

Restoro Stops During Repair

1. Check Internet Connection (*if possible, switch to Wired connection*)
2. Perform a **"Clean boot"**:

• Windows 8/8.1 and 10

1. Press the **"Windows + R"** key to open a Run box.
2. Type **msconfig** and click **"OK"**.
3. On the **General tab**, click **"Selective start-up"**.
4. Clear the Load start-up items check box.
5. Click the **"Services tab"**.
6. Select the **"Hide all Microsoft services check box"** (at the bottom).
7. Click **"Disable all"**. (Applicable)
8. Click the **"Start-up tab"**.
9. Click **"Open Task Manager"**.
10. On the Start-up tab, **right-click each enabled start-up item** and select **"Disable"**.
11. Click **"OK"**.
12. Click **"Restart"**.

• Windows 7 and Vista

1. Press the **"Windows + R"** key to open a Run box.
2. Type **msconfig** and click **"OK"**.
3. On the General tab, click **"Selective start-up"**.
4. Clear the Load start-up items check box.
5. Click the **"Services tab"**.
6. Select the **"Hide all Microsoft services check box"** (at the bottom).
7. Click **"Disable all"**. (Applicable)
8. Click **"OK"**.
9. Click **"Restart"**.

1. Try to run Restoro again.

NOTE: Upon achieving resolution (Isolating issue and or troubleshooting conflicting programs) a restore of the disabled programs is needed

1. Click "**Start**" > Run, or Press the "**Windows + R**", type **msconfig** and then click "**OK**".
2. On the **General tab**, select "**Normal Start-up**".
3. Click "**OK**".
4. Click "**YES**" when asked to restart your computer.

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