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Thread: [windows won't start up - installation problem](#)

ibracadabra - May 17, 2015, 4:50 am

I use a brand new Asus X552L laptop. Started the laptop last week, worked fine!

Yesterday when I started the laptop, it automatically updates new windows software. Unfortunately I receive the message: "Updates can't be installed, changes will be made undone, don't turn off your Laptop".

But then nothing happens, it stays like this for more than 24 hours. I have already restarted the laptop many times, removed the battery, leave it without power source for hours. In all cases nothing happens.

Please can anybody give me some information on how to stop this

Thanks

Tha Sneak - May 17, 2015, 9:11 am

Disable Windows Updates, I'm guessing it is Windows 8 just go into PC settings and Update tab.

Orchid - May 17, 2015, 9:18 am

Can you try booting into safemode and manually download the update?

ibracadabra - May 17, 2015, 12:58 pm

(May 17, 2015 09:18 AM)Orchid Wrote: [\[CITE\]](#) Can you try booting into safemode and manually download the update?

thx for answer, but No, when I restart the PC it directly goes to the installation, there is no chance to put in a key combination

Tha Sneak - May 17, 2015, 1:56 pm

We are going to be using a Windows Recovery Environment to help disinfect the system so it may boot again.

Download the OTLPE Standard REATOGO Windows Recovery Environment. Place a blank CD-R disc in to your CD burning drive.

Download [OTLPEStd.exe](#) and double-click on it to burn to a CD using ISO Burner.

Reboot your system using the boot CD you just created.

Note : If you do not know how to set your computer to boot from CD follow the steps [here](#)

Your system should now display a REATOGO-X-PE desktop.

Double-click on the OTLPE icon.

When asked "Do you wish to load the remote registry", select Yes

When asked "Do you wish to load remote user profile(s) for scanning", select Yes

Ensure the box "Automatically Load All Remaining Users" is checked and press OK

OTL should now start. Change the following settingsChange Drivers to Non-Microsoft

Press Run Scan to start the scan.

When finished, the file will be saved in drive C:_OTL\MovedFiles

Copy this file to your USB drive if you do not have internet connection on this system

Please post the contents of the OTL.txt file in your reply.

Fatboy Slim - *May 17, 2015, 1:56 pm*

Have you tried turning it off and on again?