

# Re: Install / Reinstall / Recovery Console causes shut down

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*Source:*

[http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.perform\\_maintain/2008-04/msg00225.htm](http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.perform_maintain/2008-04/msg00225.htm)

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- *From:* "Gerry" <[gerry@xxxxxxxxxx](mailto:gerry@xxxxxxxxxx)>
  - *Date:* Tue, 15 Apr 2008 19:21:30 +0100
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Adam

nothing in the event log? Do you mean nothing that you think relates to the problem or that there are no reports in the System log?

If the latter you should enable logging.

HOW TO: View and Manage Event Logs in Event Viewer in Windows XP  
<http://support.microsoft.com/kb/308427/en-us>

A tip for posting copies of Error Reports! Run Event Viewer and double click on the error you want to copy. In the window, which appears is a button resembling two pages. Click the button and close Event Viewer. Now start your message (email) and do a paste into the body of the message. Make sure this is the first paste after exiting from Event Viewer.

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, Start-Up and Recovery, System Failure and uncheck box before Automatically Restart.

Do not re-enable automatic restart on system failure until you have resolved the problem. Check for variants of the Stop Error message.

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Hope this helps.

Gerry

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FCA

Stourport, England

Enquire, plan and execute

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ukadamwest wrote:

Negative.. It's a laptop, and battery is in.. and power supply is constant.. if it were a problem with the power supply it would occur at any time in operation..

the problem only occurs when the windows file structure is being accessed.. IE sfc/scannow / defrag / install / re-install

"Leonard Grey" wrote:

You may have a problem with your power supply. A repair shop can check it.

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Leonard Grey  
Errare humanum est

ukadamwest wrote:

having a problem with XP Pro installation...

Issue history / attempted resolutions

Laptop was/is running fine... XP Pro Boots up, shuts down,  
all  
software operates as should.