

# Re: After XP splash, BSOD

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*Source:*

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2007-10/msg01939.html>

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- *From:* [licinius@xxxxxxxxxxx](mailto:licinius@xxxxxxxxxxx)
  - *Date:* Tue, 09 Oct 2007 11:45:11 -0700
- 

On 9 oct, 13:10, Richard <[Rich...@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:Rich...@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)> wrote:

We can loose the data.. hate too however.  
Not sure it was the USMT software.

I tried using a repair from the disk, however when we get to that point...  
it does not reconize teh partition because the partition has the pointsec on  
it so it is encrypted. Thank you for all your help.. I will give it one more  
shot,, then format.

"Gerry" wrote:

Richard

Were you using USMT software to copy from the problem machine to  
another? I should say that I have no knowledge of USMT software so you  
need to bear this mind.

I am wondering whether the best move would be to try a Repair Install  
using the Dell Reinstallation Microsoft Windows XP Pro SP2 CD. Do you  
have a Dell Manual or lierature explaining how to use the CD? Whatever  
you do you do not want to do a Clean Install (as distinct from a Repair  
Install) if you have data on the hard drive which you cannot afford to  
lose. If you need to recover important data take the machine to a  
computer engineer.

More about Repair Install  
<http://michaelstevensstech.com/XPrepairinstall.htm>

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Hope this helps.

Gerry

~~~~~

FCA

Stourport, England

Enquire, plan and execute

~~~~~

Richard wrote:

The CD is a Dell Reinstallation Microsoft Windows XP Pro  
SP2

The Laptop is a Dell Latitude D600

Manufacture date 8/12/04

Everything is disconnected, including removing CD drive  
out of bay.

Same outcome

"Gerry" wrote:

Richard

Try disconnecting all hardware peripherals  
except keyboard, mouse and  
monitor?

What is your computer make and model? In  
what year was it new?

How is Windows XP described on your  
Windows XP CD?

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Hope this helps.

Gerry

~~~~

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Richard wrote:

Hi Gerry,  
Cannot get in to view  
anything... thats the  
problem.  
Once the Windows splash  
screen comes up... it BSOD  
with the stop  
error.  
I think I am dead in the  
water.  
The unit does have mcafee  
on it and lavasoft.

Is there any utility to let the  
unit boot, and go past  
pointsec then  
let me go into dos and  
retreive or do a system  
restore. ? ANYTHING

"Gerry" wrote:

Richard

What are  
your

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anti-virus  
and  
anti-spyware  
arrangements?

[http://www.elephantboycomputers.com/page2.html#Removing\\_Malw](http://www.elephantboycomputers.com/page2.html#Removing_Malw)

What is the  
corresponding  
error (if  
any) in  
Event  
Viewer?

Please post  
copies of all  
Error and  
Warning  
Reports  
appearing in  
the System  
and  
Application  
logs in  
Event  
Viewer for  
the last  
boot.  
No  
Information  
Reports or  
Duplicates  
please.  
Indicate  
which also  
appear in a  
previous  
boot.

You can  
access  
Event  
Viewer by

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selecting  
Start,  
Control  
Panel,  
Administrative  
Tools, and  
Event  
Viewer.  
When  
researching  
the  
meaning of  
the error,  
information  
regarding  
Event ID,  
Source and  
Description  
are  
important.

HOW TO:  
View and  
Manage  
Event Logs  
in Event  
Viewer in  
Windows  
XP

<http://support.microsoft.com/kb/308427/en-us>

Part of the  
Description  
of the error  
will include  
a link,  
which you  
should  
double click  
for further  
information.  
You can  
copy using  
copy and  
paste. Often  
the link  
will,

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however,  
say there is  
no  
further  
information.

<http://go.microsoft.com/fw.link/events.asp>

(Please note  
the  
hyperlink  
above is for  
illustration  
purposes  
only)

A tip for  
posting  
copies of  
Error  
Reports!  
Run Event  
Viewer and  
double click  
on the error  
you want to  
copy. In the  
window,  
which  
appears is a  
button  
resembling  
two pages.  
Click the  
button and  
close Event  
Viewer. Now  
start your  
message  
(email) and  
do a paste  
into the  
body of the  
message.  
Make sure  
this is the  
first paste  
after exiting  
from Event  
Viewer.

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Hope this  
helps.

Gerry

~~~~

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execute

~~~~~

Richard  
wrote:

Yes,  
after  
rechecking...  
it  
reads  
Technical  
informatiion:

\*\*\*

STOP:

0x05001086

(0X00000000,0X00000000,0X00000000,0X00000000)

I  
cannot  
seem  
to  
find  
anything  
on  
this  
either...  
There  
has  
to  
be  
a

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way  
of  
getting  
in....  
Thank  
you  
for  
your  
attempts....

"Gerry"  
wrote:

Richard

Please  
recheck  
this  
0X05001086  
for  
a  
typo?  
It  
makes  
no  
sense!

--

Hope  
this  
helps.

Gerry  
~~~~~  
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Enquire,

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plan  
and  
execute

~~~~~

Richard  
wrote:

Hi  
Gerry,  
thank  
you  
for  
your  
reply..  
can  
not  
get  
into  
the  
control  
panel  
because  
the  
failure  
to  
boot,  
however  
your  
F8  
and  
disable  
worked.  
I  
have  
an  
error  
Stop:  
0X05001086  
(0x00000000,  
0x00000000,0x00000000,  
0x00000000  
I  
will  
research  
error..  
but  
any  
thoughts...

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please  
send  
them  
along..  
thank  
you  
again.

"Gerry"  
wrote:

Richard

Disable  
automatic  
restart  
on  
system  
failure.  
This  
should  
help  
by  
allowing  
time  
to  
write  
down  
the  
STOP  
code  
properly.  
Right  
click  
on  
the  
My  
Computer  
icon  
on  
the  
Desktop  
and  
select  
Properties,

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Advanced,  
Start-Up  
and  
Recovery,  
System  
Failure  
and  
uncheck  
box  
before  
Automatically  
Restart.

Do  
not  
re-enable  
automatic  
restart  
on  
system  
failure  
even  
after  
you  
have  
solved  
the  
problem  
as  
it's  
better  
disabled.  
Check  
for  
variants  
of  
the  
Stop  
Error  
message.

An  
alternative  
is  
to  
keep  
pressing

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the  
F8  
key  
during  
Start-Up  
and  
select  
option  
–  
Disable  
automatic  
restart  
on  
system  
failure.

If  
you  
are  
using  
a  
wireless  
keyboard  
and  
the  
F8  
key  
does  
not  
work  
substitute  
a  
wired  
keyboard  
and  
mouse  
for  
this  
exercise  
only.

---

Hope  
this

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helps.

Gerry

~~~~~

FCA

Stourport,

England

Enquire,

plan

and

execute

~~~~~

Richard

wrote:

I  
have  
a  
XP  
Pro  
machine  
with  
Pointsec.  
When  
the  
machine  
boots,  
it  
pasts  
the  
Pointsec  
then  
the  
Windows  
XP  
splash  
comes  
up,  
then  
BSOD,  
and  
it  
is  
so  
fast  
I

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cannot  
read  
it  
before  
it  
reboots.  
I  
have  
tried  
safemode,  
and  
tried  
to  
do  
a  
repair.  
I  
cannot  
get  
into  
safemode  
or  
do  
a  
repair  
with  
a  
disk.  
Cannot  
slave  
disk  
due  
to  
Pointsec.  
I  
would  
like  
to  
try  
to  
save  
the  
data.  
How  
can  
I  
stop  
the  
BSOD  
so  
I

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can  
read  
the  
problem  
and  
try  
to  
fix.  
I  
have  
a  
feeling  
it  
is  
a  
memory  
error,  
but  
not  
sure.  
At  
the  
time  
before  
the  
BSOD,  
we  
were  
using  
a  
USMT  
software  
to  
copy  
data  
to  
a  
new  
machine.  
Any  
thoughts  
greatly  
appreciated.–  
Masquer  
le  
texte  
des  
messages  
précédents  
–

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– Afficher le texte des messages précédents –

We had the same problem here on 5 machines last week. We removed the Pointsec encryption from the offending laptops (various makes, we plugged the hard disk in a two-spindle laptop to do this) and everything is now working fine on those machines.

I don't know yet what is the exact problem. And we haven't re-installed Pointsec either on these.

.