

Windows Me Safe Mode

OBJECTIVES

1. Examine the features of the Startup Menu.
2. Boot to Windows Millennium with troubleshooting.
3. Boot to Safe Mode in Windows Me.



Troubleshooting

RESOURCES

1. Marcraft 8000 Trainer with CD-ROM drive and printer installed
2. Windows Millennium installed

DISCUSSION

When troubleshooting a system that is having problems, the Startup Menu can be very helpful. This menu can bring up a DOS prompt, enabling you to edit, move, delete, or rename files. The Startup Menu also allows you to reboot your system in several different modes. These involve such procedures as bootup display and recording, and limiting bootup programs in order to eliminate system, application, and driver conflicts.

The Windows Me Startup Menu, depicted in Figure 27-1, can be accessed by using the Windows Me Startup Disk, or by holding down the F8 key (or CTRL key) after the RAM memory test is complete. This menu offers Normal mode, Logged mode, Safe mode and Step-by-step confirmation options. Using the Startup disk, you have the above options and the option to boot to a command prompt.

In Normal mode, the system simply tries to restart as it normally would, loading all its normal Startup and Registry files.

The Logged mode option also attempts to start the system in Normal mode, but keeps an error log file that contains the steps performed and the outcome. The text file C:\BOOTLOG.TXT can be read with any text editor such as *Notepad*, or can be printed out on a working system.

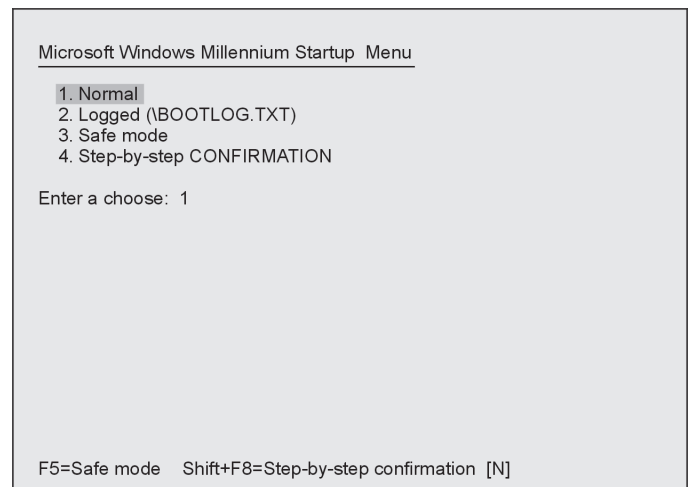


Figure 27-1: Windows Me Startup Menu

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If Windows Millennium or 98 determines that a problem has occurred that prevents the system from starting, it will attempt to enter Safe Mode at the next startup. Safe Mode bypasses several startup files including CONFIG.SYS, AUTOEXEC.BAT, and the Registry, as well as the [Boot] and [386eb\mh] sections of the SYSTEM.INI file. In this mode, the keyboard, mouse, and standard VGA drivers are active. Safe Mode can also be accessed by pressing the SHIFT+F8 key during startup.

The Step-by-Step Confirmation mode displays each startup command, line by line, and waits for a confirmation or skip order from the keyboard before moving ahead. This can help you to isolate and avoid an offending startup command so that it can be replaced or removed.

The Command Prompt mode will bring up a DOS command-line prompt. This mode will allow you to use DOS commands in order to make, delete, move, copy, rename, and edit files.

PROCEDURE



Troubleshooting

NOTE: This lab requires the Windows Millennium Edition operating system. For dual boot systems select Windows Millennium when prompted in each of the following procedure.

1. Boot to the Startup Menu

- ☐ a. Turn on the power to the system.
- ☐ b. After the RAM memory test finishes counting up, press and hold the CTRL key until the Startup Menu appears.

2. Boot the system to Logged mode

- ☐ a. Type **2** to choose the second option, and then press the ENTER key.

3. Read the boot log

- ☐ a. Use the path Start/Programs/Accessories, and then click the Windows Explorer icon from the Accessories menu.
- ☐ b. In the Folders pane on the left, click the icon for C:.
- ☐ c. In the menu bar, click the Tools menu, the Folder Options menu, then select the View tab.
- ☐ d. Select "Show hidden files and folders", and click the OK button.
- ☐ e. Back in Explorer, under the Contents pane on the right, locate and double-click the *Bootlog.txt* file.
- ☐ f. Examine the contents of this file.
- ☐ g. Close all open windows.

4. Boot the system to Step-by-Step mode

- ☐ a. Click the Start button and then click Shut Down.
- ☐ b. Select Restart, and then click the OK button.
- ☐ c. After selecting the Windows ME operating system Bootup, press and hold the CTRL key down.
- ☐ d. Select the Step-by-Step mode from the screen by pressing the DOWN ARROW key until the Step-by-Step Confirmation is highlighted.
- ☐ e. Press the ENTER key.
- ☐ f. Press the ENTER key or the Y key to confirm the use of the startup steps and say Yes to all the steps.

NOTE: To skip a command line, press the ESC key or the N key.

5. Boot the system to Safe Mode

- ☐ a. Click the Start button and then click Shut Down.
- ☐ b. Select Restart, then click the OK button.

- ___ c. Select the Windows Millennium operating system, and then press the ENTER key.
- ___ d. Immediately press the F5 key.
- ___ e. Close the *Help and Support* window once Windows finishes rebooting.

6. Attempt to access the CD-ROM drive and the printer

- ___ a. Double-click the My Computer icon.
- ___ b. Attempt to locate the CD-ROM drive. Your window will look similar to Figure 27-2.
- ___ c. Double-click the C: hard drive icon.
- ___ d. Locate and double-click the *BOOTLOG.TXT* file.
- ___ e. In the menu bar, click the File menu and then select Print, as shown in Figure 27-3.
- ___ f. In Table 27-1, list what happens when you click on Print.
- ___ g. In the menu bar click the File menu then Exit to close the *BOOTLOG.TXT* window.
- ___ h. Close all windows.
- ___ i. Double-click the My Computer icon.
- ___ j. Double-click the Control Panel folder icon.
- ___ k. Double-click the System icon.

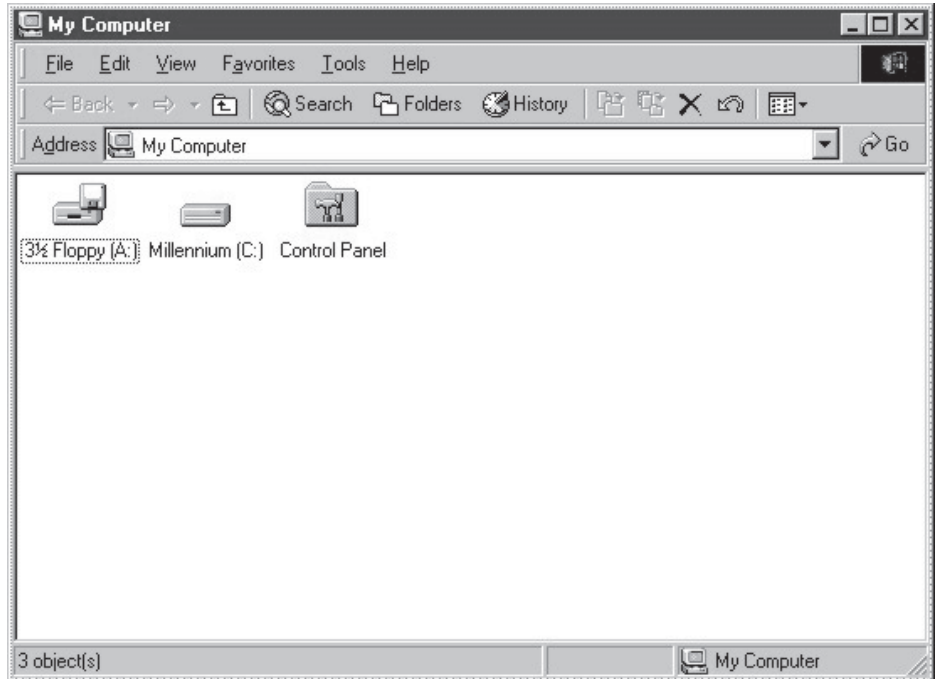


Figure 27-2: My Computer Window

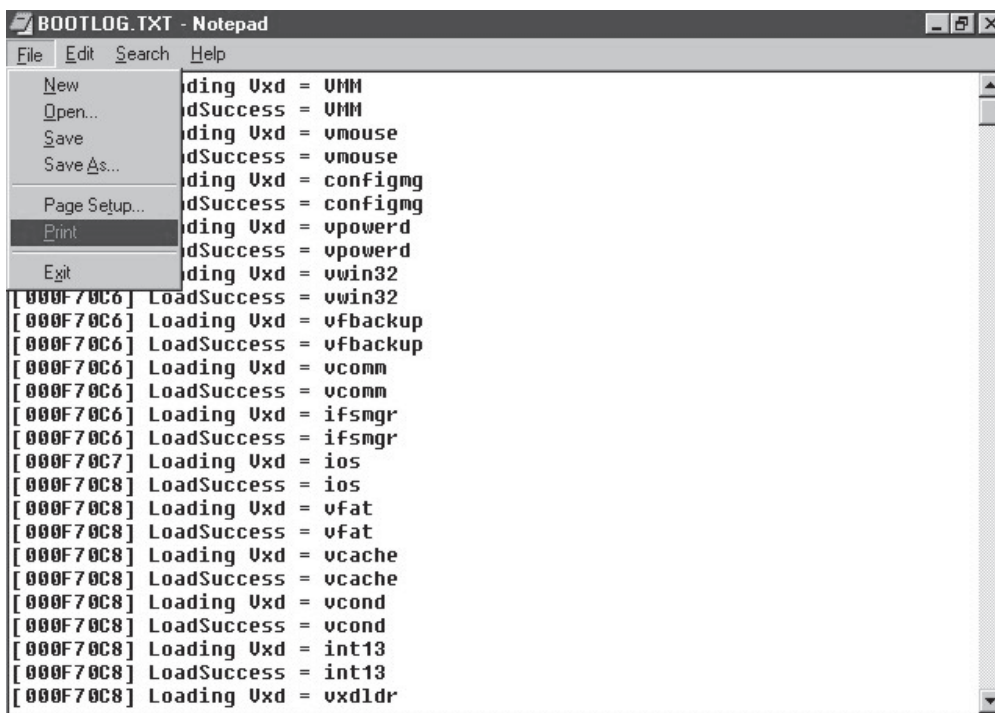


Figure 27-3:
BOOTLOG.TXT

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- ___l. Click the Device Manager tab.
- ___m. Click the plus (+) sign to the left of the CD-ROM icon, and then select the CD-ROM driver to highlight it.
- ___n. Click the Properties button.
- ___o. Record the device status, as shown in Figure 27-4, in Table 27-2, and then click the Cancel button.
- ___p. Click the plus (+) sign to the left of the Ports icon, and then select the Printer Port (LPT1) to highlight it.
- ___q. Click the Properties button.
- ___r. Record the device status of the Printer Port (LPT1) in Table 27-3, then click the Cancel button.
- ___s. Close all open windows and shut down Windows and the computer.

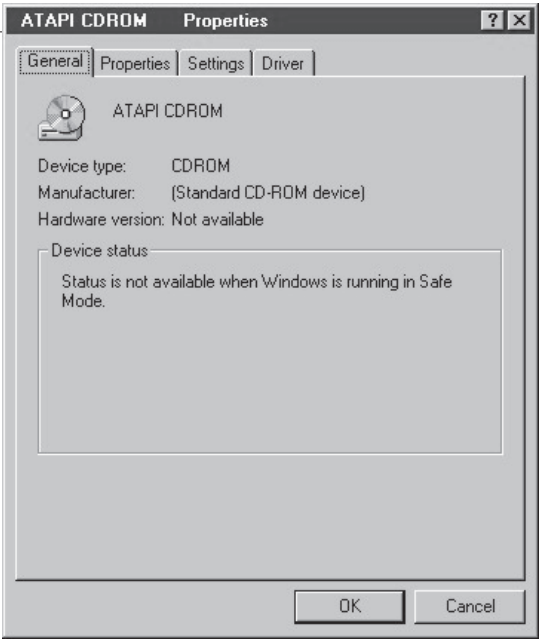


Figure 27-4: CD-ROM Properties Page

TABLES

Table 27-1

Table 27-2

Device Status:	

Table 27-3

Device Status Printer Port (LPT1):	



Feedback

LAB QUESTIONS

1. Name one application that will run in Safe Mode?
2. What text file can you update from the Startup Menu?
3. Will a Network Interface Card (NIC) operate while in Safe Mode?
4. If your computer crashes during startup, in what mode will it enter on restart?