

# Re: My Computer contantly reboots Help Please

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*Source:*

[http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help\\_and\\_support/2009-03/msg00786.htm](http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2009-03/msg00786.htm)

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- *From:* "Gerry" <[gerry@xxxxxxxxxx](mailto:gerry@xxxxxxxxxx)>
  - *Date:* Thu, 12 Mar 2009 13:40:09 -0000
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chapper

Do you have important data files you need to recover or do you already have a backup?

Have you tried Last Known Good Configuration?  
A description of the Safe Mode Boot options in Windows XP  
<http://support.microsoft.com/kb/315222/en-us>

Does the computer boot in safe mode?

Try booting with only keyboard, mouse and monitor connected.

What is your computer make and model? How old is it?

What do you exactly have by way of a Windows XP CD?

What is the computer make and model you are posting from? Is it your computer?

Background information on Stop Error message  
<http://msdn2.microsoft.com/en-us/library/ms793935.aspx>

0x00000024: NTFS\_FILE\_SYSTEM  
A problem occurred within NTFS.SYS, the driver file that allows the system to read and write to NTFS file system drives. There may be a physical problem with the disk, or an Interrupt Request Packet (IRP) may be corrupted. Other common causes include heavy hard drive fragmentation, heavy file I/O, problems with some types of drive-mirroring software, or some antivirus software. I suggest running ChkDsk or ScanDisk as a first step; then disable all file system filters such as virus scanners, firewall software, or backup utilities. Check the file properties of NTFS.SYS to ensure it matches the current OS or SP version. Update all disk, tape backup, CD-ROM, or removable device drivers to the most current versions.  
Source: <http://aumha.org/a/stop.htm>

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Re: My Computer contantly reboots Help Please

Hope this helps.

Gerry

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FCA

Stourport, England

Enquire, plan and execute

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"chapper" <chapper1312@xxxxxxxx> wrote in message  
[news:Xns9BCBD56231FFFchapper1312yahoom@xxxxxxxxxxxxxxxx](mailto:news:Xns9BCBD56231FFFchapper1312yahoom@xxxxxxxxxxxxxxxx)

I got home this afternoon to find my pc had powered down. Perhaps there was a power blip today. I'm not sure. Now when I try to start windows XP, my pc goes to the screen that says windows did not shut down properly and gives options for the current start up. I have tried to boot up in normal mode and safe mode but it just restarts and brings me back to the same screen.

I have read several of the posts regarding this subject and have disabled the automatic restart and got the following stop codes.

0X00000024 (0X00190203, 0X8AE1CB00, 0XC0000102, 0X00000000)

Can someone help please.

TIA