

How to fix a computer with a black screen that cannot access Windows

Guide to fix the computer with black screen + mouse pointer, can not boot into Windows. Applies to Windows 7, 8, 8.1 and Windows 10 ...

Have you ever had an error that when you boot up your computer, only a black screen appears? This means the computer is still running, the fan and hard drive are still running, even the mouse pointer appears on the screen . however, the computer cannot access the interface of the Windows operating system. .

Yes ! If you are experiencing this annoying error and this is the article for you. In this article I will guide you in detail step by step how to **fix black screen error** at startup. Hope to help you!

I. What causes black screen error?

1. The computer is infected with a virus, leading to the computer not automatically loading Windows Explorer.
2. Error after windows update, or in some cases the computer automatically updates and after you restart the computer, this error occurs.
3. Due to computer video card (removable card).
4. There is a problem with your hard drive.
5. Another possible cause of this error is the Fast Startup feature on Windows operating systems.

II. Instructions on how to fix black when booting the computer screen

Here I will share with you 8 ways that I still regularly apply when the above problem occurs.

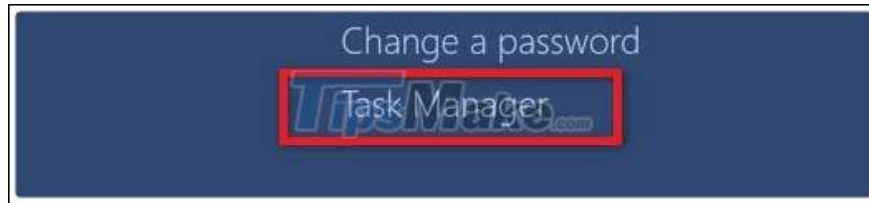
1. Reload Windows Explorer

Well, this is the easiest way for you to quickly access the Windows desktop interface when this error occurs.

But with this way, you only temporarily access it, and of course it is still not able to completely overcome it.

Perform:

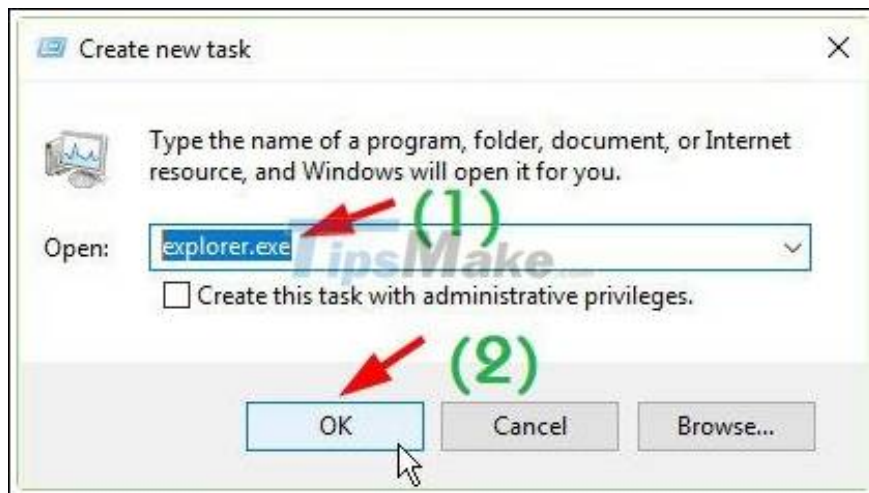
+ Step 1: Press the key combination Ctrl + Alt + Del => then select Task Manager as shown below.



+ Step 2: Window Task Manager appears, click File => select Run new task to run the Run dialog box.



+ Step 3: Now enter the command explorer.exe and press Enter to execute. Immediately the computer will boot to the Desktop.



+ Step 4: OK, after you have entered the Windows screen, continue to remove Adware by using the duo of AdwCleaner and Malwarebytes Anti-Malware tools.

2. Change the path to load Windows Explorer files

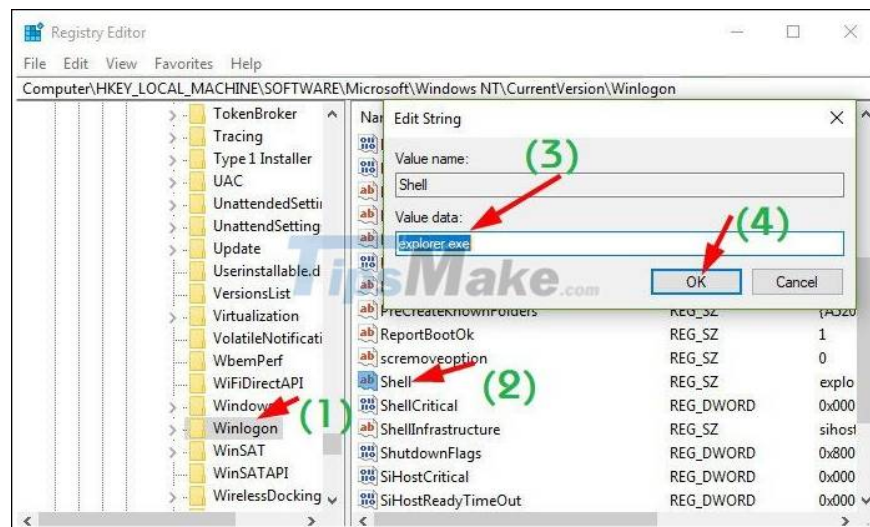
As I said above, your computer can be attacked by virus and change the path to explorer.exe file in Registry . Therefore, the next job you need to do is to check if it displays properly or not.

Perform:

Please access the following link

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows NT\CurrentVersion\Winlogon

After entering Winlogon, look to the right => double click on the Shell file => enter explorer.exe and click OK to agree.



Now turn off this dialog box, restart your computer to see if this error is still there. If that still doesn't work, try installing an anti-virus software (if not already) to scan your computer once.

3. Disable / disable quick start feature

This quick start feature not only causes a black screen error, but it can also cause the computer to fail to shut down completely.

How to disable this feature, I have very detailed instructions in this article already. Please read again how to turn off the Fast Startup feature if you do not know how. (Way 4 in that tutorial!)

4. Temporarily disable discrete video card (if any)

To check if the cause is due to the video card or not, please do as follows:

Perform:

+ Step 1: Access to Safe Mode .

+ Step 2: Right-click on This PC (Computer) => select Manage => select Device Manager => now go to Display adapters.

Or you can quickly open the Device Manager window by opening the Run dialog (Windows + R) => enter the command devmgmt.msc => press Enter to execute.

Here the discrete card on my computer is the NVIDIA GeForce GT 525M series. Any line with Graphics, it is the onboard Card.



+ Step 3: Now try to right-click on that line => select Disable to temporarily disable this removable Card => then restart your computer to check the results.

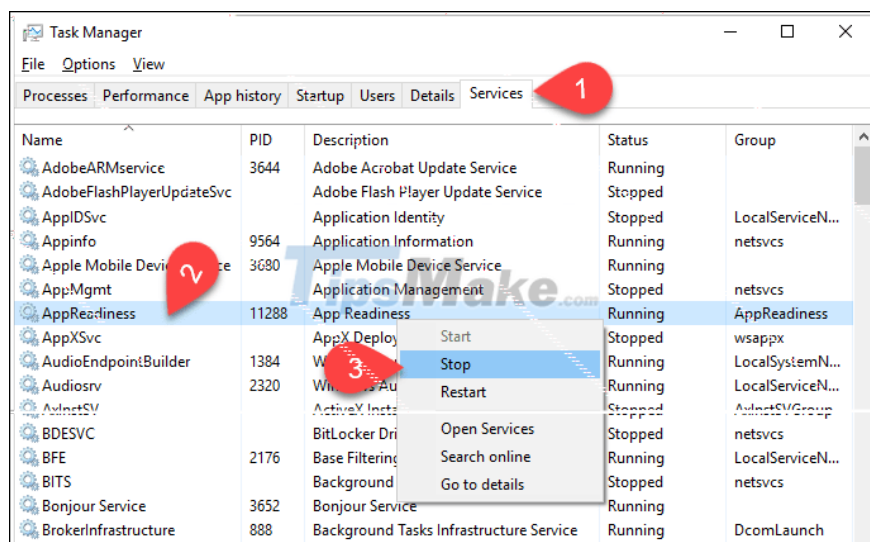
+ Step 4: After booting up, if it still does not work then you try to disable the other onboard card note to see stars => then reboot to check the results.

+ Step 5: After you have disabled both the discrete card and the onboard card, but still have black screen phenomenon when booting, the cause is not due to the video card. Please re-enable these 2 cards.

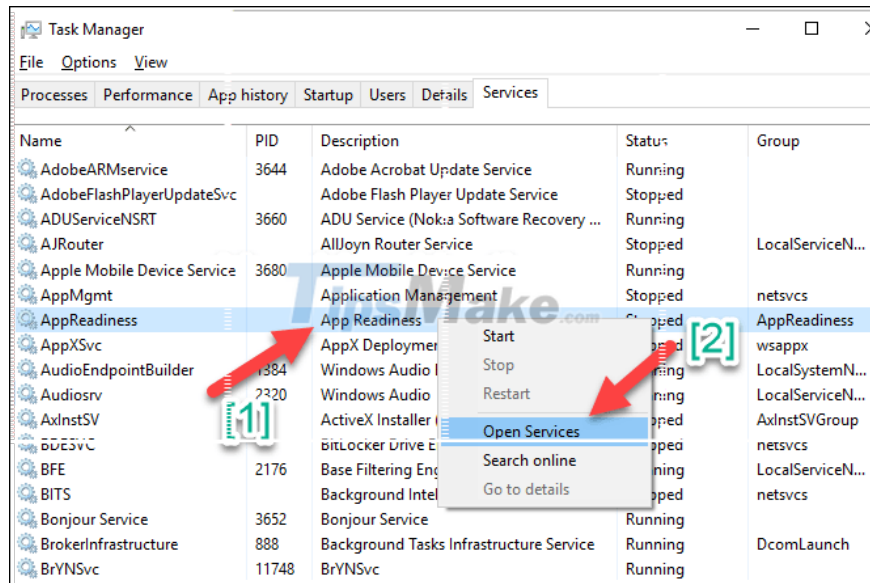
5. Disable AppReadness in Services

You open up the Task Manager by pressing CTRL + ALT + DEL => and switch to the Services tab.

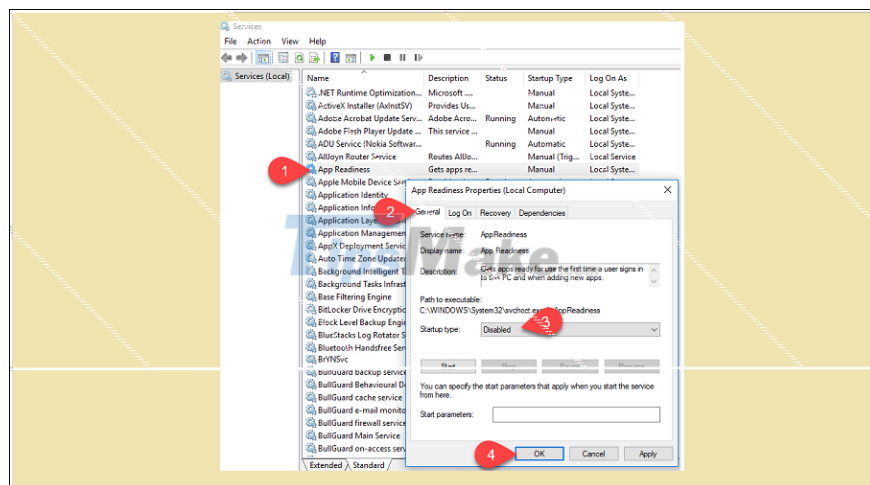
Here, right-click AppReadness => and select Stop as shown below.



In the event that AppReadness has stopped, right-click => and choose Open Services.



You continue to go to AppReadiness => double-click on AppReadiness => select General tab => select Disabled value in Startup type => and click OK to confirm.

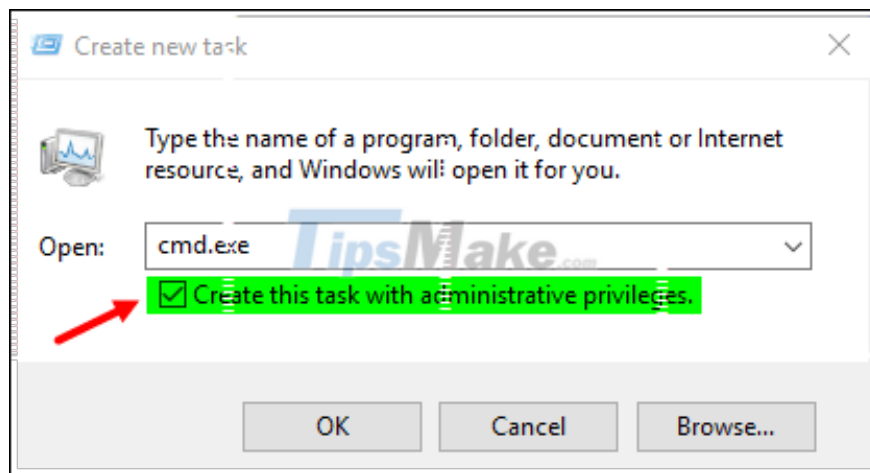


And you try to restart your computer to check the results.

6. Create a new User and delete the existing faulty User

Implementation: Press CTRL + ALT + DEL => then select File => select Run new task to run the Run dialog box.

Then, at the Run dialog box, type cmd.exe => and click OK to open the CMD window.



You can then use the command in CMD to create a USER on a new Windows. This, I have detailed instructions in the article to create a new user on Windows already. If you do not know how to do it, please review it.

Remember to add the User you just created to the Administrator group. In that tutorial I also guided it.

7. Reinstall Windows operating system

Yes ! If you still do not perform all the above steps, there is only way to reinstall Windows. About how to install Windows, I have very detailed instructions on TipsMake already, Windows 7, Windows 8 / 8.1 or Windows 10 all have very detailed instructions.

8. Check the hardware and clean the computer again

If you reinstall Windows but still not work anymore, there is a high chance that your computer has a hardware failure, it may be due to the cable or the hard drive.

This one, you bring to the computer repair shop for them to check the error details.

Conclude

Above are 6 steps to help you identify and fix computer error with black screen + mouse pointer that cannot access the Desktop interface that I find most effective today.

Hope this article will be useful to you, wish you success!

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