mode?

Ok, you should still be able to do a system restore. From the blank desktop in safe mode do ctrl-alt-del to bring up the task manager. On the Applications tab click on new task. Type in:

```
c:\windows\system32\restore\rstrui.exe
```

Does that bring up the system restore dialog box? If so run a system restore to a date before this problem started.

You haven't answered my other questions: What is the history of this problem? When did this start – was it sudden? What changes were made to the system right before this problem happened? What is the malware status of the computer? How do you check that?

Ok options are narrowing. Since system restore won't run at all, next step is a repair install.  
<http://www.michaelstevensstech.com/XPrepairinstall.htm>

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