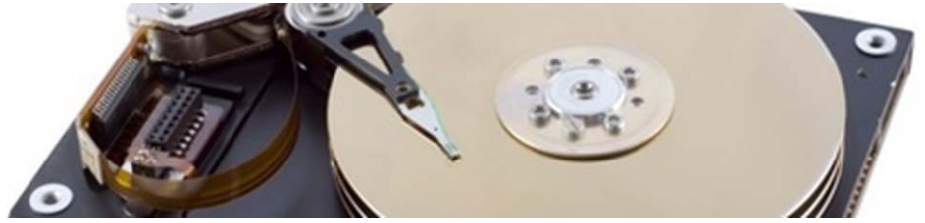


## Repairing Windows XP



A repair of the Operating System is a last resort when problems have developed from poor media (hard drive) quality or situations arising from software problems, such as DIY registry repairs, spyware or virus attacks.

*Repairing XP does not always fix all of the problems with your PC and should not be expected to do so.*

XP repair is by no means foolproof, and should not be considered lightly – however if a PC will not boot it may be the most cost effective solution to retrieve your data, and often settings, without resorting to labour intensive and expensive recovery.

A Windows XP repair is often undertaken where:

1. The choice of a “Clean Install”, though 100% effective, may cause more work retrieving favorites and files etc
2. The status of the hard drive does not allow a boot to safe-mode where the USMT (files and settings transfer) enables saving of your data.

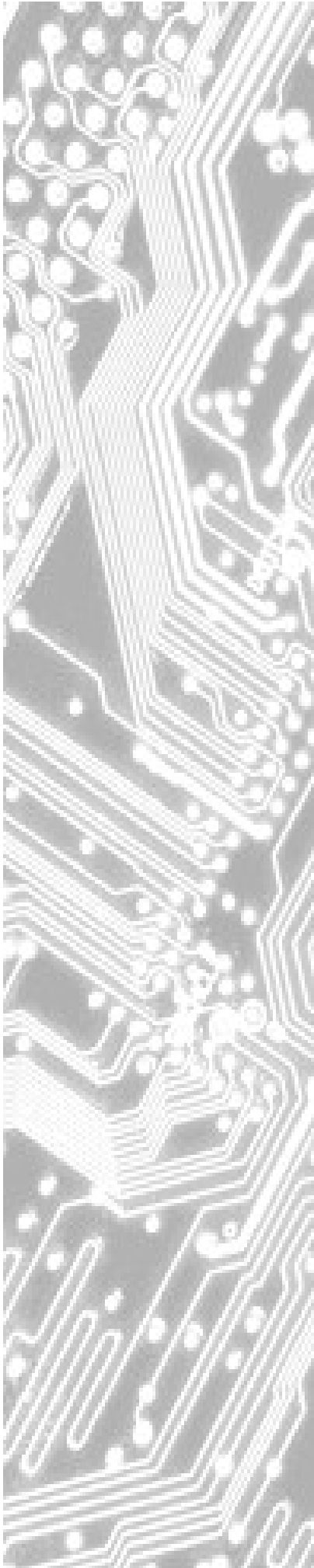
If a repair seems at first to have made matters worse, it must be remembered the only other option was a wiped drive, and potentially an expensive recovery bill.

Whether a PC will accept a windows repair is not known until that repair is attempted. Cases where a repair is impossible are relatively infrequent, but do happen.

Occasionally, a physical repair of the hard drive may be indicated before Windows repair will be possible.

CPCD Limited have a policy of creating an image of hard drives before working on them, to prevent loss of data – however this procedure may be excluded where a drive is judged too worn or unstable to cope with the intense reading required.





**You can, however be assured that if a decision is taken to attempt a Windows repair, all standard and less risky avenues have already been considered and pursued as appropriate.**

**Where possible we will make and retain a full drive image for the period we are working on your PC. We routinely destroy such images after approximately 10 days.**

**If a repair is successful, there may be a requirement to re-activate the operating system. Generally, we undertake this immediately, although, if you are asked to activate XP, you should follow the on screen instructions to do so, or call us before the time limit expires.**

**Occasionally, windows will not update after a repair. This is often fixed easily, but is not always apparent immediately. You will need to call us to arrange a visit.**

**It may also become apparent that some passwords are missing, or favorites and sometimes settings are incorrect or not working – again this is a separate issue that may not be immediately apparent.**

**If it becomes apparent that a windows repair is not satisfactory, then you should contact us. There is neither facility nor justification for a refund – although since the next step is a clean installation, you should take the opportunity to save any information (including serial numbers, passwords etc) that you need.**

**If a PC needs a clean install within 14 days of an operating system repair, it will be undertaken at a discounted cost. In some cases, where a hard drive is found to be faulty, the repaired hard drive (or at least the operating system and data) will be migrated to a new drive, which may involve additional costs.**

**Some good advice (other than to have your PC serviced at regular intervals) is that if your life or livelihood, depends on your PC, use a back-up software such as R Drive, or Acronis True Image.**

**We hope this information helps you to understand that a repair is both risky and very much a last resort.**

**XP repair however, remains a useful tool in recovering from software problems, and most repairs are totally successful.**

**Due to the risks described, CPCD Limited are unable to guarantee any repairs made on Operating Systems using the Windows Repair facility.**

**CPCD Limited**

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