

RE: XP PRO SP2 Hangs at Logo Screen on Start Up

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2007-10/msg00839.htm

- *From:* jerry49 <jerry49@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Thu, 11 Oct 2007 10:00:03 -0700
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Hi Mark,

Thanks for the information. I thought you were on the right track with your suggestion. I opened your first link and followed it to the letter. I made her name an Administrator and gave her Full Permission on the entire C drive as well as ALL Folders/Sub-Folders.

The computer will still hang as the Logo screen comes up and the little Blue progress bar is running. After the bar gets to the 3rd pass it will just freeze about 3/4 of the way over and go no further into the start process. I then power down the machine and reboot in Safe Mode to get it going again. A restart from there will again make a normal start.

The only other thing I changed before this all started was adding a 2nd CD drive to the tower. It shows that it is working okay. I'm still stumped.
HELP!!

Jerry

"Mark L. Ferguson" wrote:

The presence of a new 'ntuser.dat' is probably confusing the logon utility. Take ownership of the imported files, and be sure the ntuser.dat is either deleted, or used to copy over an existing one.

Q308421 – HOW TO Take Ownership of a File or Folder in Windows XP:
<http://support.microsoft.com/default.aspx?scid=KB:EN-US:Q308421>

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

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

Mark L. Ferguson

"jerry49" wrote:

RE: XP PRO SP2 Hangs at Logo Screen on Start Up

I've run out of ideas and need the forum's help. I have a Dell OptiPlex GX240 (service tag 2TCH011) that I'm giving to my daughter to use. It has been starting up and shutting down normally for months. I just copied some files from her old hard drive directly to this computer by mounting it temporarily as HD2 then removing it. These were just her "My Documents" files.

After this was done, the next time I tried to start it up from an "Off" condition, it hung (froze) at the XP Logo screen after the little timer bar went across 3 times. A retry from a power off start was the same. Then I tried starting in Safe Mode and it went on fine. When I tried a restart from the Safe Mode it started normally just fine. Even more restarts after that were no problem.

However, if I shutdown the computer to an "Off" position, the whole problem starts again and I have to go back to Safe Mode then restart it to run normally. I've try all key combinations when it hangs up and none will get it past the hang. It seems to be hanging at the same point where the Logo screen will normally blink for a moment as well as the key-board lights blink. But instead of doing that the screen will just freeze with the Logo showing and the timer bar stopped.

I've already run "Registry Booster 2" as well as CCleaner and have done a defrag on the HD and registry. I also tried using the MSconfig diagnostic start up with no change to the hang. All the copied files were remove too. Any thoughts?