

microsoft.public.windowsxp.perform\_maintain: cant get on to my XP at all –

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can anyone help me with the following? when I turn on my computer (xp lap top)...nothing at all happens – I get a screen that tells me there was some kind of downloading error and I cant get in at all. It gives me options of rebooting etc –but nothing works. I get a screen which I cant get past.  
thanks, Doug