

Louis Lopez

From: Carrie @ Ahlers & Stoll PC
Sent: Thursday, June 28, 2001 4:53 PM
To: Louis Lopez
Subject: RE: quick question

You are a genius. It worked. Had to re-boot and scan a couple times.....took a couple hours...but your directions were PERFECT. Thank you so much. We really appreciate how quickly you got back to us. -Carrie

How is your job going these days?? Happy?

-----Original Message-----

From: Louis Lopez [mailto:llopez@vericenter.com]
Sent: Thursday, June 28, 2001 11:09 AM
To: Carrie @ Ahlers & Stoll PC
Subject: RE: quick question

Hi.

1. Reboot
2. When it comes up and says "Starting Windows 98..." frantically tap the "F8" key to stop the boot process
3. You will be successful if you see a menu
4. At the menu press "Shift" and the "F5" key at the same time
5. You should have a DOS Prompt now
6. Type this in (no quotes): C:\> "scandisk c:"
7. Let it run. If it asks to do a surface scan, answer yes. If it is unable to continue then replace the hard drive and start over.
8. Email me again when all fails (...if it does))

-----Original Message-----

From: Carrie @ Ahlers & Stoll PC [mailto:carrie@dot9.com]
Sent: Thursday, June 28, 2001 10:23 AM
To: Louis Lopez
Subject: quick question

Hi Louis,
Carrie, with Ahlers & Stoll here.
Carolyn and I are having trouble with Betty's computer.

1. At boot-up it stays stuck at "Windows 98" for several minutes.
2. Then asks if want to open in "safe mode" (we say yes)
3. It freezes completely where it states "While initializing device VKD: Windows Protection"
4. A couple of times after choosing safe mode, it moves on to a message