

Forum:[Hack Forums](#)

Thread: [Keyboard stops working](#)

Dialga - October 23, 2018, 9:25 pm

Hello HF

Let me know if I didn't follow rules when posting this, just upset and need a quick helping hand. I am having an issue. I improperly turned off my Windows 10 custom built Pc and ever since then I been trying to fix it. Everything was working fine when I was restarting and stuff a couple times now I can't get my mouse or keyboard to work. I am on the blue "YOUR PC COULDNT START PROPERLY" , "RECOVERY" "0xc0000001" and then it has a couple options for the F keys like F8 to select start up options (which is what I'm trying to do) but I can't select anything because my Keyboard doesn't work, even though the light is on! Anybody got a clue on how to get my keyboard to start working again? It works fine in the BIOS, etc... it was even working when I was running a manual chk command in cmd to fix the Issue it stuck and I turned off the PC then ran into this.

Appreciate it.

Hydra - October 23, 2018, 9:36 pm

Put the keyboard and mouse in a new USB port, that should trigger the system to check for drivers. Are you still getting the blue screen (BSOD) or is the unit now booting properly?

SuperiorUser - October 23, 2018, 9:46 pm

I doubt your keyboard and mouse were damaged from you turning off the computer, try the keyboard and mouse on another computer to see what happens.
since you are getting an error it sounds a software problem, try resetting your OS.

Dialga - October 23, 2018, 10:13 pm

(Oct 23, 2018 09:36 PM)iHydra Wrote: [\[CITE\]](#) Put the keyboard and mouse in a new USB port, that should trigger the system to check for drivers. Are you still getting the blue screen (BSOD) or is the unit now booting properly?

I already tried that, it's not the keyboard and mouse both work fine, they're just not working on that specific page. I'm getting an error like the one here

I am not getting BSOD, I'm not able to even boot into my OS. Please read my post again. Ever since I turned my pc off improperly I have had this issue. I just need to get my keyboard working so I can figure out what I'm going to do. Please respond if you know properly.

Hydra - October 24, 2018, 11:53 am

Get another keyboard and see if that works on that page.

Power on unit and wait for Windows to start booting and shutdown right away. Repeat this 3 times. Should send you to Advanced Repair from where you can access Command Prompt. If that doesn't work... Do you have a second computer? Make a Windows 10 install USB and boot to it and "Repair this computer" to get access to Command Prompt.

Commands to throw at it in order:

Determine which directory in WinRE is your OS:

Code dir C:

dir D:

dir E:

IF you couldn't locate the correct Windows drive (should have all the core Windows folders inside like /Windows, /Program Files, /Users, /temp, etc.) do the following:

Code diskpart

list disk (if one disk, skip this)

sel disk {number of OS disk} (if one disk, skip this)

list vol

exit"list vol" will give you the letter of the Windows drive, determine from there.

Go to that directory after you find it and...:

Code {LETTER}:

sfc /scannow /OFFBOOTDIR={LETTER}: /OFFWINDIR={LETTER}:\Windows

dism /image:{LETTER}: /cleanup-image /revertpendingactions

Restart unit after those 2 commands have completed. If it still won't boot, get back to the command prompt and do:

Code chkdsk {LETTER}: /r(and if it asks, unmount the drive to continue the chkdsk)

See if that helps. If not, may have to do an offline repair using DISM which would be a bit difficult to do without a good understanding of computers. Even then, no guarantee DISM offline repair of the image would fix this. There's also the option of rolling back to a regback.

If you have important files, you can transfer them out using command prompt (Google how to) onto an external HDD or another media storage. This will then allow you to go ahead and just reinstall Windows 10.

SuperiorUser - October 24, 2018, 1:24 pm

(Oct 23, 2018 10:13 PM)Dialga Wrote: [\[CITE\]](#) I already tried that, it's not the keyboard and mouse both work fine, they're just not working on that specific page. I'm getting an error like the one here

I am not getting BSOD, I'm not able to even boot into my OS. Please read my post again. Ever since I turned my pc off improperly I have had this issue. I just need to get my keyboard working so I can figure out what I'm going to do. Please respond if you know properly.

the chances of your keyboard being damaged from an improper pc shut down is so so so so extremely rare compared to software damage. check the keyboard on another computer.

Hydra - October 24, 2018, 3:03 pm

(Oct 24, 2018 01:24 PM)Lukasu Shemazio Wrote: [\[CITE\]](#) the chances of your keyboard being damaged from an improper pc shut down is so so so so extremely rare compared to software damage. check the keyboard on another computer.

Well he's stated that it works on other areas such as the boot menu F12, DEL, etc. It only stops working at that blue screen.

SuperiorUser - October 24, 2018, 3:04 pm

(Oct 24, 2018 03:03 PM)iHydra Wrote: [\[CITE\]](#) Well he's stated that it works on other areas such as the boot menu F12, DEL, etc. It only stops working at that blue screen.

yeah then it's for sure a software problem

