Preventing a Windows XP Critical Error

If you purchased your HP Pavilion home PC between September 2001 and February 2002, your PC may experience a Microsoft® Windows® XP critical error. To prevent an error that may cause your computer to be unusable, HP strongly recommends that you go to the Microsoft Windows Updates Web site to download all critical updates. Without these updates, an *Unmountable Boot Volume* error may occur randomly, and if it does, the error creates a blue screen with the message:

A problem has been detected and windows has been shut down to prevent damage to your computer.
UNMOUNTABLE_BOOT_VOLUME…Technical Information:
*** STOP: 0x000000ED

If this error occurs, you will be unable to fix the problem without a diskette that you can order from HP Technical Support. Even after using the diskette to restore your computer, this error may continue to occur unless this update is loaded onto your HP Pavilion.

To avoid this inconvenience and to prevent this critical error, please follow these instructions:

1 Connect to the Internet.

2 Click **Start**, choose **All Programs**, and then click **Windows Update**.

3 A Windows Update Web page appears. If a window pops up and asks if you want to install a Windows Update tool, click **Yes**.

4 Click **Pick Updates to install**, **Critical Updates**, and then click **Review and install updates**. All critical updates are automatically selected.

   Note: *You can also choose to install noncritical Windows XP or driver updates in this window.*

5 Click the **Install Now** button in the Total Selected Updates area.

6 Click **Accept** to accept the license agreement. Follow onscreen instructions. This download may take several minutes.

7 When the installation has finished, close all windows and restart the computer.

Important: *HP recommends that you use the Windows Update feature to periodically check for and download fixes for issues involving Microsoft's products. Some of these issues can include device compatibility, security, and system stability. You can also access Windows Updates from Help and Support.*

If you ever perform a system recovery, you need to reinstall these critical updates.

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