

Lab 12.7.5: Using the Windows 2000 Recovery Console

Estimated time: 30 Minutes

Objective

In this lab, you will learn how to use and implement the Windows 2000 Recovery Console.

Equipment

The following equipment is required for this exercise:

- A computer system running Windows 2000

Scenario

You are the system administrator for the XYZ Company and upon arriving at work in the morning you have a call from an end user stating that they are receiving a “system boot failure”. To fix the problem, run the Windows 2000 Recovery Console to repair any boot file that may be damaged.

Procedures

In the first step of this lab, the system boot failure will need to be created. (Do not worry, it will be repaired in the other parts of the lab). In the second step of the lab, the Recovery Console will be used to repair the system boot failure that was created in the first step. In the third part of the lab, the recovery console will be installed and some of the recovery console commands will be utilized.

Step 1

First, turn off/disable system protection. Double-click **My Computer**, then select **Tools> Folder Options**.

In the Folders Options display box, click on the **View** tab.

With the “View” tab selected, change the defaults for viewing hidden and system files. To do this check the “Show hidden files and folders” radio button. Also, uncheck “Hide protected operating system files (Recommended)”.

Next, rename the Ntldr file to Oldntldr. To do this, click on **Start >Search >for Files and Folders**. In the “Search for files and folders named:” type “Ntldr”.

When the file shows up on the right screen, right-click on the file and select rename. Rename it to **Oldntldr**.

Restart the computer. An error message should be received when you restart the computer.

Step 2

Make sure that the Windows 2000 installation CD is in the CD-ROM drive and then restart the computer. Change the BIOS settings to boot from the CD-ROM.

When the Setup Notification message appears, Setup will now display the Welcome To Setup screen.

Press **R** to repair a Windows 2000 installation using the recovery console. The Windows 2000 Repair Options screen displays.

Press **C**, this will start the Recovery Console. Next, type "1" and then press **Enter**. At the prompt, enter the administrator's password, then press **Enter**.

A "C:\Winnt" command prompt appears. Type "cd .." then press **Enter**. This will change to the root folder (C:\).

Type "copy Oldntldr Ntldr" at the command prompt and press **Enter**.

Type "exit" and press **Enter**. The computer will reboot and should start normally.

Step 3

Log on to the system with the Administrator account.

Insert the Windows 2000 Professional CD into the CD-ROM drive. Close the Windows 2000 window when it displays.

Go to **Start > Run** and in the box type "D:\i386\winnt32 [space] /cmdcons" and then click **OK**. The Windows 2000 Setup message box displays. Note: the CD-ROM drive letter might be different depending on the system's configuration.

Click **Yes** to install the Windows 2000 Recovery Console. Windows 2000 Setup installs the Windows 2000 Recovery Console to the hard disk.

Click **OK** to close Setup dialog box.

Step 4

First, restart your computer and at the boot loader menu select "Microsoft Windows 2000 Recovery Console".

The Windows 2000 Recovery Console will start up and prompts for the Windows 2000 installation to log on to. There should only be one choice to choose from at this point. Enter the administrator password when prompted and then press **Enter**.

Type "help" and press **Enter** to see the list of available commands. Find the **Listsvc** command and use it to view all available services.

Type "Listsvc" at the command prompt (at the end of the list) and press **Enter** to view a list of available services. Press **Esc** to stop.

Type "disable /?" and then press **Enter**. This command disables any Windows system service or driver.

Type "disable alerter" and then press **Enter**.

The Alerter Service will now be disabled. Note the lines of text advising that the "Alerter service" has been changed. Type "exit" and then press **Enter** to restart your computer. Boot into Windows 2000.

Now that you disabled the Alerter Service you will need to restart it.

Log on to the system with the Administrator account.

Next navigate to the Computer Management window. There are two ways to access the Computer Management window:

Go to **Start > Programs > Administrative Tools > Computer Management**.

OR

Go to **Start > Settings > Control Panel > Administrative Tools > Computer Management**

Next, expand “Services And Applications” by clicking the plus (+) sign and then click **Services**.

Double-click **Alerter**, change the “Startup Type” option to “Automatic”, and then click **OK**.

Right-click **Alerter**, and then click **Start**. Close the Computer Management window.

Troubleshooting

The recovery console is a very useful tool when troubleshooting various problems. If the system stops responding or will not boot properly, it is a good place to go while troubleshooting the issue.

Reflection

Give an example of a problem that could be solved using the recovery console: \
