Resolving Windows Repair Boot Loop

# Symptoms

When powered on, the machine passes POST, but Windows offers the options to start Windows Repair or to Start Windows Normally. If Windows Repair runs it fails to repair Windows.

# Root Cause

Key Windows files are corrupted, and McAfee Endpoint Encryption prevents windows from repairing those files.

# Solution

1. Obtain the recovery XML file for the machine and the McAfee code of the day.
2. If using the standard EETech disk, which uses BARTPE, enter the BIOS configuration on the machine and set the SATA Operation mode to ATA. If using a WinPE based EETech disk, this step is not necessary.
3. Boot the machine from the EETech disk.
4. Start EETech
5. Click File under Authentication, and select the XML file for this machine.
6. Click Authorize under Authorization and enter the code of the day.
7. Using the command prompt or file explorer, browse to c:\windows\system32\config.
8. Create backup copies of SYSTEM and SOFTWARE.
9. Copy SYSTEM and SOFTWARE from c:\windows\system32\config\regback to c:\windows\system32\config.
10. If you changed the SATA Operation change it back to the original mode.
11. Restart the computer
12. When the menu appears prompting whether to start Windows Repair or Start Windows Normally, pick Start Windows Normally.
13. Make certain the end user can log in and check for any other issues, such as programs that do not start.

# Further Resources

[Scripts page on sharepoint](https://mysite.dupont.com/personal/dupontnet_bq6767/kb/Document%20Store/Forms/Scripts.aspxhttps:/mysite.dupont.com/personal/dupontnet_bq6767/kb/Document%20Store/Forms/Scripts.aspx)