

Re: Can't boot into Safe Mode

Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2007-08/msg02671.html>

- *From:* Dave Candi <DaveCandi@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Sun, 12 Aug 2007 14:18:01 -0700
-

"Dave Candi" wrote:

Hi Thomas you can try using these if you can get into windows

<http://www.safer-networking.org/en/index.html>

<http://www.microsoft.com/downloads/details.aspx?FamilyId=AD724AE0-E72D-4F54-9AB3-75B8EB1483>

also ad-aware might be of use if you dont have it installed already

On the more direct side seeing as you cannot get into windows Try to borrow a copy or buy a copy of windows xp from somebody and then get into the recovery console. From there you'll be able to get a command prompt which will give you more options. Do you have important data on your laptop? You could also buy a 2.5" laptop hd to USB connector. The laptop hard drives are quite simple to remove and then retrieve your data from any pc with usb. Good luck

Just to let you know avg found a virus on my centrino acer which then died and that was 6 months and the laptop still wont work. I wouldn't recommend avg at all although some people beg to differ.

"nass" wrote:

Hi Thomas,
You can perform a repair/install from the Recovery CD supplied by the Vendor.

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How to Perform a Windows XP Repair Install

<http://www.michaelstevestech.com/XPrepairinstall.htm>

Or you can use this PartPE to gain access and rescue your data and perform a scan for the virus:

<http://www.nu2.nu/pebuilder/changes/>

<http://www.nu2.nu/pebuilder/>

HTH.

nass

"thomas" wrote:

I am properly chastised for not writing down the name of the virus before trying to send it to the AVG virus vault.

As you suggest, I did attempt the Last Know Good Configuration option, but the next screen I saw was the same blue one described below when I selected the Safe Mode option. Is there any action that can be taken from this blue screen except to turn off the computer?

Thanks for the list of recommended downloads. Can any of them be used if I can't get into Safe Mode much less online? Could they be run from a CD or an external hard drive? Is there such a thing as a "boot CD" (such as the Boot Floppy that I have for my Windows 98SE)?

Thanks.

"nass" <nass@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
news:693A9ACB-5624-412D-9E6A-E1A4D3A82DA1@xxxxxxxxxxxxxxxxxxxx

"thomas" wrote:

I have Window XP Home Edition SP2 installed on a Dell Inspiron 1300 notebook. While I was online, AVG popped up to inform me that it had detected a virus located in

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C:WINDOWS/system32/DRIVERS.
(I regret not

paying

attention to its name.) I
selected sending the infected
file to AVG's

VAULT.

A second message informed
me that removing a system
file might cause my
computer to not operate
properly. I confirmed that I
wanted the infected
file sent to the vault. Then
another message appeared
(that I have never
seen before) telling me that
the vault was full. (It had
not had much in

it,

the last time I looked.) The
computer locked up at that
point. (The

cursor

moved, but nothing could be
clicked on.)
Ctrl+ALT+Delete did not
work,

so I

attempted a hard reboot.
Upon turning the computer
back on, a blue

screen

appeared saying, " A
problem has been detected
and Windows has been shut
down to prevent damage to
your computer..." The
message ends with:

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STOP: 0x0000007B
(0xF8960528,
0xC000000E,0x00000000,
0x00000000)

I booted into the Windows
Advanced Options Menu
and selected Safe Mode.

I

selected Windows XP Home
Edition (the only option)
and pressed Enter. A
black screen scrolled a list
of files in
C:WINDOWS/system32/DRIVERS
and
returned to the original blue
screen described above. I
tried other

options

in the Windows Advanced
Options Menu (including
Safe Mode with Command
Prompt) with the same
result.

I am guessing that there
might be something that I
can download that can

be

used on a CD to boot the
computer at least into DOS.
(No such CD came

with

my computer.)

Thanks for any thoughts.

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All of these nagging message and you didn't stop surfing to see what the heck this virus is or just scan, even if AVG told you in the Temp you need

to

disconnect and Disinfect the machine by scanning for both Malware and viruses!.

Try the Advanced Boot options again and this time select last good configuration and see if you are able to login and perform a full scan for both and also from other Vendors to be sure the system is clean.

Run a scan from here on-line:

<http://www3.ca.com/securityadvisor/virusinfo/scan.aspx>

<http://security.symantec.com/sscv6/default.asp?productid=symhome&langid=ie&venid=sym>

Download Avast Cleaner from here:

<http://www.avast.com/eng/avast-virus-cleaner.html>

Lots of tools to download and disinfect your machine:

<http://www.bitdefender.co.uk/site/Downloads/browseFreeRemovalTool/>

<http://free.grisoft.com/doc/5390/lng/us/tpl/v5>

HTH.

nass