

# XP displays symbols instead of normal font

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**Problem**A customer recently turned their computer on to find that the fonts within the desktop icons, menus and windows (almost all of the standard Windows objects) were being displayed in symbols including triangles or squares. **Suggested Solution**If this is a relatively recent issue, she might try using System Restore to

take you back to a time when this worked properly. Start\All

Programs\Accessories\System Tools\System Restore. If that doesn't resolve it, try the information below.

The following assumes she has an actual XP CD as opposed to a restore CD or restore partition supplied by your PC manufacturer.

Go to Start, type `sfc /scannow` in the run box and press enter. Note, there is a space between `sfc` and the forward slash. You will be asked for your XP CD. Be aware, upon inserting the CD the XP setup screen may appear, this is not a part of `sfc /scannow`, rather it is being invoked by `autorun`. Simply minimize the screen and allow `sfc` to continue.

If the above fails to resolve the issue, try a repair install as follows:

Be sure you are well backed up in case there is a problem from which you are unable to recover. **NOTE**, while a repair install should leave your data files intact, if something goes wrong during the repair install, you may be forced to start over and do a clean install of XP. If you don't have your data backed up, you would lose your data should that eventuality occur.

Assuming your system is set to boot from the CD-ROM drive, boot with the XP CD in the drive. If it isn't or you are not sure, you need to enter the system's BIOS. When you boot the system, the first screen usually has instructions that if you wish to enter setup press a specific key, when you see that, do so. Then you will have to navigate to the boot sequence, if the CD-ROM drive is not first line, set it first in the boot sequence. Save your settings and exit with the XP CD in the drive. The system will reboot.

Boot from the CD. If your system is set to be able to boot from the CD, it should detect the disk and give a brief message, during the boot up, if you

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wish to boot from the CD press any key.

Once you have pressed a key, setup should begin. You will see a reference asking if you need to load special drivers and another notice that if you wish to begin the ASR (Automatic Recovery Console) depress F2. Just let setup run past all of that. It will continue to load files and drivers.

Then it will bring you to a screen. Eventually, you will come to a screen with the option to (1) setup Windows or (2) Repair Windows Installation using the Recovery console.

The first option, to setup Windows is the one you want and requires you to press enter. When asked, press F8 to accept the end user agreement. Setup will then search for previous versions of Windows. Upon finding your version, it will ask if you wish to Repair your current installation or install fresh. Press R, that will run a repair installation