

BOOT FAILS

If Windows fails to boot properly, press F8 while it boots for the Windows StartUp menu, and pick the Logged (\BOOTLOG.TXT) option. It attempts a normal boot but records the status of every step Windows takes during the process. You can use this option to log a failed boot. Then, reboot to Safe mode if necessary and use a text editor to open BOOTLOG.TXT (in your root directory).

Search for "fail" to find the boot steps Windows had trouble with. Failed steps are often excellent clues to the cause of the problem. More info may be found at the following Microsoft.com FAQ sites.

[Q243039](#) How to Perform a Clean Boot in Windows 95

[Q192926](#) How to Perform Clean-Boot Troubleshooting for Windows 98

[Q267288](#) How to Perform a Clean Boot in Windows Millennium Edition

How to perform a clean boot in Windows XP

Note You must be logged on as an administrator or a member of the Administrators group to follow these steps. If your computer is connected to a network, network policy settings may also prevent you from follow these steps.

1. Click **Start**, click **Run**, type **msconfig** in the **Open** box, and then click **OK**.
2. On the **General** tab, click **Selective Startup**, and then clear the **Process System.ini File**, **Process Win.ini File**, and **Load Startup Items** check boxes. You cannot clear the **Use Original Boot.ini** check box.
3. On the **Services** tab, select the **Hide All Microsoft Services** check box, and then click **Disable All**.
4. Click **OK**, and then click **Restart** to restart your computer.
5. After Windows starts, determine whether the symptoms still occur.

Note Look closely at the **General** tab to make sure that the check boxes that you cleared are still cleared. Continue to step 6 if none of the check boxes are selected. If the **Load System Services** check box is the only disabled check box, your computer is not clean-booted. If additional check boxes are disabled and the issue is not resolved, you may require help from the manufacturer of the program that places a check mark back in Msconfig.

If none of the check boxes are selected, and the issue is not resolved, you may have to repeat steps 1 through 5, but you may also have to clear the **Load System Services** check box on the **General** tab. This temporarily disables Microsoft services (such as, Networking, Plug and Play, Event Logging, and Error Reporting) and permanently deletes all restore points for the System Restore utility. Do not do this if you want to retain your restore points for System Restore or if you must use a Microsoft service to test the issue.

6. Click **Start**, click **Run**, type **msconfig** in the **Open** box, and then click **OK**.

7. On the **General** tab, select the **Process System.ini File** check box, click **OK**, and an entry in your System.ini file. If the issue does not continue, repeat this step for the **Process Win.ini File**, **Load Startup Items**, and **Load System Services** check boxes until the issue occurs. After the issue occurs, the last item that you selected is the item where the issue is occurring.

Note Microsoft strongly recommends that you do not use System Configuration Utility to modify the Boot.ini file on your computer without the direction of a Microsoft support engineer. Doing so may make your computer unusable.



How to start the Windows Installer service

Note The Windows Installer service does not start if you disable **Load System Services**. To use Windows Installer in this case, you must start the service manually:

1. Click **Start**, right-click **My Computer**, and then click **Manage**.
2. In the left pane, click **Services and Applications**, and then click **Services**
3. In the right pane, right-click **Windows Installer**, and then click **Start**.

If you run a Setup program without manually starting the Windows Installer, you may receive the following error message:

The Windows Installer service could not be accessed. Contact your support personnel to verify that the windows Installer service is properly registered.

How to return from a clean boot state

1. Click **Start**, click **Run**, type **msconfig** in the **Open** box, and then click **OK**.
2. On the **General** tab, click **Normal Startup - load all device drivers and services**.
3. Click **OK**, and then click **Restart** when you are prompted to restart your computer.

REFERENCES

For additional information about troubleshooting startup issues in Windows XP, click the following article number to view the article in the Microsoft Knowledge Base:

[308041](#) Resources for troubleshooting startup issues in Windows XP

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