

Re: OS boots to "Start Windows Normally" Screen

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2004-04/3293.html

From: dkm (no.email_at_nomail.hotmail.com)

Date: 04/08/04

Date: Thu, 8 Apr 2004 09:07:40 -0700

Unfortunately the user does not know the administrator password. What options are next?

Duran

"roger" <sergiorogerdon'tspam@yahoo.com> wrote in message news:gp1b7051tfrb1kqmhmqgor3j4cjhttqoqb@4ax.com...

> *Hi Duran,*

>

> *On Wed, 7 Apr 2004 21:58:23 -0700, "dkm" <no.email@nomail.hotmail.com>*

> *wrote:*

>

> *>An IBM laptop boots to the "Start Windows Normally" screen along with*

Safe

> *>Mode options and Last Known Good Configuration. If you choose Start Windows*

> *>Normally, nothing happens. If you choose Last Known Good Configuration, the*

> *>screen goes blank and stays that way. If you choose any of the Safe Mode*

> *>options, it scrolls until the following line and stops.*

> *>Multi(0) disk(0)rdisk(0)partition(1)\windows\system32\drivers\agp440.sys*

> *>Any ideas what to do to remedy this issue?*

> *>Duran*

> >

> *Problems When Windows XP Tries to Load the Agp440.sys Service*

> *<http://support.microsoft.com/default.aspx?scid=kb;EN-US;324764>*

> *View products that this article applies to.*

> *This article was previously published under Q324764*

>

> **SYMPTOMS**

> *When you install Windows XP, you may experience one or more of the*

> *following symptoms:*

> *When you restart your computer, you may be prompted to use the Last*

> *Known Good configuration.*

> *When you do so, your computer may stop responding (hang) during the*

> *restart, and each time you restart thereafter.*

> *You may be prompted to run ScanDisk.*

> *When you do so, your computer may stop responding (hang).*

> *If you do not run ScanDisk, your computer may start correctly.*

- > *However you are prompted to run ScanDisk every time you start your*
- > *computer,*
- > *and if you do so, your computer may stop responding (hang).*
- > *When you restart your computer, your computer may stop responding*
- > *(hang).*
- > *If you try to restart your computer in Safe mode,*
- > *your computer may stop responding (hang) when Windows XP tries to load*
- > *the Agp440.sys service.*
- >
- > **CAUSE**
- > *This issue may occur if Windows XP tries to use an incompatible video*
- > *driver during startup.*
- > **RESOLUTION**
- > *To resolve this issue, disable the Agp440.sys service:*
- >
- > **IMPORTANT:**
- > *You must know the administrator password to complete the following*
- > *procedure.*
- > *If you do not know the administrator password, contact your system*
- > *administrator.*
- > *After you complete this procedure, any video adapter driver you have*
- > *installed will be disabled,*
- > *and Windows XP will use default VGA drivers.*
- > *Insert the Windows XP installation CD-ROM, and then restart your*
- > *computer.*
- > *When the computer starts, press F12.*
- > *Start your computer from CD-ROM, and make sure that you select the*
- > *drive that contains the Windows XP installation CD-ROM.*
- > *In the Microsoft Windows Recovery Console, select R for repair, and*
- > *then press ENTER.*
- > *Select the installation number for the problem installation.*
- > *Type the password for the administrator account of that installation,*
- > *and then press ENTER.*
- > *You receive a drive:WINDOWS> prompt, where drive is the drive on which*
- > *Windows XP is installed.*
- > *Type listsvc, and then press ENTER.*
- > *Make sure that the Agp440 service is listed, and that the startup type*
- > *is set to "Boot".*
- > *Press ESC.*
- > *Type disable agp440, and then press ENTER.*
- > *You receive a message that the registry setting for this service was*
- > *found,*
- > *and that its current startup state is "service_disabled".*
- > *Type exit, and then press ENTER.*
- > *If you are prompted to start in Safe mode or Normal mode, start in*
- > *Normal mode.*
- > *Log on to your computer.*
- >
- > *Good luck*