

Re: XP2 frozen @ "to begin, click user name" screen

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2007-10/msg00471.html

- *From:* Mark L. Ferguson <MarkLFerguson@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Sat, 6 Oct 2007 10:51:01 -0700
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My first suspicion for the failure of a repair setup is a bad CD drive or driver. The chance that the setup CD is damaged is a possibility, but small.

I would copy the /i386 folder off the CD onto the hard drive, and run setup from there (winnt32.exe starts setup)

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helpful? click "Yes" button. Voting helps the web interface.

http://www.microsoft.com/windowsxp/expertzone/newsgroups/reader.msp?dg=microsoft.public.windowsxp.help_and_support

Mark L. Ferguson

"chocoholic" wrote:

First, I want to thank both of you who've replied for all your help so far! I appreciate it greatly.

I finally got time to sit down and apply your suggestions. Here's where I am now.

I've created new user accounts, moved the files over from old to new, and deleted the old user accounts. The number of times XP would freeze up was then reduced greatly, but still occurred. (Worked every time i tested it [8-10 times] by shutting down properly and restarting, but after being off overnight, when my spouse tried to start computer up next morning, it froze. So that was once out of many times, but still happening.)

So then I did the repair install w/ the XPSP2 operating system reinstall CD, as per the link in Mark Ferguson's instructions. As it went through the setup process in step 6 (under XP REPAIR INSTALL heading on the site), it would stop and tell me that it was unable to find a vast amount of certain files, all of which were located in folder i386 on the reinstall CD, and most of which it said could cause windows not to run properly if not installed. These were .dl_, .ex_, .oc_, .cn_, .du_, .ic_, .ve_, and .is_ files. I can provide the whole list if it would help, but the first few of the 36 missing files were:

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clbcatsq.dl_
comuid.dl_
comsvcs.dl_
catsrv.dl_

Each time I got the "can't install" response, I canceled out and allowed it to go on to the next file, even tho it said windows wouldn't work properly.

After setup finished, I ensured that the XP firewall was enabled as instructed.

Then I attempted step 7, which is to reapply updates/service packs. Windows Update searched for critical updates, and found 80 of them. I then tried to download them. When the attempted download finished (a year later!), it said the download or installation had failed for all 80 files.

Is this because of the missing files under i386? I explored the reinstallation CD, and the i386 folder is there, and at least the 1st four files I listed above are there in that folder (didn't check for all of them.) So, my questions now are:

1. Why was setup unable to find and install those files from the reinstall CD?
2. Did that failure cause Win update to fail?
3. What can I do about this? How do I acquire and install those files if I can't from the CD?

Good news is, I haven't yet experienced the freeze-up problem since the repair install.

Sorry so long, just want to give complete information.

Thanks again, so much.

I explored the reinstall

"JS" wrote:

Try logging on to each new account, then check for the folders after you have done so.

JS

"chocoholic" <chocoholic@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in

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message

news:179BCD2D-8CD8-40B7-AC34-4F7D82994905@xxxxxxxxxxxxxxxxxxxx

OK, here's where I am so far. Since it looked like the least invasive choice, I went to the link you recommended for how to copy user data to a new profile and began following the instructions. We have 4 user accounts on our computer, so I went into my user account (I'm an administrator) and created 4 new accounts. (If my original user account name was myname, I called the new one myname2, and did this for each account.)

I'm an XP home user, by the way.

Then I logged back into my original user account and began the steps to copy files to the new accounts. When I tried to find the c:\Documents and Settings\New_Username folder to copy the folders to the new user accounts, I found that the new account I created for myself appeared there, but the other 3 new ones don't appear.

So then I logged out to the "to begin, click user name" screen, and checked to see whether all the new accounts appeared, and they're all there! So what's up about that?

My gut tells me I need to restart the computer, but I'm afraid if I do it'll freeze and it might be for good!

Doing the repair install may be too much for me. The last time I tried to play vigilante and take things into my own hands, I ended up with a complete

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system crash. :P

Any ideas from here? If I need to do the repair install, I'll find a way.

Thanks again.

"Mark L. Ferguson" wrote:

Either you have corrupt system files, or those user accounts are corrupt.

A

Repair setup and/or creating some new accounts and copying the data over from the old ones would fix that.

How to Perform a Windows XP Repair

Install:

<http://michaelstevensstech.com/XPrepairinstall.htm>

811151 – How to Copy User Data to a New

User Profile:

<http://support.microsoft.com/default.aspx?scid=kb:en-us:811151>

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helpful? click "Yes" button. Voting helps the web interface.

<http://www.microsoft.com/windowsxp/expertzone/newsgroups/reader.mspx?dg=micro>

Mark L. Ferguson