

Re: Cannot load windows

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2007-08/msg00685.htm

- *From:* Alastairg100 <alastairg100@xxxxxxxxxxx>
 - *Date:* Thu, 9 Aug 2007 06:56:03 -0700
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Yes I do have a Windows XP CD as it was an upgrade from Windows 98, so I just bought the full version. However it has now just gone from bad to worse as now when I turn it on the monitor will not even acknowledge that there is a computer there. When I turn them both on, the monitor has a green light to say it is on, if it finds a pc it stays green, if not it goes into standby with a yellow light, and now it never moves out of this?

Alastair

"Gerry" wrote:

Alastair

I didn't misunderstand. I was hoping the F8 option might get us further forward.

Disconnect all peripherals except keyboard, mouse and monitor and try again.

Do you have a Windows XP CD?

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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:

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Gerry you may have misunderstood me. I cannot load up to the desktop as I cannot load windows to be able to right click on the my computer icon. However I can click F8 on load up although when ever i select any of these options the up and down arrow still works however when i select them the computer freezes and goes no further again.

The error message reads:

We apologize for the inconvenience but windows did not start successfully. A recent hardware or software change might have caused this.

If your computer stopped responding, restarted unexpectedly, or was automatically shut down to prevent your files and folders, choose last known good configuration to revert to the most recent settings that worked.

If a previous start up attempt was interrupted due to a power failure or because the power or reset button was pressed, or if you are not sure what caused the problem choose start windows normally

Safe Mode
Safe Mode with Networking
Safe Mode with Command Prompt

Last Known Good Configuration (your most recent settings that worked)

Start Windows Normally

Use the up and down keys to move the highlight to your choice.
Seconds until Windows starts: (Moves from 30 to 0)

Hope this helps
Alastair

If your computer

"Gerry" wrote:

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,

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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 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

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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