

Forum:[Hack Forums](#)

Thread: [Dell Inspiron Blue Screen loop stuck! - Windows 10](#)

Hustla - April 27, 2017, 12:58 am

Every time I start my laptop it goes into a blue screen saying "Your PC ran into a problem and needs to restart..."

I'll eventually wait it out and it takes me to "Dell Backup and Recovery" where smart repair attempts to help but fails every single time then it gives me a blank backup list... from there I can't do shit. I eventually click cancel to exit me out the useless repair screen and the loop continues.

I have tried tapping/holding down f8, F5, and no luck to boot in safe mode.

In people's videos on YouTube they always get the windows repair screen and I'm stuck getting this shit useless "Dell Backup and Recovery" screen.....

I need help fixing my laptop, any help is appreciated!

Satudarah_temp - April 27, 2017, 1:15 am

Where did you get the source of the malware? Are you able to boot into windows and access programs.

Hustla - April 27, 2017, 1:29 am

(Apr 27, 2017 01:15 AM)Satudarah_temp Wrote: [\[CITE\]](#) Where did you get the source of the malware? Are you able to boot into windows and access programs.

I'm not able to boot into windows and acesss programs.

Source of the malware?

Satudarah_temp - April 27, 2017, 2:06 am

(Apr 27, 2017 01:29 AM)Hec?tor Wrote: [\[CITE\]](#) I'm not able to boot into windows and acesss programs.

Source of the malware?

source of the malware means the link you downloaded it from, are you able to boot into recovery mode?

Hustla - April 27, 2017, 1:18 pm

(Apr 27, 2017 02:06 AM)Satudarah_temp Wrote: [\[CITE\]](#) source of the malware means the link you downloaded it from, are you able to boot into recovery mode?

recovery mode as in a list of backups I can choose from? If so yes but the list is blank

Might need a USB but idk what to put on that USB to be able to boot

Satudarah_temp - April 27, 2017, 1:33 pm

I think your best bet would be to make a live linux usb and copy your important files from windows, then reinstall.

Also im abit confused, are you able to access your desktop? If so please do the following if you are able to: Spoiler ([Click to View](#))Please download [Farbar Recovery Scan Tool](#) and save it to your Desktop.

Note: You need to run the version compatible with your system. If you are not sure which version applies to your system download both of them and try to run them. Only one of them will run on your system, that will be the right version.

Right click to run as administrator (XP users click run after receipt of Windows Security Warning - Open File). When the tool opens click Yes to disclaimer.

Press Scan button.

It will produce logs called FRST.txt and Addition.txt in the same directory the tool is run from.

Please copy and paste the logs back here.

Hustla - April 27, 2017, 2:10 pm

(Apr 27, 2017 01:33 PM)Satudarah_temp Wrote: [\[CITE\]](#) I think your best bet would be to make a live linux usb and copy your important files from windows, then reinstall.

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Can't access my desktop, unfortunately

I don't mind starting brand new and having everything deleted, but the thing is I can't access my desktop and F8 isn't working to even let me try to boot into safe mode

Sparkfear - April 28, 2017, 2:15 am

Can access your BIOS?

You could change boot order, thus boot from Linux like Saturdah recommends.

Satudarah_temp - April 28, 2017, 2:29 am

(Apr 27, 2017 02:10 PM)Hec?tor Wrote: [\[CITE\]](#) Can't access my desktop, unfortunately

I don't mind starting brand new and having everything deleted, but the thing is I can't access my

desktop and F8 isn't working to even let me try to boot into safe mode
Im not really used to hardware debugging, but it sounds like a hardware thing.

How old is the computer? What exact model is it? How long has the computer been like it, how did it happen?

If you have another computer, you could remove the harddrive and connect it to that and try to pull the files of it.

Hustla - June 29, 2017, 4:07 pm

(Apr 28, 2017 02:29 AM)Satudarah_temp Wrote: [\[CITE\]](#) Im not really used to hardware debugging, but it sounds like a hardware thing.

How old is the computer? What exact model is it? How long has the computer been like it, how did it happen?

If you have another computer, you could remove the harddrive and connect it to that and try to pull the files of it.

The computer is from 2013-2015 around those years. I would have to check out the laptop to give you the exact model.

Problem is still going. They're going to charge me \$50 to fix it so I want to try again and see if I can get help one last time before I pay.