

Re: I have Been Fooled , Bamboozeled, Hoodwinked. What Happend????

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From: Br0wnbear (brownbearat_at_canadadotcom)

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On Tue, 28 Sep 2004 17:46:17 -0700, "Boldrunner7"
<anonymous@discussions.microsoft.com> wrote:

>I am running XP Pro, All of a sudden freeze ups,crashes,
>my DSL internet connection was gone. Verizon walked me
>through reconnection, two days later it happen again I
>could not get online. So I tried Restore, All my restore
>dates had been completely wiped out. The only restore date
>that was available was the currant time I was on my PC.
>I tried restore on the one date that was available to me,
>results; A real slow very slow restore and then when It
>went to restart it took forever. Once it did restart my PC
>booted up, the XP Pro logo came up showing the little blue
>bar at the bottom scanning and then when my windows screen
>opened it was a black screen the only thing showing was
>the white cursor which is moveable. Windows will not open
>all I get is this black screen.
>
>I took it to the shop and the computer guy said he
>believed I had a possible virus (DuH)then he calls and
>says that he up dated my XP Pro and put a new sound card
>in which he thought this would solve the problem. Now he
>say"s that he thinks I may need to replace the mother
>board and processor.
>
>Something else the computer tech who has been performing
>matinance on my computer since october 03, when my windows
>98 started freezing and crashing,replaced my hard drive
>because they said that was the problem, but then found out
>that it was the sound card, and replaced them both along
>with putting in Win ME \$150.00. Two months later WIn ME
>was a big mistake. I took It back The same tech put in XP
>Pro and told me that every thing was surly alright now I
>should have "NO MORE PROBLEMS" just do not install Sp-1
>when prompt to do it.
>

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>By now I am sure that you and every one in this community
>knows that I am not computer savy. I put my trust in those
>who are suppose to know by giving the benifit of the
>doubt. SP-2 has now come out and I was being prompt to
>downlaoad it when I tried (DuH) It said I needed to
>download SP-1 first. So I called the tech and told them
>what was happening to my computer and what about me
>downloading SP-2. They said to bring it in and they will
>update and put a LEGAL COPY of XP PRO on my PC. Now
>supposingly this has been done, they are still getting the
>BLACK SCREEN. They are telling me the only thing left is
>to replace the mother board and prossesor. I don't no what
>to do or how to talk with the Tech short of waiting for
>them outside and handling it! (just joking) but seriously
>I need my computer.
>
>Please everyone out there in XP computer world after you
>finish laughing at me, Please tell what to do and what
>happened to my PC. How to talk with the tech. I don't have
>a the money to keep getting repair's. I am a writer I
>need my PC for my work. Please help!!!!!!!!!!!!!!!!!!!!

Boldrunner

Is there not a warranty on this machine?

You might want to find a new shop that doesn't appear to be so "ahem" shady. Most reputable shops WILL NOT put an illegal copy of Windows on a machine. I believe that's called piracy and there are laws about that.

You MUST have your microsoft patches up to date.

<http://windowsupdate.microsoft.com>

It does look like a hardware conflict though is the issue. But after all this time and the problem appears to be the same they are running in circles and making guesses.

You may want to go into msconfig (start -> run ->msconfig)

Select the startup tab and try disabling all startup services.

You should try to make an attempt to make sure the machine is clean and it isn't malware being the problem. At least this would eliminate some possibilities and point it more at hardware.

If you can get online try an on-line scan at

www.pandasoftware.com/activescan

You should try Adaware and Spybot also. Both Free.

www.lavasoftusa.com – Adaware SE

www.safer-networking.org – Spybot.

Download, Install and UPDATE.

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John Brown

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"A Computer is almost human. Except that it doesn't blame its mistakes on another computer."