

**The System Has Become Unstable, Locking Up, Causing Continuous Reboots And/Or Generating Fatal Exception Errors After Restoring The USER.EXE File Because The Windows 98 System File Checker Stated It Was Corrupted.  
PCV E201 E203 E204 E205 E302DS E308DS E314DS E518DS  
PCG 505F/FX 505G/GX 505TS/TX 731 735 748 808 812 818 838**

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The USER.EXE file was reported as corrupted due to the Windows database that the System File Checker is comparing the file to. This message occurs on all computers with Windows 98. The file that was restored per file System File Checker can cause the system lock-ups and Fatal Exception errors. To resolve this issue it is necessary to do a Single File Restore (SFR) of the Windows\System\User.exe file. Please refer to the appropriate model section and follow the steps below:

**I. Single File Restore (SFR) on a PCV E201 E203 E204 E205:**

1. Insert the System Recovery CD into the CDROM / DVDROM drive.
2. Restart the computer to boot to the System Recovery CD.

*RECOVERY CD NOTE: For a PCV E201 E203 E205 use System Recovery CD # 2*

- A. Click Start and click Shutdown.
- B. Select Restart and click OK.

3. When the first screen opens, ignore the options and press the CTRL and C keys on the keyboard simultaneously.
4. Press Y to terminate the batch job.
5. From the (A:\>) DOS prompt, type: **SFR WINDOWS\SYSTEM\USER.EXE**

*NOTE: DO NOT use C:\ in the path.*

6. After restoring the file, remove the System Recovery CD from the drive and press the CTRL+ALT+DEL keys simultaneously to restart the computer.

**II. Single File Restore (SFR) on a PCV E302DS E308DS E518DS:**

1. Insert the System Recovery CD into the DVDROM drive.
2. Restart the computer to boot to the System Recovery CD.

- A. Click Start and click Shutdown.

B. Select Restart and click OK.

3. Press C to Cancel.

4. From the (A:\>) DOS prompt, type: **SFR WINDOWS\SYSTEM\USER.EXE**

*NOTE: DO NOT use C:\ in the path.*

5. An (A:) prompt (with no errors) will appear when the SFR has completed successfully. After restoring the file, remove the System Recovery CD from the DVDROM drive and press the CTRL+ALT+DEL keys simultaneously to restart the computer.

### **III. Single File Restore (SFR) on a PCV E314DS:**

1. Insert System Recovery CD #2 into the DVDROM drive.

2. Restart the computer to boot to the System Recovery CD.

A. Click Start and click Shutdown.

B. Select Restart and click OK.

2. When the first screen opens, IGNORE the prompt to switch CDs and press any key. INSTEAD, press the CTRL and C keys on the keyboard simultaneously.

*NOTE: Do not press C alone to cancel.*

3. Press 'Y' to terminate the batch job.

4. From the (A:\>) DOS prompt, type: **SFR WINDOWS\SYSTEM\USER.EXE**

*NOTE: DO NOT use C:\ in the path.*

5. An (A:) prompt (with no errors) will appear when the SFR has completed successfully. After restoring the file, remove the System Recovery CD from the DVDROM drive and press the CTRL+ALT+DEL keys simultaneously to restart the computer.

### **IV. Single File Restore (SFR) on a PCG 505F/FX 505G/GX 505TS/TX:**

*NOTE: A CDROM drive must be attached in order to perform this procedure.*

1. Insert the System Recovery CD into the attached CDROM drive.

2. Shutdown the system.

A. Click Start and click Shutdown.

B. Select Shutdown and click OK.

*NOTE: The system will only boot to the System Recovery CD on a cold boot.*

3. Start the system.

4. At the System Recovery screen, press the C key to cancel and exit to a DOS prompt.

5. From the (A:\>) DOS prompt, type: **SFR WINDOWS\SYSTEM\USER.EXE**

*NOTE: DO NOT use C:\ in the path.*

6. After restoring the file, remove the System Recovery CD from the CDROM drive and press the CTRL+ALT+DEL keys simultaneously to restart the computer.

**V. Single File Restore (SFR) on a PCG 731 735 748 808 812 818 838:**

1. Insert the System Recovery CD into the CDROM/DVDROM drive.
2. Restart the system.
  - A. Click Start and click Shutdown.
  - B. Select Restart and click OK.
3. At the System Recovery screen, press the C key to cancel and exit to a DOS prompt.
4. From the (A:\>) DOS prompt, type: **SFR WINDOWS\SYSTEM\USER.EXE**

*NOTE: DO NOT use C:\ in the path.*

5. After restoring the file, remove the System Recovery CD from the CDROM drive and press the CTRL+ALT+DEL keys simultaneously to restart the computer.