



# Using Safe Mode

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## What is Safe Mode?

Safe Mode is used to troubleshoot problems in the Windows using a process of elimination to find problems. It boots your computer in a limited state using only basic files and drivers that are necessary to run the Windows system. When you use the Safe Mode you will notice the windows look different and the words Safe Mode will be in the corners of the monitor.

If the problem does not appear when opening in Safe Mode, then you will know that the basic files and drivers are okay. If you have a problem after adding new software to your computer, it could be the problem. If you did not add anything new you may want to run an elimination process to discover what the problem is, if it is not a virus or other related problem. In the case of a virus, you should first run your anti-virus software and fix anything possible.

Using Safe Mode is more for a computer user that is comfortable with making changes to their computer. If you are uncertain, you may want to read more information about Safe Mode and its usage before you delve into it. The process of eliminating problems with your computer can be quick or take a while depending on the reason your computer is acting up. There is a list of links at the end of this document.

There are options you can do before using the Safe Mode.

1. Run your anti-virus software first.
2. Clean disk
3. Defragment computer
4. Troubleshoot recently added software

If the problems are solved after these tasks are complete, you won't need to use Safe Mode for repairing.

## Accessing Safe Mode

### Before you start:

- ✎ Close all programs
- ✎ All removable storage taken out of drives or unplugged
  - disks, flash drives, removable hard drives
- ✎ Restart computer
  - Click on Start Menu
  - Click on arrow next to shut down
  - Click on Restart

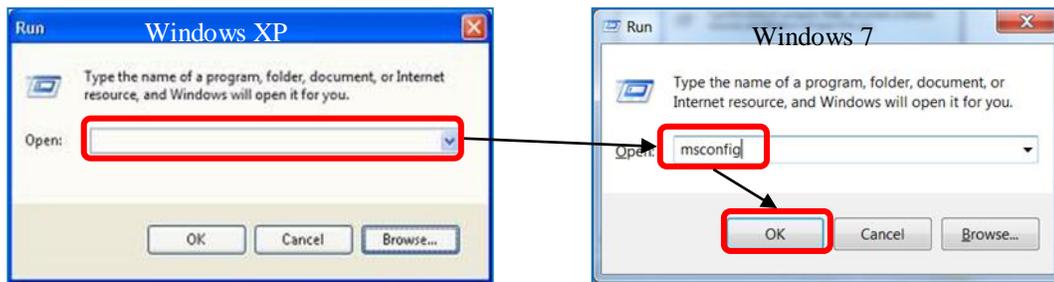
### If your computer is off:

1. Power up the computer
2. Before the Windows logo appears, Press and hold the F8 key
  - a. If the Logo appears before you press the F8 key you will need to shut down the computer and start again
3. If your computer has more than one operating system, a list will appear ( a black screen with white text) and you will need to click on the system you want to open Safe Mode
4. When you have opened Safe Mode, you will see the words Safe Mode in the corners of the screen

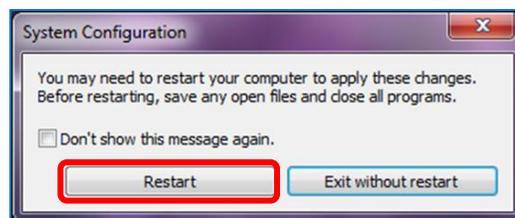
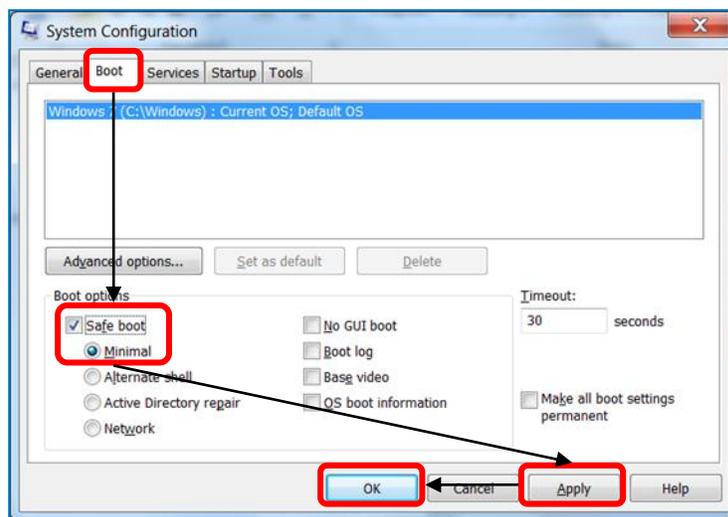
### If your computer is on:

1. Go to the **Start Menu > All Programs > Accessories > Click on Run**
2. In the **Run dialog box**, type: **msconfig**
3. Click **OK**
4. Click **Yes** to allow changes to your computer if the security box opens

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5. In the **System Configuration dialog box**, click on the **Boot** tab to view all Safe Mode boot options.
6. **Click** in the **Safe boot** check box
7. **Click** the **Minimal** radial button
8. **Click** **Apply**
9. **Click** **OK**
10. In the **smaller System Configuration dialog box** **click on Restart** to reboot computer



11. Safe Mode will restart and you will see the log on screen
12. Log on to computer to perform any tasks needed to eliminate problems using the Device Manager-next page
13. When your tasks are finished open the System Configuration dialog box
14. On the General tab click on the Normal Startup option
15. Click **Apply** then click on **OK**

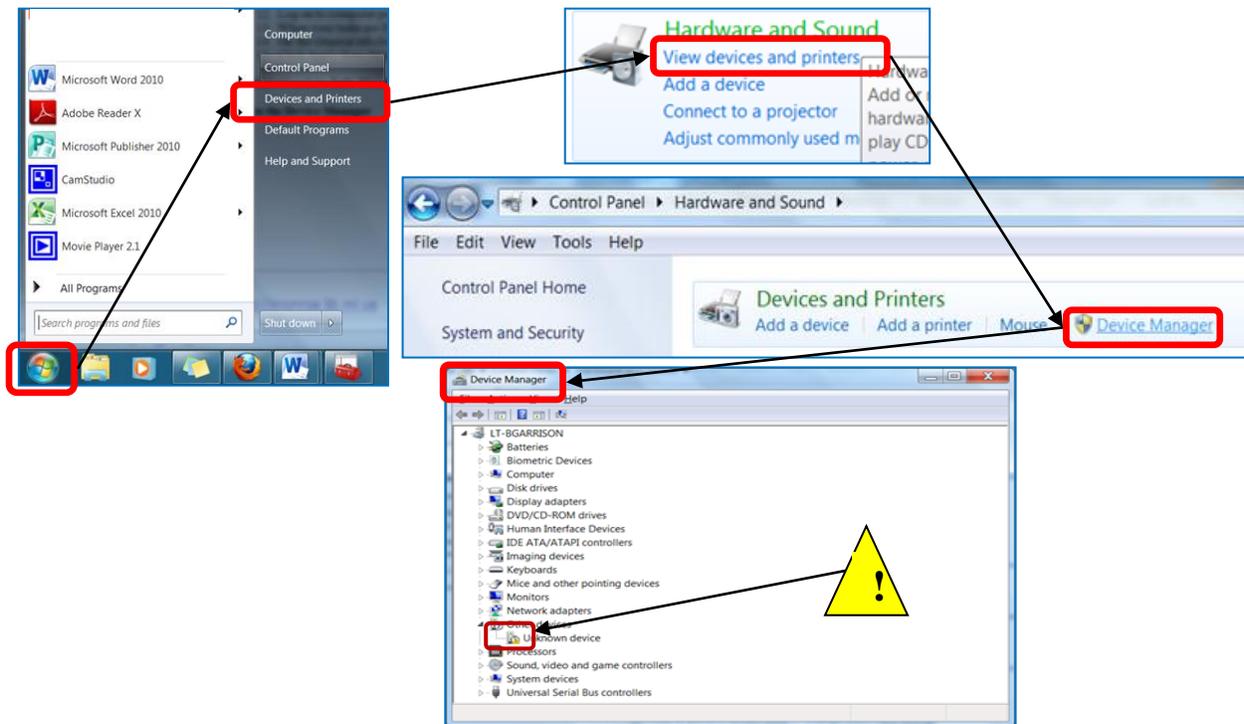


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## Troubleshooting in Safe Mode

### Open the Device Manager

1. Click on the **Start button** at the bottom left of screen
2. Click on **Control Panel** right column of menu
3. Click on **Hardware and Sound**
4. Click on **Device Manager** in the **Devices and Printers** option



5. **Expand list**
6. Any device with a **yellow triangle and exclamation point** lets you know that it is not working correctly
  - a. Options for repair:
    - i. **Run** troubleshooting for the device and choose options
    - ii. **Uninstall and reinstall** the device
      1. If you do not have the cd for the device, you may need to go to the device website to get the drivers for that device
7. **Disable devices**-if your computer works in normal mode with the device disabled you will need to take the steps listed in step 6.
  - a. **Right click** the device and **click on Disable** in the menu
  - b. **Reboot** the computer in **Normal Mode**-when you restart the computer it should automatically open in normal mode
8. **If you do not receive any error messages**, the device that you disabled is cause for your computer problem
  - a. If you want to keep the device, Repair the device and try using your computer again
9. **If you need the faulty device**
  - a. In the Safe Mode, perform a System Restore to an earlier date
  - b. Remember to back up all documents to the current date to keep from losing them in the System Restore

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## Helpful Websites

Listed are a few links to websites with more information about Safe Mode. There are more links available at these sites for more detailed information.

<http://windows.microsoft.com/en-US/windows7/Diagnostic-tools-to-use-in-safe-mode>

<http://windows.microsoft.com/en-US/windows7/Advanced-startup-options-including-safe-mode>

<http://www.windowsmaven.com/index.htm> This site has a plethora of information relating to security and maintenance for your computer.

[http://www.ehow.com/how\\_5188412\\_fix-computer-safe-mode.html](http://www.ehow.com/how_5188412_fix-computer-safe-mode.html)

<http://www.pbcomp.com.au/using-windows-safe-mode.html>

<http://windows.microsoft.com/is-IS/windows-xp/help/setup/how-to-fix-computer-that-will-not-start>