

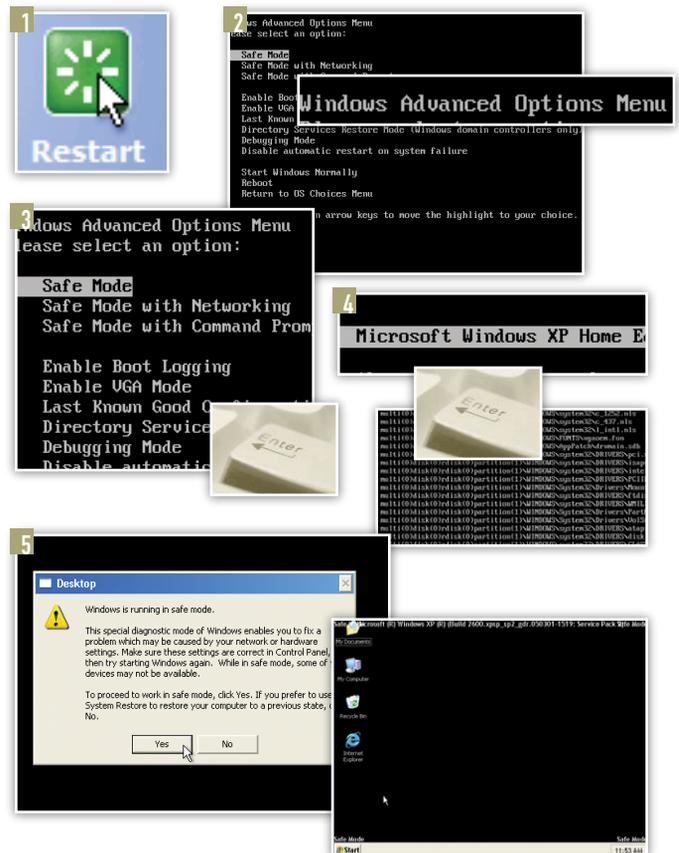
TUTORIAL:

Performing a Safe Boot in Windows XP

Using Windows XP Home Edition with Service Pack 2

Windows Safe Mode allows you to boot up the Windows operating system with only the basic files and drivers needed in order to run diagnostic and administrative tasks on your computer. If the computer problem you were having doesn't happen when you start in safe mode, you can eliminate the default settings and basic drivers as causes. If a newly added piece of software or driver is the cause of the problem, you can use safe mode to remove or reverse the change. (Note: Booting into Safe Mode takes a bit longer than a regular boot.)

- STEP 1.** Restart your computer.
- STEP 2.** Begin tapping the F8 key on your keyboard. The "Windows Advanced Options" menu will appear if everything is done the correct way. If you get an error message or you don't see the "Windows Advanced Options" menu, reboot and try again.
- STEP 3.** Use the arrow keys on your keyboard to choose "Safe Mode" from the listed options. Press the "Enter" key on your keyboard.
- STEP 4.** If asked to select an operating system, select the operating system you want to use and press the "Enter" key again. Windows will begin to boot into Safe Mode.
- STEP 5.** A dialog box will appear notifying you that "Windows is running in safe mode." Click the "Yes" button to continue. (You also have the option to click the "No" button if you'd rather use a previously made system restore point.) Safe Mode's desktop will appear stripped-down since it's only using basic drivers and files.
- STEP 6.** When you are finished troubleshooting, restart the computer to switch back to the normal boot mode.



TUTORIAL:

Restarting with Your "Last Known Good Configuration" in Windows XP

Using Windows XP Home Edition with Service Pack 2

- STEP 1.** Restart your computer.
- STEP 2.** Begin tapping the F8 key on your keyboard. The "Windows Advanced Options" menu will appear if everything is done correctly. If you get an error message or you don't see the "Windows Advanced Options" menu, reboot and try again.
- STEP 3.** Use the arrow keys on your keyboard to choose "Last Known Good Configuration" from the listed options. Press the "Enter" key on your keyboard.
- STEP 4.** If asked to select an operating system, select the operating system you want to use and then press the "Enter" key again.
- STEP 5.** Windows will boot with the "last known good configuration."

