

Re: HELP! My computer has power but will not boot up!

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- *From:* "Rock" <rock@xxxxxxxxxx>
 - *Date:* Thu, 25 Jan 2007 12:51:49 -0800
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"MRVIG36" wrote

Hello to anyone who may have some helpful information! I possess very little knowledge of the inner workings of a computer so please bare with me. The computer was a custom built job from one of these pc barn, etc, type stores. It was originally built for my mother in law a few years back. I believe that it was done well according to some opinions of friends who are in the know. She recently handed it over to me (too much computer for what she needed). The one problem she was having was that the boot up time was taking way too long. I determined that the only thing wrong with the pc was that the windows firewall was running and dragging the boot up process along. With one click of the mouse, that problem was rectified (yeah for me!) While I was at it, I added some additional memory and I was off to the races. The pc worked well up until the last week or so. I did notice that every now and again upon boot up, I could here varying levels of a "whirring, humming sound" that would eventually go away. I assumed it to be a fan that was just cold (I live in the northeast and my computer is in an area that presently does not have heat, I would guess it's sometimes in the upper 50's in that area of the house right now). To make a long story short, in the last week, my pc turns on and still makes that noise, but more importantly does not boot up at all. The pc attempts to boot up but instead brings me to a black and white screen that provides options for booting up in safe mode, last working settings, etc, none of which do anything when tried other than just automatically trying to reboot again and again. I will be checking the fan and hard drive tonight to see about the sound but I am looking for other options as well. H-E-L-P!

Firstly is there a backup of important data? If not retrieve the data first. If you need help on how to do this let us know.

After the data is backed up up download a drive diagnostic utility from the hard drive manufacturer's web site. That will create a bootable floppy or CD. Boot from that and run it.

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As a side question, you haven't been operating online without a firewall have you?

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Rock [MVP – User/Shell]

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