

Re: Windows unable to boot – 'black' screen

Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2007-09/msg03620.html>

- *From:* Rich <Rich@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Tue, 18 Sep 2007 11:20:03 –0700
-

Well, now I'm in the Recovery Console and again I'm being stumped by the Admin Password.

I previously checked with Toshiba and they insisted that no passwords of any kind were set by them, and since I also didn't set any, this password request must then be coming from the Windows CD supplied by Dell (which I'm using to load Windows).

Any thoughts how to get over this hurdle?

Thanks again for 'screwing my head on right' by insisting that this is a hardware issue.

Following your suggestion, I attempted some basic diagnostics (I'm somewhat 'handy', even though one could not tell by reading my posts) by first removing the battery, then the hard disk, and finally one of the memory cards and ... eureka! – I'm back in business.

Well, not totally, I'm still getting the: "STOP: C0000218" error, but at least I'm, past that dreaded black screen now.

I now will concentrate on researching the above error and if you (or anyone) would have any other good suggestions here, then – by all means, I would definitely welcome and appreciate any help.

Richie

"Pegasus (MVP)" wrote:

See below.

"Rich" <Rich@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message news:D5579550-5576-41FF-A4D9-200743173006@xxxxxxxxxxxxxxxxxxxx

Thanks, Pegasus, for a prompt response, and I will definitely consider

your

suggestion that this could be a hardware issue.

As for backing up files – well, we have some back-ups (this actually is my daughter laptop), but none recently (bummer!).

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If you have Outlook on your laptop, use it to schedule a weekly reminder to back up your files, and stick to it!

I'm not familiar with the 'usb case' for the hard disk, but I also will look into it, especially if it's not that expensive.

Where I live they cost around \$20.00. Physical installation is a child's play. Under WinXP, no software installation is needed.

I have another laptop (Thinkpad Z60m), but I doubt that the hard disks are compatible and whether I could use it for either troubleshooting my Toshiba or for the data recovery aspect.

The disks will be compatible but the installed version of Windows won't be. Don't even try – use the USB case instead.

I also have an external disk that is USB attached, but again I don't know if it could be of any use here.

You can if it is a 2.5" disk but not if it is a 3.5" disk.

Also – when I provided the same description over the phone to the 'Geek Squad', the local computer 'fixer-upper' outfit, they assured me that my problems are NOT hardware related, but probably a virus, and that they definitely could fix it (for about 260 USD).

You previously reported that your screen remains black when you boot the machine from your WinXP installation CD. It is not possible for a virus to do this – if you really booted from the WinXP installation CD and got a black screen then you have a hardware problem.

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Before forking out \$260, ask your supplier to examine the PC and give you a quote. This should cost you around \$25.00. If you have a computer-literate friend, ask him to have a look at it first. And remember: Back up your data BEFORE you let anyone play with your laptop. If you rely on other people to do the right thing then there is a good chance that you will lose the lot.

Any additional thoughts?
Thanks again, Rich

"Pegasus (MVP)" wrote:

"Rich"

<Rich@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>

wrote in message

news:F77439B7-FADA-43AD-A7CE-06F8D521B747@xxxxxxxxxxxxxxxxxxxx

My Toshiba Sattelite A85
laptop with Windows XP
Sp2 Home Edition 'out
of
the
blue' started to have
problems with booting
Windows. Initially, I was
getting
the following error:

windows\system\vgaom.fom
file is corrupt or missing ...
or something
close,
and the system would just
hang.

Sometims with another
attempt to reboot the error
would point to a
different
missing file, but Windows
would still not load.

Since my laptop did not
come with the full Windows
CD but only with the
System Restore, I attempted
to get by the problem by

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loading Windows XP
Home
Edition from a CD that
came from Dell with my
other desktop pc (at this
point
I still was able to alter BIOS
to boot from the CD drive,
ahead of
HDD).
However, all attempts to
restart the system, either in
safe mode or at
the
last good restore point, etc.,
would also fail in a similar
fashion.

I believe that at that point
when attempting to load
Windows I began to
get
the following error:

STOP: C0000218 (registry
file failure) the registry
cannot load the
hive
(file)
systemroot\config\software
(at some point I also was
getting: Stop: 0x000007E,
but I didn't jot
the
specifics)

I then attempted to get to the
Restore Console in order to
run some
diagnostics. I was stopped,
however, by a message
requesting the
Administrator password and
I had no idea what that
password was. My
several
futile attempts of entering
every imaginable password I
could think of
got
rejected each time as

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'password invalid', including the 'null' password (by just hitting: enter).

After checking the cable connections, resetting the hard drive and memory (as per suggestions in the various posts) things got even worse. Now I cannot even get to the Windows Welcome screen – every time I power up my laptop, I hear the cooling fan and the CD drive both humming for a moment and then everything goes quite and ... nothing! The screen stays 'black' throughout and the keyboard also appears to be locked. I tried this operation with and without the Windows CD – all with the same results. Obviously, at this point I cannot enter any commands, scan for viruses or anything – my laptop is completely dead!

Of course, I would like to recover some of the files and pictures from the hard drive, if at all possible, but at this point I'm so frustrated that I'm willing to give that up as long as I get my operating system up and running.

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Dos anyone have any ideas
or suggestions?

Thanks, Rich

The progressive nature of your problems suggest a hardware problem. Your best bet is probably to take the machine to a qualified Toshiba repair centre.

There are several methods to retrieve your files. Here are two of them:

a) From your backup medium. It may be too late to mention this but good computing practice requires you to back up all important files regularly to an independent medium.

b) By removing the hard disk and installing it in an external USB case (which costs very little). This would enable you to connect it to another PC and salvage your files.

With some laptops it is easy to remove the hard disk. With others it is demanding because the keyboard must first be removed. Ask your service centre if necessary.

If your laptop has died then it would be a good idea to use its disk as your backup medium for the next laptop.

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