

Re: Looking for solution to crash and unwanted shutdowns.

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Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2009-06/msg01235.html>

- *From:* "DL" <invalid@xxxxxxxxxxxxxxxxxxxx>
 - *Date:* Fri, 5 Jun 2009 12:10:56 +0100
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Start by looking in Event Viewer for any err events, at about the time of the last crash.

In System Properties, advanced tab, Start Up & Recovery, untick Automatically Restart.

On the next crash you should then get a BSOD featuring the error msg

Though why you should lose any previously saved data as a result of winxp restarting is unusual

"TerryS." <maildrop@xxxxxxxxxxxxxxxxxxxx> wrote in message news:eD2OTPc5JHA.4932@xxxxxxxxxxxxxxxxxxxx

This may be the last option that I have to seek help for a problem that I am having with an installed program that sometimes and without warning persists in crashing and shutting down my Windows system at unpredictable intervals.

I wonder if it has damaged something in Windows XP.

Like many others around the world I have used this program for several years without any dramas till recently.

I have spent four weeks trying to seek assistance from the programs 'Help' service and user forums.

The forums that I have found don't seem to have anyone with tech expertise.

The email 'Help' line of the programs distributors keep sending me 'fix' instructions that are not appropriate for the problem that I describe to them.

I lost months of data in the first crash and since then have lost many hours

of work several times over from subsequent crashes.

I have downloaded and installed fresh versions of the said program several times but I get the same result, crashed program and lost data.

The program is Turbo Lister 2.

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Can somebody assist me with the following?

Might this programs have corrupted a Windows component initially?

Is there any reliable help group for this program?

Is there a usenet group that I could go to?

Thanks for looking,
TerryS.

System: WinXP Pro Service Pack 2
Physical memory: 990MB
Program: Turbo Lister 2 (File version 7.1.102.3)