

Suddenly – A log in box opens!

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<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2007-11/msg01391.html>

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 - *Date:* Wed, 7 Nov 2007 13:50:32 -0800
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A Computer Club member brought over a laptop that starts up but now requires a User name and password. The Options offered are to Restart or Shut Down. Both restart.

I tried in normal safe mode, same problem.

I tried in the safe mode start up menu, to start up at the last checkpoint before this happened. A message then flashed something to the effect that some corrupted file had been fixed, and the log in screen appeared.

The next attempt when I indicated the same startup came up with the BSOD with the message:

STOP: c000021a (Fatal System Error)

The Unhandled Exception in Session Manager System process terminated with a status of 0xc0000005 (0x7c910370 0x0015fae0)

The system has been shut down.

Three year old Toshiba Laptop.

Windows XP Home SP2

What now?

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