

# Re: Cannot load windows

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*Source:*

[http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help\\_and\\_support/2007-08/msg00595.htm](http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2007-08/msg00595.htm)

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- *From:* "Gerry" <[gerry@xxxxxxxxxx](mailto:gerry@xxxxxxxxxx)>
  - *Date:* Wed, 8 Aug 2007 14:20:24 +0100
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Alastair

Please post a copy of the Stop Error Report.

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

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Hope this helps.

Gerry

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FCA

Stourport, England

Enquire, plan and execute

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Alastairg100 wrote:

I have recently got a virus and Norton told me to go onto their website and apply a search which would search for that virus. It said it had found 1 corrupt file and that it needed to restart. I have restarted the computer and then later that day turned it off. The

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next day when I came to it, it loaded past the bios and Norton GoBack screen and then just before it loaded windows it came up, and still does come up with the screen saying that it had not been shut down correctly and that you can choose to either load it in normal, safe mode or the last known good configuration ect. However when ever i move the up or down arrow, the counter disappears as it counts down from 30, and then the computer freezes. The pc also freezes if you let the counter count down normally. I then cannot load windows or do anything with the computer.

Any suggestions?  
Alastairg100