

Re: Windows XP PRO Boot up problem

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<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2007-01/msg10467.html>

- *From:* "Anna" <myname@xxxxxxxxxx>
 - *Date:* Fri, 26 Jan 2007 22:23:46 -0500
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"Ram" <Ram@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
news:45841EF8-5174-4336-8A30-F9CBBAE7B154@xxxxxxxxxxxxxxxxxxxx

Hello,
I am in desperate condition and need help.

I have bought this used laptop yesterday. When I brought it home, it worked fine, meaning it was booting ok and I was able to go in and all that. Since the person I have bought it from has wiped all the software and drivers, I have inserted the drivers CD and installed drivers for audio and installed ATI Controller, CD RW software and IIS. After that I powered it off completely.

By the way the OS is Windows XP PRO.

This morning I tried to boot it up, first it showed the BIOS welcome screen where it asked me to press F2 to take me to settings which I didn't, after that WINDOWS XP PROFESSIONAL LOGO flashed and the bar below was moving, after few seconds it went back to BIOS welcome screen, then to windows logo and that loop is continuing forever.

I went into BIOS, changed the setting to boot from CD and inserted windows XP cd, but it didn't work.

Later tried to start in windows safe mode, also in "old configuration setting that has worked". None of them have worked. The loop explained above continues no matter what I do.

I have taken it to a tech. He took a quick look. He has taken out the hard drive from my machine and inserted into another computer, copied some system files (not completely sure what he did) and brought it back to my machine

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and
tried booting. This time also it didn't work.

Stumped. Have asked another tech. He said probably the xp pro version I
have
does not include SP2. Because of this when I went online last night, he
thought probably some virus has landed in my computer. I don't know if he
is
right or wrong.

I am completely stumped and need some expert advice. Otherwise my money
will
be thrown in the toilet.

The configuration of the computer is
Pentium 4 3.06 GHZ
1 GB RAM
80 GB Hard Drive
Windows XP Pro

Thanks very much in advance,
Ram

Ram:

The first issue that has to be addressed is why are you unable to boot to a
XP installation CD. We're assuming that the CD itself is not defective.
You're pretty sure it isn't defective, right?

Just to make sure we understand what happened...

After you installed the motherboard drivers (I assume that's what you're
referring to when you say "drivers CD", right?) and whatever other auxiliary
drivers you installed together with any software, the laptop booted up and
functioned just fine. Is that right? And you installed those
drivers/software after you got the machine home, right? It was only after
you shut down the machine and powered up the following morning that the
trouble began.

Again, is the scenario that I've described above exactly what occurred? The
laptop booted without incident and functioned without any problems AFTER you
installed the drivers/software, at least initially, but failed to boot with
the problems you've mentioned only the following day. Right?

Do you have another bootable CD that you can try? Doesn't matter whether
it's a XP installation CD, as long you know it to be bootable.

Is the laptop equipped with a floppy drive? If so, do you have a bootable
floppy disk (Win9x/Me startup disk) you can try? If so, any problem getting
to an A:\ prompt?

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When you say "I went into BIOS, changed the setting to boot from CD and inserted windows XP cd, but it didn't work.", what exactly do you mean by it "didn't work"? A black screen? No error message(s)? What?

We can go on from here if you want but please respond to the above and provide any additional details you think significant.

Anna