

## **Windows Vista**

STEP 1 Start the computer in Safe mode

1. Exit all programs.
2. Click the Start button and then click All Programs > Accessories > Run.
3. In Run dialog box, type the following text: msconfig
4. Click OK.

If the User Account Control Window appears, click Continue.

5. In the System Configuration Utility, on the Boot tab, check Safe boot.
6. Click OK.
7. When you are asked to restart the computer, click Restart.

The computer restarts in Safe mode. This can take several minutes.

Note: after you complete the work in Safe mode, use the System Configuration Utility to start Windows Vista in Normal mode. Go to STEP 2.

STEP 2 Start the computer in Normal mode

1. Exit all programs.
2. Click the Start button and then click All Programs > Accessories > Run.
3. In Run dialog box, type the following text: msconfig
4. Click OK.

If the User Account Control Window appears, click Continue.

5. In the System Configuration Utility, on the Boot tab, uncheck Safe boot.
6. Click OK.
7. When you are asked to restart the computer, click Restart.

The computer restarts in Normal mode. This can take several minutes.

## **Windows XP**

STEP 1 Start the computer in Safe mode

1. Exit all programs.
2. Click Start > Run.

3. In Run dialog box, type the following text: msconfig
4. Click OK.
5. In the System Configuration Utility, on the BOOT.INI tab, check /SAFEBOOT.
6. Click OK.
7. When you are asked to restart the computer, click Restart.

The computer restarts in Safe mode. This can take several minutes.

Note: After you complete the work in Safe mode, use the System Configuration Utility to start Windows XP in Normal mode. Go to STEP 2.

STEP 2 Start the computer in Normal mode

1. Close all programs.
2. Click Start > Run.
3. In Run dialog box, type the following text: msconfig
4. Click OK.
5. In the System Configuration Utility, on the BOOT.INI tab, uncheck /SAFEBOOT.
6. Click OK.
7. Close all programs, and restart the computer.